

# Viewings Manager

Exclusive to letting agents on Rightmove

Pre-qualify applicants at the earliest opportunity

Reduce no-shows to avoid wasted time

Minimise admin chasing for post-viewing feedback

Integrate with your existing systems and process



The screenshot displays the 'Viewings' section of the Rightmove Viewings Manager interface. It features a navigation bar with 'Inbox', 'Archived', and 'Pending' tabs. The main content is divided into three sections: 'Requests', 'Feedback received', and 'Confirmed'. Each section contains a table with columns for 'APPLICANT', 'PROPERTY', and 'RECEIVED'. The 'Requests' section lists four entries, with the first one highlighted. The 'Feedback received' section lists two entries, with the first one highlighted. The 'Confirmed' section lists one entry. A 'Cancelled' section is partially visible at the bottom.

APPLICANT	PROPERTY	RECEIVED
Howard Ramirez	Southwell Gardens, South Kensington, SW7 £1,448 pcm • 3 bed apartment • via Rightmove	5 hours ago
Norman Ingram	Kings Road, Chelsea, London, SW3 £1,448 pcm • 3 bed apartment • via Rightmove	10 hours ago
Howard Ramirez	Hamlet Gardens, Hammersmith £1,448 pcm • 3 bed apartment • via Rightmove	12 hours ago
Jane Cooper	Lammas Park Road, Ealing, London, W5 £1,448 pcm • 3 bed apartment • via Rightmove	18 Jun 6:20pm

[Show more](#)

APPLICANT	PROPERTY	RECEIVED
Brooklyn Simmons	Thurlow Court, Wellesley Rd, Wanstead, London £1,448 pcm • 3 bed apartment • via Rightmove	1 min ago
Allie Weber	Kerrison Road, Ealing, London, W5 5NW £1,448 pcm • 3 bed apartment • via Rightmove	5 min ago

APPLICANT	PROPERTY	RECEIVED
Dan Vidrasan	Thurlow Court, Wellesley Rd, Wanstead, London £1,448 pcm • 3 bed apartment • via Rightmove	1 min ago

APPLICANT	PROPERTY	RECEIVED
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# Viewings Manager

## At a glance

### For you

1. Set up your available viewing hours in Viewings Manager
2. Receive viewing requests from applicants, including their details for pre-qualification
3. Confirm, reschedule or cancel viewings directly in Viewings Manager
4. Sync Viewings Manager with your calendar to keep appointments in one place
5. Automated messages sent to applicants on your behalf before and after viewings
6. More time to focus on building relationships with landlords and growing your business

