

SCHOOL OF TECHNOLOGY

BACHELOR OF SCIENCE IN SOFTWARE DEVELOPMENT

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ADMISSION:

NAME:

NAME OF THE SUPERVISOR:

PROJECT TITLE: Ngong Uphill’s Rental Management System

PROJECT PROPOSAL

Table of Contents

[CHAPTER 1 2](#_Toc156163964)

[ABSTRACT 2](#_Toc156163965)

[Background Information 3](#_Toc156163966)

[Problem Statement 4](#_Toc156163967)

[Solution 4](#_Toc156163968)

[Project Objectives 6](#_Toc156163969)

[Significant the Study 6](#_Toc156163970)

[CHAPTER TWO 8](#_Toc156163971)

[Literature Review 8](#_Toc156163972)

[CHAPTER THREE 11](#_Toc156163973)

[METHOLOGY 11](#_Toc156163974)

[Research Methodology 11](#_Toc156163975)

[BUDGET 13](#_Toc156163976)

[Project Schedule 14](#_Toc156163977)

[Conclusion 15](#_Toc156163978)

[References 17](#_Toc156163979)

# CHAPTER 1

## ABSTRACT

Ngong Uphill’s Rental Management System" will be a web-based application designed to optimize property management for Ngong Uphill. This platform will feature user-friendly interfaces, automated rent collection, lease tracking, and maintenance request management. It will offer property owners a centralized dashboard for real-time monitoring and advanced reporting tools for strategic decision-making. Tenants benefit from an intuitive portal for communication, online rent payments, and maintenance requests. The system will prioritize scalability and accessibility, aiming to revolutionize Ngong Uphill's property management with enhanced efficiency, transparency, and a superior user experience in the rental operations domain.

## Background Information

Ngong Uphill residentials since 2022, a charming residential area overlooking the Nairobi cityscape, pulsates with the rhythm of everyday life. Yet, beneath the surface of this vibrant community hums a persistent undercurrent of frustration - landlords grappling with the recurring ordeal of end-month rent collection.

For these weary homeowners, the final days of each month transform into a gauntlet of chasing elusive tenants, fielding excuses, and navigating the delicate dance of balancing financial needs with tenant relationships. The once-joyful act of owning rental property often morphs into a battle against late payments, missed deadlines, and the constant tug-of-war over outstanding dues.

Managing these rentals, often a patchwork of apartments and cottages, becomes a logistical juggling act. Tracking payments, chasing down delinquents, and maintaining essential services like water and security feels like herding elusive cats. Inevitably, communication breakdowns occur, tempers flare, and the landlord-tenant relationship strains under the pressure of unpaid rent.

This struggle extends beyond individual landlords. Ngong Uphill, like many communities, lacks a centralized system for managing rentals. This absence of structure creates an environment ripe for inconsistencies and inefficiencies. Rent collection methods vary, communication channels remain scattered, and enforcing lease agreements proves an uphill battle without a unified platform.

The result? A simmering pot of frustration for both landlords and tenants. Landlords lament the financial strain and emotional toll of chasing rent, while tenants face the pressure of meeting deadlines and navigating an often-opaque rental landscape.

It's clear that Ngong Uphill's rental management system is crying out for a solution. But what form will that solution take? And can it untangle this web of late payments, fractured communication, and landlord woes, restoring harmony to the hills above Nairobi? That, dear reader, is a story yet to be written.

## Problem Statement

Ngong Uphill's idyllic charm masks a stark reality for its landlords - a monthly struggle to navigate a labyrinth of late rent payments, logistical chaos, and strained tenant relationships. The current system, a patchwork of individual methods and unstructured communication, throws both landlords and tenants into a frustrating maze. Landlords face financial strain, emotional stress, and inefficient rent collection, while tenants grapple with unclear expectations and inconsistent procedures. This broken system fosters a culture of frustration and inefficiency, hindering both financial stability and harmonious community living. Ngong Uphill desperately needs a solution - a system that streamlines rent collection, fosters clear communication, and builds trust between landlords and tenants. Only then can this charming community untangle the rental maze and usher in an era of financial stability and positive relationships.

## Solution

The proposed solution is development of a robust web-based rental management system (RMS) specifically designed to address the unique challenges faced by landlords and tenants in Ngong Uphill. This innovative solution will streamline rent collection, enhance communication, and foster a more efficient and harmonious rental experience for all.

