

# HelpRent

Where landlord specials go to die

# System Overview

Provide an easy to use interface for property owners' maintenance management

Seamless connection between maintenance staff and tenants, no unexpected staff visits

Simple ticketing system to manage all maintenance issues that arise

# System Actors & Use Cases

Actors: Tenant, Maintenance Staff, Landlord

Primary Tenant Use Cases:

- Create tickets for a maintenance issue
- View relevant DIY guides for maintenance without the need for maintenance staff to visit unit
- Get help from maintenance staff if there's an issue with DIY guide
- Schedule maintenance visit with assigned staff

# System Actors & Use Cases

## Primary Maintenance Use Cases:

- View assigned tickets
- Schedule maintenance visits with tenant
- Assist tenant through messages if they need help with DIY maintenance

## Primary Landlord Use Cases:

- Streamline maintenance management
- Edit tickets, assign tickets to staff
- Create/Upload DIY maintenance guides for tenants

# System Functionalities

Ticket submission (for tenants)

Ticket tracking

Maintenance Statistics

DIY help guides

On-app messaging system

Unit management