### For applicants

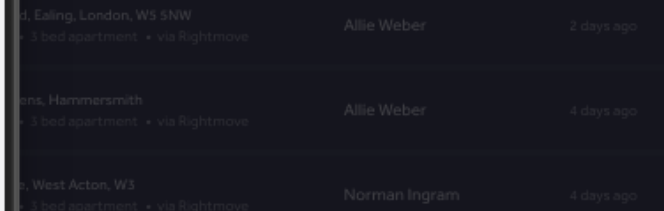
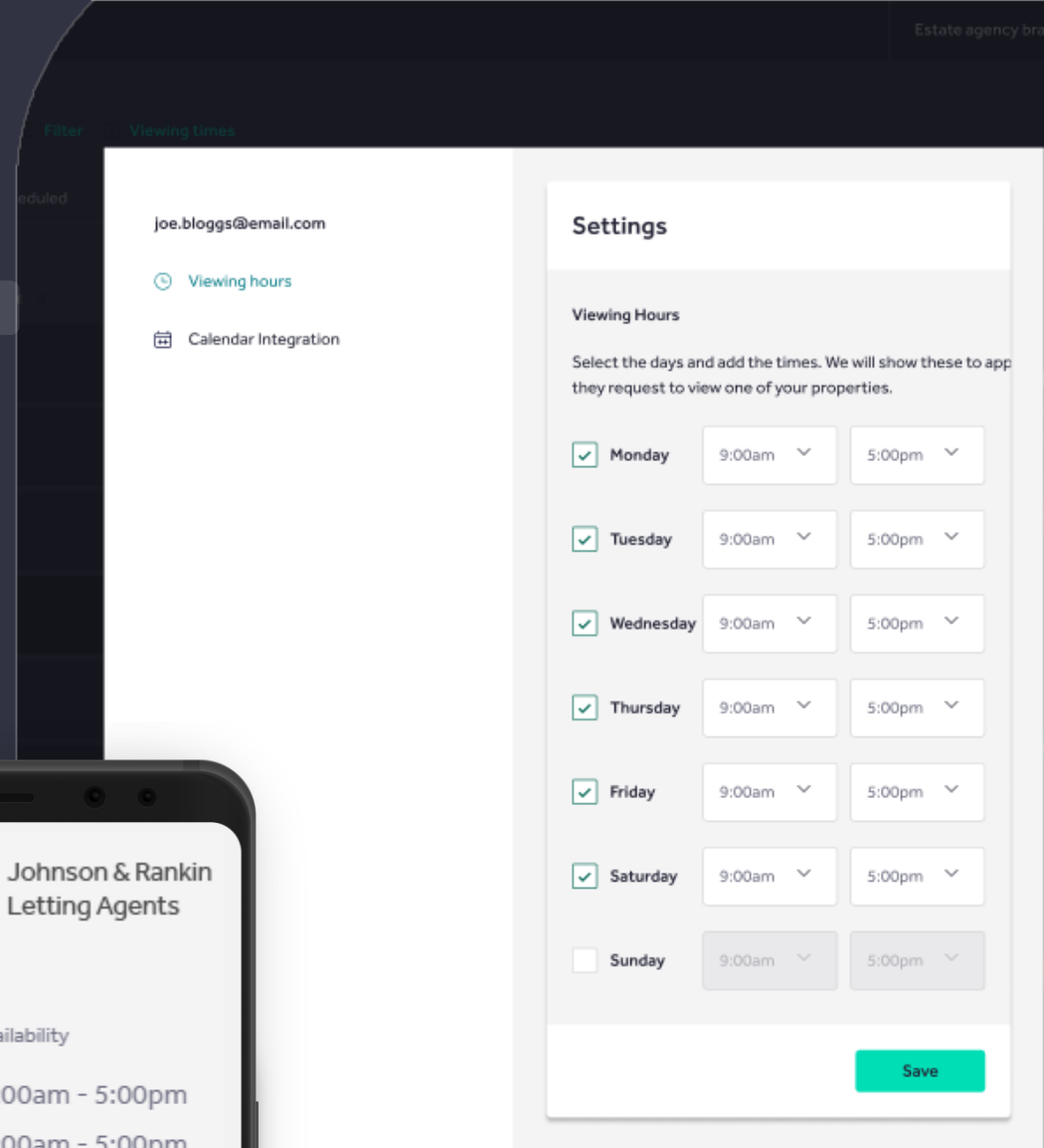
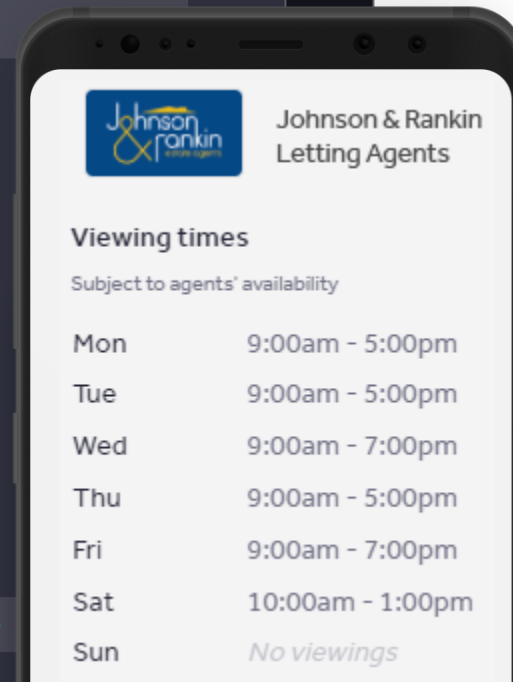
- Request viewings via your Rightmove listings
- Answer 5 pre-qualification questions
- Confirm or cancel viewings in My Rightmove
- Receive automated viewing SMS reminders
- Attend your viewing
- Send you post-viewing feedback via Rightmove

