

FEATURES OF IEC PROPERTY MANAGEMENT SOLUTION

GENERAL SYSTEM FEATURES

- Login and registration Form
- Change Password
- Forgot Password
- Send Emails
- Send SMS
- Performance & Data Analysis
- Payment Gateway
- Data Capture
- KYC Onboarding
- Transaction Summary Report
- Contact Us

For this software, there will be 6 major users

1. Property Owners/Landlords
2. Tenants
3. External Agents
4. Internal Agents
5. Property Managers
6. Valuation Officers
7. Admin/Super User

Based on these users we have different features and components for each user

PROPERTY OWNER/LANDLORDS

1. Profile Management
 - Edit Profile
 - Add Financial Detail
 - KYC Details
2. Instruction Management
 - Send Instruction
 - View Instructions
 - Export/Download Instructions
 - Search Instructions
 - Instruction Approvals

3. Notice Management

- Add/Edit/Delete Notice (Based on category)
- Send Notice
- View Notice
- Notice Approvals
- Newsletter

4. Tenant Management

- View Tenant
- Tenant Approvals

5. Property Management

- View Property(s)
- Edit Property Details
- Maintenance Request
- Maintenance Approvals

6. Financials

- View Tenant Payments
- Withdrawal Request
- Transaction History
- View Receipt

7. Complaints

- View Complaints
- Forward Complaints to PM

TENANTS

1. Profile Management

- Add/Edit Profile
- Add Financial Detail
- Add KYC Details

2. Notice Boards

3. Property Complaints

- Send Complaints
- Edit Complaints
- View Complaints
- Search, Filter and Delete Complaints

4. Property Management

- Send Interest Request
- View Property Details
- View Onboarding Process
- Send all required document under onboarding process
- Request and Property Approvals/Decline

5. Financials

- Money Transfer
- View Transaction History
- View Receipt

EXTERNAL AGENT

1. Profile Management

- Add/Edit Profile
- Add Financial Detail
- Add KYC Details

2. Property Management

- View Property Details
- Onboard Property
- Request and Property Approvals/Decline

3. Financials

- View Transaction History
- Withdrawal Request
- View Receipt

INTERNAL AGENT

1. Profile Management

- Add/Edit Profile

2. Instruction Management

- View Instructions
- Export/Download Instructions
- Search Instructions
- Instruction Approvals

3. Agency Management

- View/Edit external agents
- Place Standing Order on Agent for agency fee
- Agency Fee and Management Approvals
- Agency Financials Form(Form based on professional fee, repair cost e.t.c)

4. Tenant Management

- Edit/Delete Tenants
- View Tenants
- Tenant Approvals
- View/Modify Tenant Property Request
- Investigation Approvals

5. Property Management

- Inspection check and approvals
- Property Investigation
- View Property Details
- Onboard Property
- Request and Property Approvals/Decline

6. Financials

- View Transaction History
- Withdrawal Approval
- View Receipt

PROPERTY MANAGER

1. Profile Management

- Add/Edit Profile

2. Instruction Management

- View Instructions
- Export/Download Instructions
- Search Instructions
- Instruction Approvals
- Manage Instructions

3. Agency Management

- View/Edit/Delete external and internal agents
- Place Standing Order on Agent for agency fee
- Agency Fee and Management Approvals
- Agency Financials Form(Form based on professional fee, repair cost e.t.c)

4. Tenant Management

- Edit/Delete Tenants
- View Tenants
- Tenant Approvals
- View/Modify Tenant Property Request
- Tenant Offers
- Investigation Approvals

5. Property Management

- Inspection check and approvals
- Property Investigation
- View Property Details
- Onboard Property
- Request and Property Approvals/Decline
- Offer Letter
- Property Approvals

6. Financials

- View Transaction History
- Withdrawal Approval
- Receipt Generation
- Money Transfer

VALUATION OFFICER

1. Instruction Management

- View Instructions
- Export/Download Instructions
- Search Instructions
- Instruction Approvals
- Manage Instructions
- Valuation Proposals

2. Valuation Management
 - Acceptance Management
 - Inspection Check
 - Valuation Reports
 - Valuation approvals
3. Financial
 - View Transaction History
 - Receipt Generation

ADMIN/ SUPER USER

1. Profile Management
 - Add/Edit Profile
2. User Management
 - Manage User Role
 - Admin Management
 - Block / Unblock User
3. Instruction Management
 - View Instructions
 - Export/Download Instructions
 - Search Instructions
 - Instruction Approvals
 - Filter Instructions
4. Agency Management
 - View external and internal agents
 - Agency Fee and Management Approvals
 - Search/Filter/Export Agency Data
5. Tenant Management
 - View Tenants
 - Tenant Approvals
 - View Tenant Offers
 - Investigation Approvals
 - Search/Filter/Export Tenancy Data
6. Property Management
 - Inspection check and approvals
 - View Property Details

- View Offer Letters
- Property Approvals
- Search/Filter/Export Property Data

7. Financials

- View Transaction History
- View Withdrawal Request History
- View Withdrawal Approval History
- Withdrawal Approval
- Receipt Generation
- Finance Approval