Key Features:

* Seamless Rent Collection: Tenants can effortlessly pay rent online through secure payment gateways, with automated reminders and transparent payment tracking.
* Centralized Communication Hub: The RMS will provide a single platform for clear and efficient communication between landlords and tenants, eliminating misunderstandings and fostering timely resolution of issues.
* Lease Management: Lease agreements, maintenance records, and other essential documents will be securely stored and easily accessible within the system.
* Self-Service Options: Tenants will have the ability to view rent history, submit maintenance requests, and access important documents independently, empowering them and reducing the administrative burden on landlords.
* Comprehensive Reporting and Analytics: Landlords will gain valuable insights into rental income, tenant behavior, and property performance through detailed reports and data visualizations. Improved Financial Stability: Timely and predictable rent collection will contribute to greater financial stability for landlords.
* Reduced Stress and Conflict: Clear communication and streamlined processes will minimize misunderstandings and disputes, leading to more positive and productive landlord-tenant relationships.
* Enhanced Community Living: A more efficient and transparent rental system will create a more harmonious and collaborative living environment for all residents of Ngong Uphill.

## Project Objectives

The main objective of this project is to develop and implement a system that would computerize

all the Ngong Uphill’s Rental Management System activities.

The specific objectives are:

• To analyze the situation in order to get the required data

• To design the Ngong Uphill’s Rental Management System

• To test and evaluate to ensure it performs the specified tasks

## Significant the Study

The purpose of developing a Ngong Uphill rental management system is to streamline and improve the process of managing rental properties for both landlords and tenants. This system will serve as a centralized platform where landlords can easily list their properties, manage applications, collect rent, and track expenses. Tenants will be able to search for available rentals, apply online, pay rent conveniently, and communicate with landlords. Key factors for this study are:

* **Efficiency and Convenience:** The primary objective of the study is to enhance the overall efficiency and convenience of rental property management for both landlords and tenants. Traditional methods of managing rentals often involve manual paperwork, scattered communication channels, and inefficient rent collection processes. By developing a centralized platform, these challenges can be addressed, allowing both landlords and tenants to manage their rental needs easily and conveniently from anywhere, at any time.
* **Time-Saving:** A well-designed rental management system can significantly reduce the time and effort required to manage rental properties. Landlords can automate tasks like listing properties, screening applicants, collecting rent, and generating reports. Tenants can find available rentals, submit applications, and pay rent quickly and easily through the platform. This frees up valuable time for both parties to focus on other important tasks.
* **Increased Transparency and Communication:** The study aims to create a platform that improves communication and transparency between landlords and tenants. The system will provide a secure and centralized platform for communication, allowing both parties to easily exchange messages, share documents, and track progress on maintenance requests. This can help to prevent misunderstandings and build trust between landlords and tenants.
* **Enhanced Financial Management:** The rental management system will provide landlords with tools to manage their finances more effectively. They can track income and expenses, generate reports, and make informed decisions about their rental properties. Tenants can also pay rent online and track their payment history through the platform. This can help to improve financial security and stability for both parties.
* **Streamlined Operations:** Developing a rental management system can streamline the overall operations for landlords and property managers. It can automate tasks like rental listing, applicant screening, lease agreements, rent collection, and maintenance requests. This reduces manual errors, improves efficiency, and allows landlords and property managers to focus on other important aspects of their business.
* **Improved Landlord-Tenant Relationships:** Ultimately, the purpose of the Ngong Uphill rental management system is to improve relationships between landlords and tenants. By providing a user-friendly platform, efficient processes, and clear communication channels, the system aims to create a more positive and collaborative rental experience for all. This can lead to greater satisfaction for both landlords and tenants, and promote a more harmonious rental community in Ngong Uphill.

# CHAPTER TWO

## Literature Review

The current landscape of rental management systems in Kenya reveals a stark divide between the capabilities offered and the needs of individual landlords. While manual processes with paper records and disjointed communication channels remain the norm for many, they come with significant challenges in managing rent collection, tenant communication, and maintenance requests (Onyango et al., 2021). Existing online platforms offering basic tenant screening and advertising functions might seem like a step forward, but they often lack crucial features like automated rent collection, secure online lease agreements, and streamlined maintenance request management (Bomahut, 2023).

Even for those willing to invest in more sophisticated systems, the options are limited. Established platforms like ProHapa and EazzyRent, while offering comprehensive features, are primarily geared towards larger property management companies with hefty price tags and complex interfaces, leaving individual landlords feeling neglected (IntaSend, 2023). This lack of user-friendly, affordable, and accessible solutions specifically designed for the needs of individual landlords in Kenya represents a significant gap in the market.