# Set your available hours

## Applicants can only request viewings during these times

You're in control of the days and times available for applicants to request viewings on Rightmove – simply select the days and times your office is open for viewings

When applicants request a viewing, they'll see your full list of viewing times and will only be able to request a viewing within your opening hours



# Manage your viewing requests

## You can confirm requested viewings or suggest an alternative date or time

If you're available at the requested date and time, simply confirm the viewing request and we'll update the applicant for you

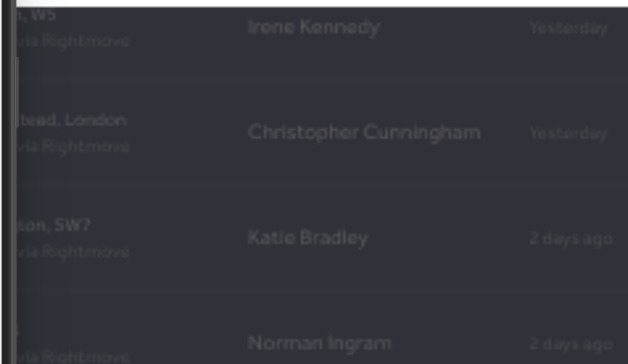
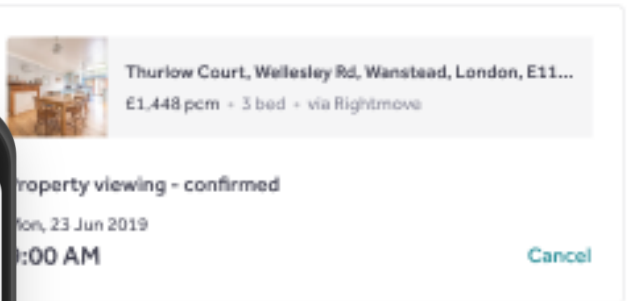
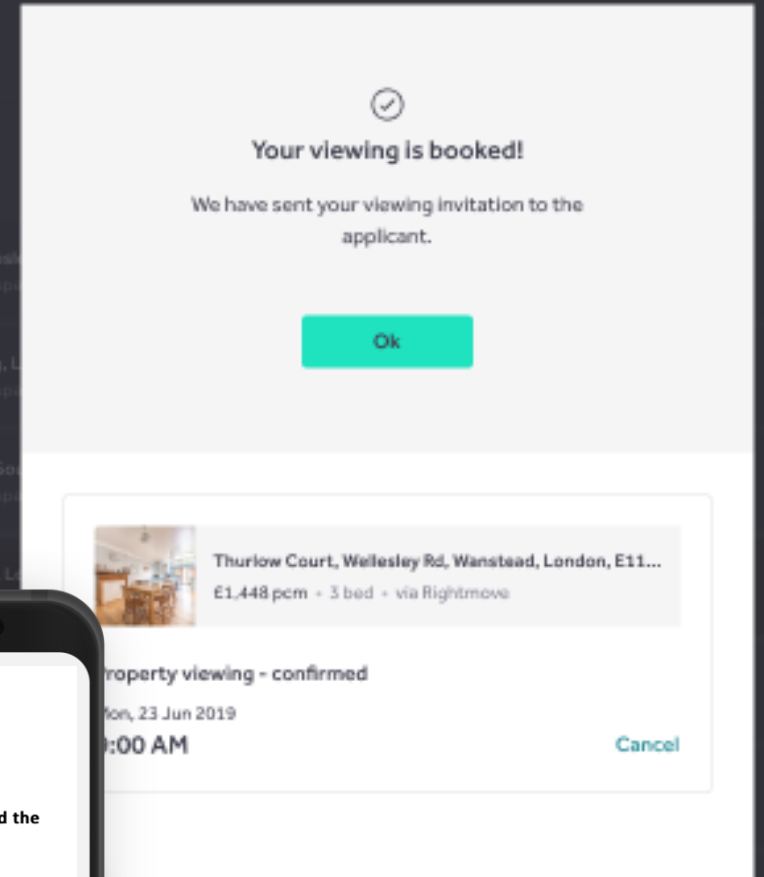
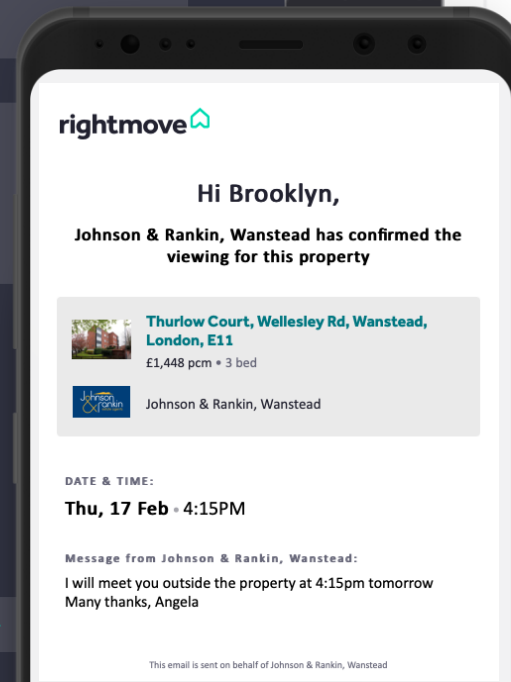
Or you can suggest an alternative date or time. We'll message the applicant to ask them to confirm the new time then let you know their response

