HomeHaven

Product Vision

1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the Condo Management System, HomeHaven. It focuses on the capabilities needed by the stakeholders, and the target users, and **why** these needs exist. The details of how the HomeHaven fulfills these needs are detailed in the use-case and supplementary specifications.

2. Positioning
1.1. Problem Statement

The problem of	Inefficient and incompetent condo management apps that result in many issues for many condo management professionals.
affects	Condo Companies, Managers, Employees and even Residents.
the impact of which is	Inefficient Management, Financial status invisibility, Miscommunication in condo and reservation transaction details.
a successful solution would be	A heavily centralized condo management app in which managers, employees and customers can access their personal condos, see their financial status, and even view and make their reservations.

1.2. Product Position Statement

For	Condo Owners, Companies and their Customers
Who	Wish to have centralized condo management
The HomeHaven	is a Management System/App for Condos
That	Innovates upon Condo management and reservations and facilitates communications, financial clarity and the reservation process for customers.
Unlike	Manual and Physical reservations and management or even apps such as Airbnb
Our product	Resolves the issue with multiple platform management by centralizing the process and making it highly efficient for users.

3. Stakeholder and User Descriptions

3.1. Stakeholder Summary

Name	Description	Responsibilities
Condo Owner (When working with a management company)	Owners of the property that wish to rent their condo with the help of companies.	- Allow Rights to map respective property on app
App Creator Company	Company or Team that creates the app and the companion website	- Ensure the process of creating the app and website - Pitch the product to advertising companies and/or users
Advertising Company (Could be the Creator)	Company in charge of advertising the app and website to the corresponding buyers.	- Validate the design of the managing aspect of the product - Ensure that work aspects such as cleaning and maintenance are facilitated by the product.
External Investors	Individuals who fund or invest for the development of the product.	- Financial Support for Development
Legal Advisors	Workers who make sure legality is kept throughout the entirety of the development.	- Keeping track of legal requirements and followings throughout the development and marketing phase.
Financial Advisors	Workers in charge of keeping track of the financial status of the project.	- Ensure that the budget and investments are respected throughout the project.

3.2. User Summary

Name	Description	Responsibilities	Stakeholder
Condo Owner (Working Alone)	Owners of the property that wish to rent their condo with the help of companies.	- Allow Rights to map respective property on app	Self Represented
Condo Management Companies	Companies that work with the owner to rent out condos to clients	- Ensure the product encapsulates an entire management process - Validate the reservation process in the app	Condo Owner
Condo Management Employees (Cleaning, Maintenance, etc.)	Workers of the management companies that wish to observe the condo's status.	- Validate the design of the managing aspect of the product - Ensure that work aspects such as cleaning and maintenance are facilitated by the product.	Corresponding Management Company
Renter	Renters of the condos that wish to access the financial and reservation aspects	- Ensure the review of the final product - Provide feedback in case of issues to ensure proper functioning	Self Represented
Administrators / IT	Workers in charge of ensuring proper working of the app and website.	- Ensure that the product is working at all times. - In charge of resolving any issues that arise after launch.	Corresponding Management Company
Guests or Views	Individuals who wish to view and test the condo renting process beforehand.	- Testing the functionality of the product - Feedback	Self Represented

3.3. User Environment

- Number of People Involved:

  The number of people varies depending on the user. For the management company and its employees, it varies on the number of teams involved and the size of the company itself. For the renters, it is the amount of individuals that rent out the condos managed by each company.

- Task Cycles:

  For the management companies, each cycle lasts as long as they work with the condo owner. Activities are mostly done on a daily to weekly basis. This includes maintenance, cleaning and the like. These cycles are prone to change as they depend on the condo owner and company's wishes. For the renters, each cycle lasts as long as they rent a condo. Their activities are done on a daily basis in most cases. For rent, it's usually done on a monthly basis.

- Environmental Constraints:

  The users would require a device capable of running the app or website with internet access.

- Platforms:

  For the app, modern mobile platforms such as iOs and Android are supported. For the websites, Windows, Linux and MacOS are supported with the use of any browser.

- Other Applications:

  HomeHaven is able to interact with external apps such as the app store and play store for the download process. Gmail access is also available for profile creation, login as well as an external notification link.

3.4. Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Create Profile	High	- No User Profiles	None	- Sign Up Page with data storage
View Condo Information	High	- GUI	None	- File Upload Page with 2D rendering capability
Set up Condo View	High	- File Upload Error -File Size	None	- Limit file Type - Limit file Size
Interact with and View Financial System	High	- Data Leak	None	- Data Encryption - 2 factor Authentication
Create Reservation Posts	Medium	None	None	None
Make Reservations	Medium	- Double Booking	None	- Unique Booking Slots and Constant Refresh
Submit Requests	Medium	- No FCFS System	None	- Request Ticket System with FIFO

3.5. Alternatives and Competition

Competitors	Strengths	Weaknesses
Airbnb	- High Number of Users - Well Known - Good Communication System between renters and owners	- Recent Decline - Limited Financial View - Limited Request Sending - No Extra Reservation System
Traditional Hotel System	- Good Responsiveness during physical Issues - Simple Process - Well Known	- Heavily Manual Process - Limited Virtual View of Property - Limited Financial View
Management through Messaging between owner and tenant	- Good communication - Good Responsiveness	- Little or no Financial View - No Condo View - Complicated Reservation Process