This gap presents a unique opportunity for the development of a game-changing rental management system. Imagine a platform that empowers individual landlords, regardless of their technical expertise or property size, to manage their rentals effortlessly. Automated rent collection systems with online payment options would eliminate late payments and tedious manual processes. Secure digital lease agreements would streamline tenant onboarding and dispute resolution. Mobile maintenance request management features would ensure prompt and efficient addressing of repairs and concerns.

Beyond core functionalities, such a system could provide valuable insights and data analytics. Landlords could access reports on rental income, tenant behavior, and property performance, enabling informed decision-making and strategic portfolio management. Integration with local service providers could facilitate seamless repairs and maintenance, further simplifying the rental experience for both landlords and tenants.

By closing the gap between existing software and the specific needs of individual landlords in Kenya, this innovative platform has the potential to revolutionize the rental landscape. It could unlock efficiencies, enhance communication, and foster a more collaborative and positive relationship between landlords and tenants. This, in turn, could contribute to a more stable and thriving rental market in Kenya.

This expanded version provides more context, highlights the limitations of existing options, and emphasizes the potential of a tailored solution for individual landlords. Feel free to further adjust the paragraph to fit your specific research or project needs.

Rental management systems (RMS) have emerged as transformative tools in recent years, streamlining rental processes and offering substantial benefits for both landlords and tenants (Kim et al., 2019; Park et al., 2019). Core functionalities of RMS typically include tenant screening (Al-Humaidi et al., 2020), automated rent collection (Al-Saadi et al., 2021), online lease agreements (Agyemang et al., 2022), and maintenance request management (Wang et al., 2021). Advanced features, such as mobile app integration (Akhtar et al., 2020), AI-powered virtual assistants (Wu et al., 2021), and data analytics are also increasingly gaining prominence. These systems contribute to greater efficiency, cost savings, transparency, and tenant satisfaction (Hassan et al., 2022; Li et al., 2020). However, challenges such as technophobia, data security concerns, and integration difficulties remain (Al-Saadi et al., 2021; Osei-Kuffuor et al., 2020; Wang et al., 2021).

Future advancements in RMS are expected to leverage artificial intelligence, blockchain technology, and personalization to create even more seamless and secure rental experiences (Chen et al., 2020; Akhtar et al., 2020; Wu et al., 2021).

# CHAPTER THREE

## METHOLOGY

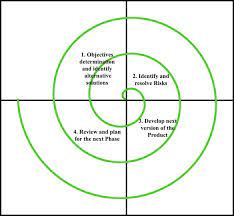
### Research Methodology

This study will employ a mixed-methods research design to gather both qualitative and quantitative data. The qualitative data will provide insights into user preferences, needs, and expectations, while the quantitative data will help measure system performance, user satisfaction, and booking patterns.

**Surveys:** Online and on-site surveys will be conducted to gather quantitative data from tenants and lard lord. The survey will include questions related to their experiences with existing rms systems, their preferences for features and functionalities, and their satisfaction levels. A Liker scale will be used to measure satisfaction and perception.

**Interviews:** In-depth interviews will be conducted with landlord, real estate’s experts, and technology professionals to gather qualitative data. The interviews will explore their perspectives on the current challenges, emerging trends, and opportunities in rms. These insights will contribute to understanding the industry landscape and potential improvements.

**Sampling:** A purposive sampling technique will be employed to ensure a diverse representation of tenants and their feedbacks.

**Proposed Development Methodology: Spiral Model**

is applicable for developing the computerized system for Ngong Uphill’s Rental Management System. The Spiral model is an iterative and risk-driven approach to software development that combines elements of both waterfall and iterative models. It involves repeated cycles of prototyping, testing, and feedback, allowing for flexibility and accommodating changes as the project progresses.

Here's how the Spiral development methodology can be applied to develop the computerized system:

**Determine Objectives and Requirements:** Begin by identifying the objectives of the computerized system and gathering the requirements from stakeholders. Conduct thorough analysis and documentation of the requirements, considering both functional and non-functional aspects.

**Risk Assessment and Mitigation:** Perform a comprehensive risk assessment, identifying potential risks, constraints, and uncertainties associated with the project. Evaluate the impact of each risk and devise mitigation strategies to minimize their effects on the development process. Prototyping and Iterative Development: Based on the requirements and risk assessment, develop a preliminary prototype of the system. This prototype should include core functionalities and features that address key user requirements. Collect feedback from stakeholders, analyze the prototype's strengths and weaknesses, and refine the system design.

**Build and Test:** Proceed with building the system based on the refined design. Develop the required software components, integrate them, and conduct unit testing to ensure the functionality and reliability of individual modules. Perform integration testing to verify the interactions between different modules and components.