Confirmed or rescheduled a booking on the phone? No problem, you can manually update the enquiry in Viewings Manager



Your view >

Applicant view >



## Integrate your calendar

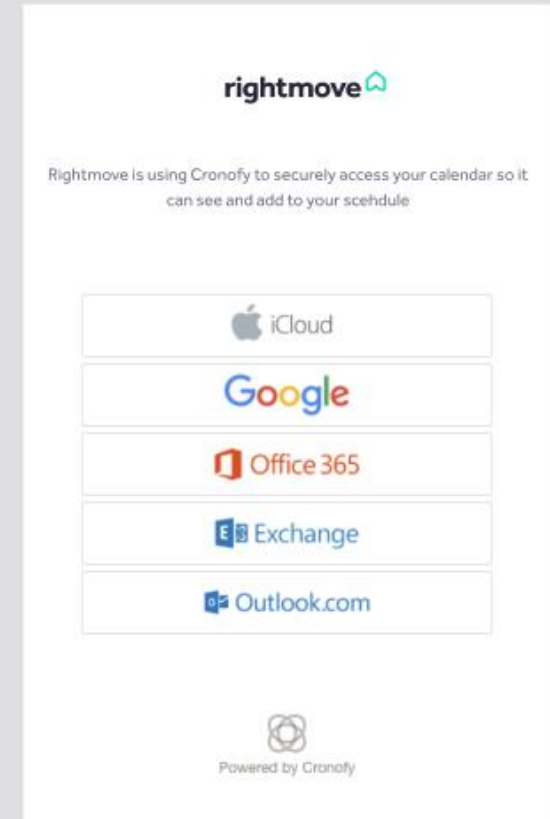
# Keep your external diary up to date with Rightmove viewings automatically

[Your view >](#)

Integrate with your branches existing calendar via iCloud, Google, Office 365, Microsite Exchange or Outlook.com

Once set up, all your Viewings Manager appointments will automatically sync with your chosen calendar so you can keep track of all your appointments in the usual place

**Good to know** – you'll be able to sync one calendar per branch, so we recommend choosing a calendar that's visible to your whole team



# Action your ready-made to-do list

## Viewings Manager groups your actions by type for quick prioritisation

Your new viewing requests are grouped together at the top of the page where you can view the applicants' details and accept or decline the request in just a few clicks

