Ideation Phase
Define the Problem Statements

Date	30 OCTOBER 2025
Team ID	2F2CA610622DBCB9AF44E9641A0CB552
Project Name	LEASE MANAGEMENT
Maximum Marks	2 Marks

Customer Problem Statement Template – Lease Management

Customer Context:

In a lease management system, users face challenges when managing tenants, properties, and lease agreements — especially during updates or deletions that affect active leases. These issues cause confusion, data loss, and disrupt daily operations.

Problem Statement PS-1

As a Property Admin, I am trying to delete a tenant record who has already vacated the property.
However, the system prevents me from completing this action because the tenant is still linked to an active lease agreement.
This restriction makes me feel stuck and uncertain, as I cannot clean up outdated records or update property availability easily.

It disrupts workflow and causes confusion when generating reports or assigning new tenants.
I need a better way to identify active dependencies or receive clear notifications before deleting a tenant record to maintain data integrity and smooth lease operations.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Property Admin	Delete a tenant record	The system doesn't allow it	Some lease records remain incomplete or disconnected	Stuck and uncertain
PS-2	A Lease Manager	Manage lease terminations and reassign properties	Some lease records remain incomplete or disconnected	There's no automatic alert or reassignment process	Frustrated and concerned

Problem

Solution

Difficult to manage records for tenants and properties	Implement alerts and data checks
Deleting or updating records leads to data loss and disrupts lease operations	Notify of active leases and prevent record deletion without resolution

Problem Statement PS-2

As a Lease Manager, I want to ensure that property records and lease details are automatically updated when a tenant leaves or a lease ends. However, the system allows record deletion or changes without warnings about active or pending leases.
This results in missing lease histories and unmanaged properties, affecting billing accuracy and service tracking.

It makes me feel frustrated and concerned about operational efficiency. A built-in alert system or automatic reassignment of lease ownership would prevent data loss, ensure accurate reporting, and improve trust and compliance within the lease management process.