Dear <Landlord name>,

We are very pleased to announce that, following a great deal of consideration and research, we shall be changing our letting software system from <old software> to an award-winning and innovative “cloud-based” product called agentOS.  The main reason for this is to be able to provide a more efficient and transparent service.  We will be offering more innovative features that modern technology offers, and that our customers have come to expect.

This changeover will take place <expected date> and we have been carefully planning the move to ensure as little disruption as possible for our landlords and tenants.

One of the most immediate changes that you will notice will be the appearance of your monthly rent statement.  A “dummy” version is enclosed with this letter, so you know what to expect.  For landlords with multiple properties, income and expenditure is listed per property making the statement easier to read.  With the new rent statement will also come a monthly “management report” detailing any activity at the property over the previous month, such as repairs/maintenance, and viewings information if the property is being re-let.

<optional> Another headline feature of the new software is a live log-in facility which will allow you to enter a unique user name and password to view statements and other documents such as safety certificates, check progress of any ongoing works, and look at feedback from prospective tenants whilst the property is being marketed.  We hope to have the online facility available for all landlords <live date>, and we’ll up-date you again as soon as we are able to issue your login details and instructions.  Tenants living in properties managed by us will also have their own log-in area, through which they can report problems and track progress of any necessary repairs.  <optional>

 We are hopeful that these and other enhancements provided by agentOS will allow us to work in a more streamlined way and, ultimately, move away from paper communications.

We’ll keep you advised of other changes as and when we develop the software further, but any feedback you have for us in the meantime would be greatly appreciated.

If you have any queries or comments, please contact <insert co-ordinator name> who is responsible for co-ordinating the software changeover, or your branch manager.

With best wishes,