Whenever an applicant confirms or cancels a viewing, or sends you post-viewing feedback, their enquiry will appear in the relevant group for you to action

We'll also send you an email notification whenever a viewing is updated so you can action them quickly while the lead is hot

Your historical viewings and ongoing requests are filed away into "Archived" and "Pending" incase you need to check back after you've completed all your actions

Your view >

## Viewings

Inbox

Archived

Pending

### Requests

APPLICANT ↕

PROPERTY ↕

RECEIVED ↕

Howard Ramirez



Southwell Gardens, South Kensington, SW7  
£1,448 pcm • 3 bed apartment • via Rightmove

5 hours ago



Norman Ingram



Kings Road, Chelsea, London, SW3  
£1,448 pcm • 3 bed apartment • via Rightmove

10 hours ago



Howard Ramirez



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18 Jun 6:20pm



[Show more](#)

### Feedback received

Confirmed

Cancelled

# Add updates from other sources It's not just for your Rightmove viewings

You can add viewings from other sources to Viewings Manager to keep everything in one place and make use of the automatic viewing reminders and feedback requests

If you speak to an applicant on the phone, you can update their enquiry in Viewings Manager to ensure they continue through the automated Viewings Manager process

Your view >

Add viewing

Settings

Applicant

Activity History

## Applicant

Order Reference

**BS** Brooklyn Simmons

brooklyn@email.co.uk  
07925 166 468

Basement flat, 44 Grove Road, London, E3 5AX

ASAP

MOVING WITH  
Partner

EMPLOYMENT  
Full-time

ADVERSE CREDIT  
Not aware

AFFORDABILITY

Confirms household income exceeds  
£27,000

Schedule

Decline

Already scheduled? Set a reminder

# Find applicant details fast

## Quick access to applicants contact details, pre-qualification information and activity history

Click into any enquiry to see the applicant's full details and activity history alongside your list of outstanding actions

Quickly pre-qualify applicants to find the most suitable tenant for each property and landlord. You'll see these 5 key pieces of information:

1. How soon the applicant needs to move
2. Who the applicant is moving with
3. The applicant's employment status
4. If the household income meets affordability criteria
5. If the applicant is aware of any adverse credit

### Applicant

Order Reference

**BS** Brooklyn Simmons

brooklyn@email.co.uk  
07925 166 468

Basement flat, 44 Grove Road, London, E3 5AX

ASAP

MOVING WITH  
Partner

EMPLOYMENT  
Full-time

ADVERSE CREDIT  
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AFFORDABILITY

Confirms household income exceeds  
£27,000

APPLICANT INTERESTED IN THE PROPERTY?

YES

#### About the move

When do you need to move by?

As soon as possible

Who are you moving in with?

I'm moving with my partner

#### About you

What is your employment status? (optional)

Full time employment



# Reduce no shows

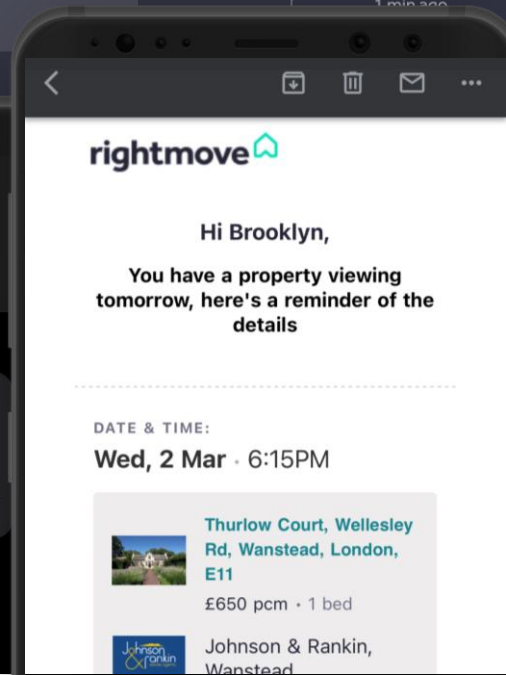
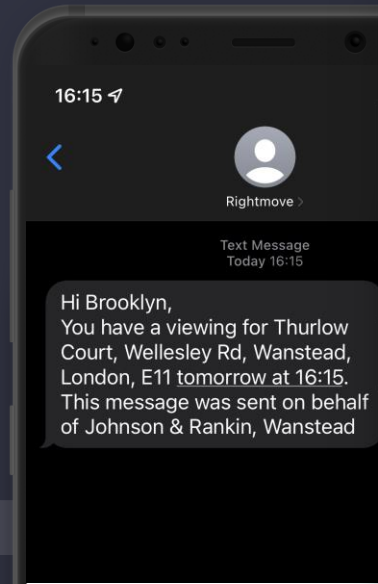
## Automated reminders to minimise wasted journeys

