# Properties — buildings, units and availability

Operations help · Reviewed 22 November 2026

## Who does what

Company owner/admin adds property records and unit counts/types. Property managers can browse assigned properties, rename or archive buildings, and freeze units. Leasing edits individual unit details and tenant/lease records. A manager must not use building administration to change or delete an apartment or tenant.

## Add a property manually

1. Open Properties → Add property.

2. Enter Property name and choose Building, Compound, Building complex, Villa or Other. For Other, enter the custom type.

3. Enter Location and optionally paste a Google Maps location link.

4. Enter Number of units. Add the unit-type breakdown, such as Studio or 1-bedroom. Ensure the type counts equal the total.

5. Optionally upload a property logo, then save.

6. Ask Leasing to complete individual flat/villa numbers and unit types before preparing leases. Unit-count placeholders are not automatically ready-to-rent numbered apartments.

## Import new properties from CSV

1. Within Add property, expand Import from CSV.

2. Download the sample and retain the column headings.

3. Use one row per unit type. Repeat the same property details for each type in that property.

4. Check that unit_count totals equal number_of_units for each property. Save as CSV and upload it (up to 1 MB).

5. Review the imported properties. If any row is invalid, correct the file and retry; the import is rejected as a whole.

The columns are property_name, property_type, location, google_maps_url, number_of_units, unit_type and unit_count. For example, a 10-unit building can have a Studio row with 4 and a 1-bedroom row with 6. CSV import creates new properties; it is not an update tool for existing ones and does not import tenant leases. Upload logos separately through Edit property where available.

## Browse a property

Select a property from the directory or Current property dropdown. Property-specific screens follow that selection. Overview provides a portfolio summary; the selected property's summary shows units, occupancy and pending approvals. Expand details to inspect unit number, type, tenant, nationality and contract dates according to your access.

The small map uses the saved Google Maps link where supported, or an area preview from the Location text. Use Open in Google Maps to inspect the saved location. An area preview is not proof of an exact building pin.

## Freeze or make a unit available

1. Open the property/unit list and choose Freeze for the relevant unit.

2. Read the confirmation and save.

3. Tell Leasing why it should not be rented.

4. When ready, choose Make unit available.

Freezing blocks new leasing of that unit. It does not cancel a current lease, remove the tenant or mean the unit is physically vacant. Occupancy follows current lease dates; future leases and frozen availability should be checked separately.

## Rename, archive and restore

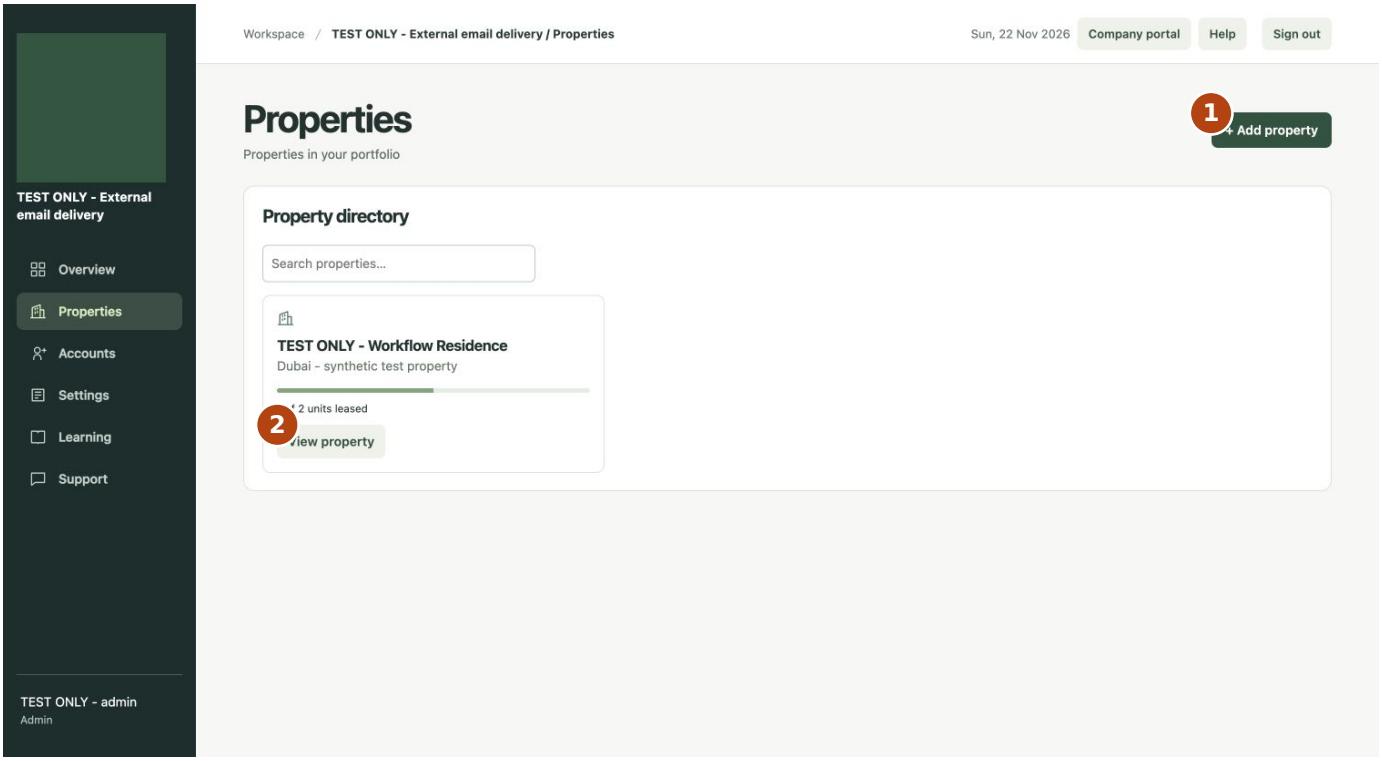
Use Rename building to change its name. Delete / archive building is an archive action that preserves records; review its confirmation. Archived buildings are unavailable for new leasing. Use Restore building when it should return to service. Do not interpret archive as deleting leases or financial history.

## Daily checks

Review vacant versus occupied units, upcoming contract end dates and frozen units. If an apartment number is missing or incorrect, send it to Leasing rather than changing tenant data from the manager workspace.

## Where to click

## Screenshot walkthrough




1. + Add property — Create a property; the CSV import option is inside this form.

2. View property — Browse the summary, map and unit availability.

Example from a synthetic test company. Available actions depend on your role and record status.