THIS DOCUMENT CONTAINS THE PROCESS FLOW AS DISCUSSED FOR THE FOLLOWING:

1. Property Management
2. Agency Management
3. Property Valuation

**PROPERTY MANAGEMENT:**

The property management modules for the proposed software application involves the following steps:

The property management module is handled by the Property Manager(PM). There are multiple ways to on-board(bring in a property) to the proposed IEC software platform. A property can be on-boarded from the following:

1. The property Owner(Landlord)
2. The external agent
3. The internal agent/the property manager

The Property Owner(Landlord): The property owner brings(on-board) a property to proposed IEC platform by signing up and submitting an instruction that goes to the PM.

The External Agent: The external agent brings(on-board) a property to the proposed IEC platform by signing up and submitting an instruction on behalf of the landlord to the PM.

The Internal Agent/Property Manager: The internal agent/property manager brings(on-board) a property to the proposed IEC platform by approaching the landlord of a property of interest, making a request. After the request, the landlord sends an instruction to the PM, after the instruction has be been sent from the landlord, a acknowledgment letter is sent to the landlord of the property.

After the process of landlord sending an instruction is completed, the landlord is left to accept or decline, if the landlord declines or does not agree to what is proposed by the PM. There’s a back and process until the final decline or acceptance, it the proposal from the PM is denied by the landlord at this point, the process ends there, else, the process continues.

After the approval process, the PM/Agent can goes for the property survey which includes the inventory inspection of the property. After this survey the PM submits all the necessary information in the proposed IEC platform and a report is generated which all the necessary information about the property.

After all the details saved on the IEC platform, an agreement document starting pricing, terms and conditions, fees and all property and maintenance cost is drafted and sent to the landlord for Acceptance or decline, if the document is declined by the landlord with a reasons, this process can go through a back and forth until the final acceptance or decline. If the agreement document is declined the process ends here. Else, after acceptance the process continues.

After both parties accepting the acceptance documents, the PM Involves legal and all legal documents will be sent to the property owner(landlord), After final submission from the landlord of the property, all the necessary property document will be shared to the PM and the property will fully be on-boarded into the proposed IEC platform.

**AGENCY MANAGEMENT**

The Agency management modules for the proposed software application involves the following steps for bringing in a property or tenant into the proposed IEC platform:

1. An agent can bring in a property through an external agent using IEC Website(Online)

2. An agent can bring in a property directly on IEC platform

3. An agent can bring in a tenant from an external agent through the website tenancy form(With external agent)

4. An agent can bring in a tenant directly using the tenancy form on the IEC platform

5. An Tenant can be on-boarded directly using the website without an internal or external agent

After the filling the tenancy form and acknowledging the interest of this tenant. The agent starts an investigation on the tenant and after completing this investigation, The agent decides to decline or accept the tenant. If the agent declines the process ends there. Else, the process continues.

After a successful due diligence, the PM sends an offer letter with pricing, terms and conditions to the tenants on the IEC platform. If the tenant declines, the tenant can submit a counter offer if available for that property. Based on the counter offer, the PM can accept or decline. A series of back and forth can go on until the final acceptance or decline. If any party declines, the process ends there. Else, the process continues.

After the offer letter process, the tenant makes payments and the property is secured for the client. After the payments has been made by the tenant, the payment commission is placed on standing order to the external agent, if some conditions are met.

After payment, the necessary accounting are done, professional and maintenance fees will be deducted and the rest sent to the property owner(Landlord).

After that process the PM drafts the final tenancy documents for signing from the landlords and tenant. After this singing, the landlord and PM hands over the key to the tenant.

**PROPERTY VALUATION**

Property valuations involves valuing an asset(property), IEC property valuation module interfaces with the following:

1. Institutions e.g Banks.
2. Individuals
3. Industries

These are ways of on-boarding the following above

1. By direct contact to the IEC platform
2. By Sending out proposals

Property Valuation involves on-boarding through the means above. After getting the details of the property, an instruction is sent for the property, then an acknowledgment letter is sent to the landlord of the property.

After instruction, the PM is responsible for all the necessary inspection and building assessment. These assessment includes but not limited to:

1. Property Inspection
2. Market Survey
3. Inventory Computation
4. Valuation Report

After property inspection and reporting. These reports and documents are sent to the property owner(banks, individuals etc). After careful elevation of report, IEC gets paid after job approval. If the a mobilization fee was collected at the origin of the valuation, the the remaining balance are paid to IEC.