24 hours before your viewing, we'll automatically email and text the applicant to remind them of the viewing details, so you don't waste time on no-shows

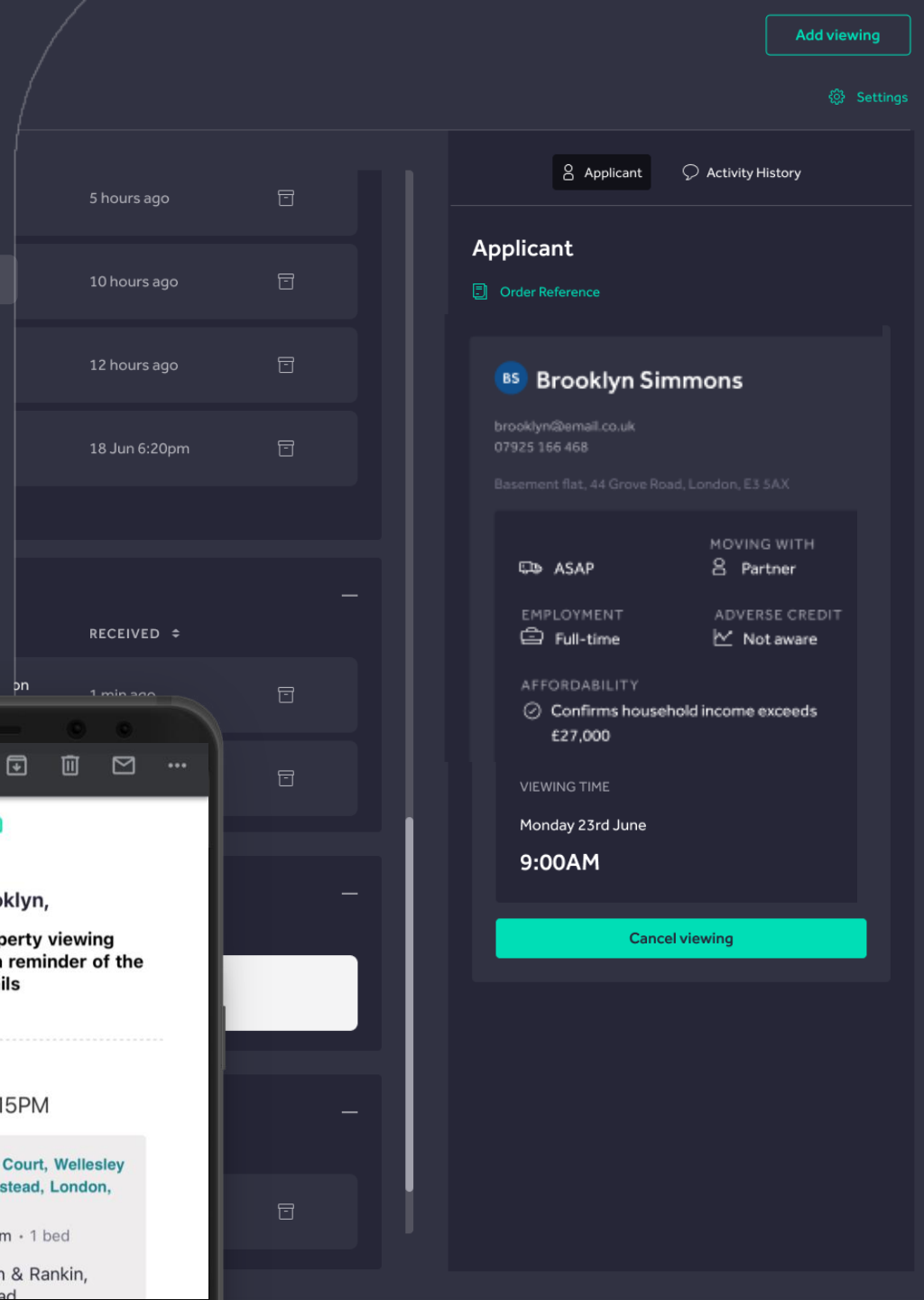
In the reminder email we'll ask them to cancel or reschedule their appointment if they can no longer make the viewing