4. Product Overview

4.1. Product Perspective
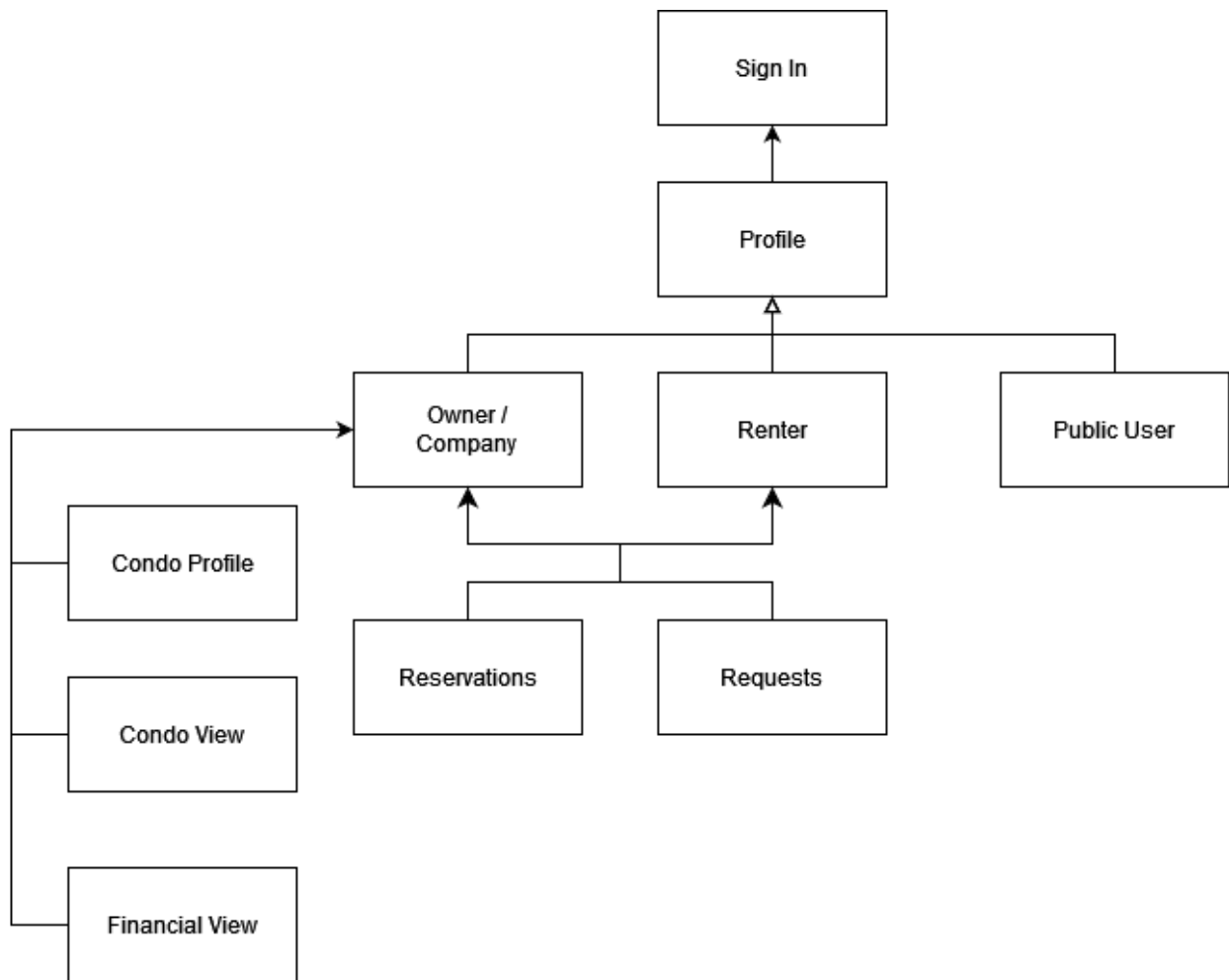
4.2. Assumptions and Dependencies

Assumptions	Dependencies
A typical user should have access to an operating system capable of running the product.	Corresponding Devices and their OS
Access to a web browser and internet is expected.	Browser and Consistent Internet Connection
(Alternative) Access for the app requires a mobile device.	Mobile Device with acceptable OS : iOS or Android For now
An owner user is expected to have a working condo file in order to access its information.	Corresponding condo file with required information.

5. Product Features

5.1 Logon

Any public user can sign up and login to the website or app. This is ensured as long as their corresponding sign up is valid.

5.2 Custom Profile Access

Users are able to edit their profile with a profile picture, username, contact email and phone number.

5.3 DashBoard View

Users registered as Condo owners in the system are able to have a rendered view of their properties. This includes a general view as well as information such as financial status, payments, requests, etc.

5.4 Property Profiles

Companies and Owners are able to create profiles for their properties. This enables access to add and edit information such as name, parking, locker, address, tenants, registration keys, etc.

5.5 Financial System with Simplified View

Companies and Owners have access to a generalized view of the financial status of their properties. This includes information like fee per square foot, parking spot fees, operational budget information as well as the ability to generate an annual report for properties.

5.6 Reservation System

A reservation system in which owners and companies are able to create listings for common areas and facilities for reservation while the renters are able to access these reservations

5.7 Request System

A ticket based request system through which a tenant is able to request for aid, maintenance or change. The owning user is able to view requests and act upon them.

6. Other Product Requirements

6.1 Direct Messaging

Users will be able to message each other. This is especially useful between owners and tenants.

6.2 Notification System

Users will have access to a notification system through which they can view their reservation status or messages.

6.3 Languages

The application will be available in English. Other languages may be added in the future.

6.4 Accessibility

Features such as dark mode and ability to zoom throughout the pages will be accessible.

6.5 Linked Sign Up

Users are able to sign up directly with their gmail account or manually using other emails.