

Business Rules — UniStay Apartment Rental System



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Project Overview:

UniStay is a web-based property rental platform designed to connect landlords with tenants, providing a seamless experience for property listings, tenant searches, bookings, and payment processing.

1. General Business Rules

- Each user must register with a unique email address before accessing services.
 - Users are classified into two roles: Tenants and Landlords.
 - A landlord can add multiple properties but cannot book properties, unless logged in as a user with a different email.
 - A tenant can book only available properties listed by landlords.
 - Admin accounts can view and moderate all content but cannot create bookings or properties.
 - Users must verify their email addresses before gaining full access to the system.
 - Accounts will be locked after a specified number of failed logins attempts for security reasons.
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2. Property Management Rules

- Each property must have a title, description, rental price, address, image, and availability status.
- A property can only be modified or deleted by the landlord who created it or the admin.
- A property marked as "Unavailable" cannot be booked.
- No two properties may have the exact same title under the same landlord.
- Properties must be listed with accurate and truthful information to avoid misrepresentation.
- Landlords must update property availability status within 24 hours of a change.

- Photographs of properties must meet quality standards (resolution, clarity, etc.) as defined by the platform.
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3. Booking Rules

- A tenant can only book a property that is marked as "Available."
 - Duplicate bookings (same tenant, same property) are not allowed.
 - Once booked, the property's status is automatically updated to "Pending Approval" or "Approved".
 - The landlord can approve or reject each booking.
 - Approved bookings change the property status to "Booked." Rejected ones revert to "Available."
 - Tenants can only cancel bookings that are pending or approved.
 - Bookings cannot be modified after payment is confirmed.
 - Tenants must agree to the rental terms and conditions before confirming a booking.
 - A maximum number of concurrent bookings per tenant may be enforced to prevent overbooking.
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4. Payment Rules

- Payments must be associated with an approved booking.
- Each payment must include payment method, amount, booking ID, and timestamp.
- Payment can be made using bank transfer, card, or other payment methods.
- A payment transaction cannot be processed more than once per booking.
- Once payment is confirmed, the booking status is updated to "Paid."
- Tenants can request payment receipts via email.

- Payment processing fees will be clearly communicated to tenants prior to payment confirmation.
 - Refund policies must be clearly stated and adhered to in case of cancellations or disputes.
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5. Security & Validation Rules

- All sensitive user data (passwords, emails) must be encrypted in the database.
 - Only logged-in users may book, pay, or add property listings.
 - Form validation is required for all inputs: no empty fields, correct formats, and valid data.
 - System must validate booking and payment data before writing to the database.
 - User sessions must automatically expire after a period of inactivity to protect sensitive information.
 - Regular security audits must be conducted to identify and mitigate vulnerabilities.
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6. Audit & Logs

- Every booking and payment action must be logged with timestamp, user ID, and action type.
- Admin can view an activity log for each user.
- Reports on user activities, bookings, and payments must be generated monthly for review.

7. Reporting & Analytics Rules

- Admins should have access to analytics on property performance (views, bookings, feedback).

- Feedback mechanisms must be in place for users to report issues or suggest improvements.

8. Communication Rules

- The platform requires a protected message capability which enables property discussions and booking terms negotiations between tenants and landlords.
 - All communication stored within the system remains accessible to platform administrators who can use it to moderate potential disputes.
 - Users should receive automated email alerts for important activities like status updates of bookings and payments and account alterations.
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9. Review & Rating Rules

- Property guests can evaluate booked accommodations through reviews which become available after their occupancy has finished.
 - Reviews need moderation for inappropriate content before they appear in the platform.
 - Property owners have an opportunity to provide public responses that address tenant reviews and clarify matters when needed.
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10. Compliance & Legal Rules

- New users become part of the platform only after they accept both the Terms of Service and Privacy Policy during registration.
- The properties must abide by all local rental regulations which encompass zoning regulations together with safety requirements.
- UniStay retains the authority to delete users together with their listings when these break legal or ethical standards.