Applicant view >



Your view >



Add viewing

Settings

Applicant Activity History

Applicant

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brooklyn@email.co.uk  
07925 166 468

Basement flat, 44 Grove Road, London, E3 5AX

MOVING WITH  
ASAP Partner

EMPLOYMENT  
Full-time

ADVERSE CREDIT  
Not aware

AFFORDABILITY  
Confirms household income exceeds £27,000

VIEWING TIME  
Monday 23rd June  
**9:00AM**

Cancel viewing

# Effortless applicant feedback

## We contact applicants after your viewing to save you time

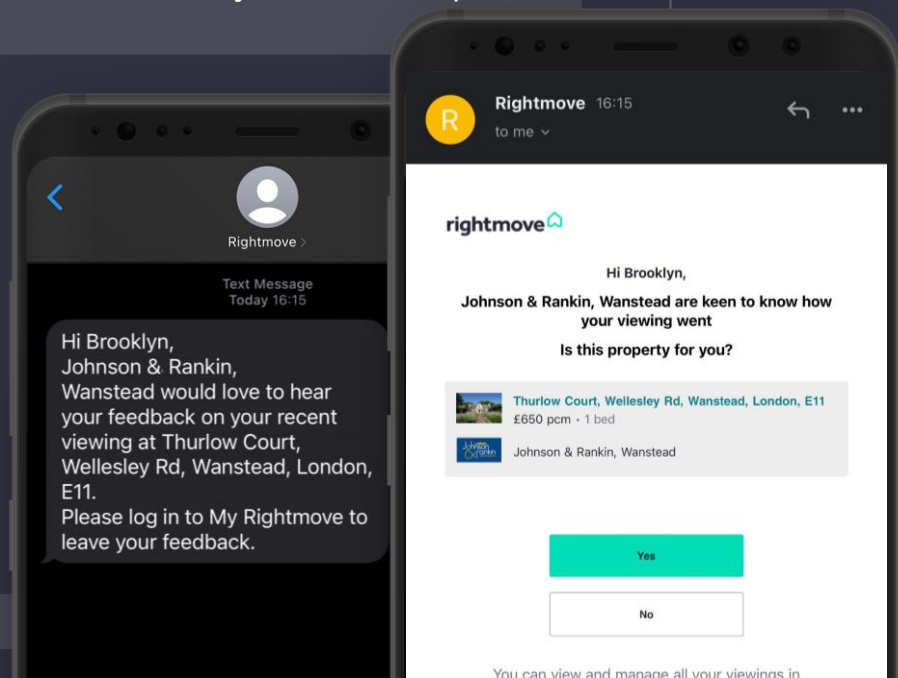
4 hours after your booked viewing, we'll automatically email and text the applicant to ask if they're still interested in the property

When applicants submit feedback, you'll receive an email notification and it'll be added to the "Feedback" group in Viewings Manager alongside their details so you can follow up



[Applicant view >](#)

[Your view >](#)



## Viewings

Inbox	Archived	Pending
<b>Requests</b>		
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<a href="#">Show more</a>		
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<b>Cancelled</b>		
APPLICANT	PROPERTY	