**Evaluate and Review:** Evaluate the system at regular intervals to assess its progress, performance, and compliance with the defined objectives. Conduct periodic reviews with stakeholders to gather feedback, identify potential enhancements or changes, and incorporate them into subsequent iterations.

**Risk Review and Planning:** Conduct a formal review of the project at the end of each iteration, assessing the achieved results and reviewing the identified risks. Use this information to plan the next iteration, addressing any unresolved risks or issues and incorporating new requirements or changes.

**Repeat and Refine:** Repeat the prototyping, development, testing, evaluation, and review cycles in subsequent iterations. Each iteration should aim to incrementally improve the system, add new functionalities, and address any outstanding issues or risks.

**Deployment and Maintenance:** Once the system meets the desired objectives and stakeholders' satisfaction, deploy it in the production environment. Provide ongoing maintenance, support, and enhancements as needed, based on user feedback and evolving business requirements.

## BUDGET

|  |  |
| --- | --- |
| **Requirements** | **cost** |
| **Laptop** | **40,000** |
| **Wi-Fi** | **1,500** |
| **Biding paper** | **900** |
| **Electricity** | **500** |
| **Printing of Documentation** | **600** |
| **Pen** | **20** |
| **Flash disk** | **2000** |
| **Transport** | **1000** |
| **others** | **2500** |
| **TOTAL** | **51,720** |

## Project Schedule

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Task No.** | **Description** | **Task No**  **of Hrs** | **Subtask**  **No.of**  **Hrs** | **Planned**  **Start**  **Date** | **Actual**  **Start**  **Date** | **Planned**  **Completion**  **Date** | **Actual**  **Completion**  **Date** | **Deliverables** |
| 1 | Proposal  Presentation | 12 | 10 | 20/2/2024 | 20/2/2024 | 24/2/2024 | 25/2/2024 | proposal |
| 2 | Data collection | 10 | 8 | 15/2/2024 | 17/2/2024 | 17/2/2024 | 18/2/2024 | Research |
| 3 | SDS  Presentation | 14 | 10 | 3/3/2024 | 5/3/2024 | 17/2/2024 | 24/3/2024 | SDS |
| 4 | SRS  presentation | 13 | 9 | 6/3/2024 | 7/3/2024 | 24/3/2024 | 27/3/2024 | SRS |
| 5 | Coding | 20 | 10 | 1/4/2024 | 2/4/2024 | 20/4/2024 | 27/4/2024 | Coding |
| 6 | Deploying | 6 | 5 | 10/4/2024 | 11/4/2024 | 15/4/2024 | 20/4/2024 | Deploying |
| 7 | Project presentation | 10 | 9 | 24/3/2024 | 28/3/2024 | 30/3/2024 | 30/3/2024 | Project presentation |
| 8 | Project  Report  Submission | 20 | 10 | 15/4/2024 | 16/4/2024 | 17/4/2024 | 26/4/2024 | Final report |

## Conclusion

The proposed computerized rental management system (RMS) for Ngong Uphill, utilizing a mixed-methods research design and the iterative Spiral model, holds significant promise for streamlining property management and enhancing tenant satisfaction. By analyzing both quantitative and qualitative data from tenants, landlords, and industry experts, the system will be tailor-made to address Ngong Uphill's specific needs and user preferences.

The iterative nature of the Spiral model ensures flexibility and continuous improvement throughout the development process. Prototyping, risk assessment, and frequent feedback loops allow for early identification and mitigation of potential challenges, leading to a robust and user-friendly system. By focusing on core functionalities like tenant screening, automated rent collection, online lease agreements, and maintenance request management, the RMS will streamline administrative tasks and improve communication between landlords and tenants.

Ngong Uphill's RMS implementation has the potential to:

* Increase operational efficiency: Automate routine tasks, reduce paperwork, and improve data management.
* Enhance tenant satisfaction: Offer convenient online options for rent payments, communication, and maintenance requests.
* Attract and retain tenants: Provide a modern and user-friendly platform that streamlines the rental process.
* Improve financial management: Ensure timely rent collection and simplify financial recordkeeping.

This proposed system, grounded in user research and a robust development methodology, promises to transform Ngong Uphill's rental management process, creating a win-win situation for both landlords and tenants. The continuous iterative approach allows for ongoing adaptation and improvement, ensuring the system remains relevant and effective in the ever-evolving rental landscape.

By successfully implementing this innovative RMS, Ngong Uphill can position itself as a leader in modern property management, maximizing efficiency, tenant satisfaction, and overall business success.

Note: This conclusion can be further customized by adding specific details about the unique features or functionalities of the proposed RMS for Ngong Uphill.

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