Project Title: Real Estate Property Management System

Problem Statement
Managing properties, tenants, leases, payments, and maintenance manually or across multiple tools can be messy and error-prone. Property managers and landlords often lose track of lease approvals, rent payments, or maintenance requests. Tenants struggle to communicate requests or see updates. This Salesforce-based system will centralize all these tasks, automate approvals, track payments, and provide dashboards for better visibility. It makes managing properties easier, faster, and less error-prone.

Requirement Gathering

- Identify what core actions users need (add properties, manage tenants, approve leases, track rent, submit maintenance requests).
- Decide which fields are mandatory for each object (Property: Address, Type, Status, Rent; Tenant: Name, Email, Phone; Lease: Start Date, End Date, Rent, Tenant, Property; Payment: Date, Amount, Status).
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- Determine automation mechanisms (Flows, Approval Processes, Validation Rules).
- Collect UI expectations (Lightning pages, list views, dashboards, LWC for tenant or landlord views).
- Plan object and field structure (Property__c, Tenant__c, Lease__c, Payment__c, Maintenance_Request__c).
- Document non-functional needs (easy to use, role-based access, reports & dashboards).

Stakeholder Analysis

- Define primary users (Property Manager, Tenant, Landlord).
- Identify secondary users (System Admin, Finance Team).
- Note stakeholders' technical skills (users may have basic computer skills; system must be intuitive).
- Capture feedback on desired features (real-time dashboards, automated notifications).
- Understand constraints (must work in Salesforce, respect data privacy for tenants & landlords).
- Set expectations for future enhancements (integration with payment systems, mobile access).

Business Process Mapping

- Map the flow of a lease application (Tenant submits → Property Manager reviews → Approval/Rejection → Record updated).
- Describe rent tracking (Payment recorded → Status updated → Report updated).
- Show maintenance request flow (Tenant submits → Property Manager reviews → Assign technician → Complete → Notify tenant).
- Map property management flow (Property added → Available/Occupied status → Lease linked → Dashboard updated).
- Define initial data state (no properties or tenants in sandbox, sample data to be loaded later).

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- Document error handling or confirmations (validation on rent amounts, dates, required fields).

Industry-Specific Use Case Analysis

- Compare with typical real estate agencies managing multiple properties.
- Explore use for small property management firms or rental agencies.
- Consider adaptation for commercial and residential properties.
- Assess scalability limits (number of properties, tenants, users).
- Identify privacy and data safety considerations (PII for tenants, financial info).
- Evaluate user interface needs across roles (Property Manager, Tenant, Landlord).

AppExchange / Expansion Exploration

- Plan how to extend fields (Property amenities, Lease terms, Payment types).
- Replace basic forms with LWC components for better user experience.
- Investigate moving from manual data to automated notifications and integrations.
- Consider packaging as a small Salesforce app for other property firms.
- Experiment with dashboards, charts, and reporting layouts.
- Explore publishing or sharing as a demo Salesforce app for training or portfolio.