## **IoT System User Perspectives**

## **Property Owners Perspective**

User Story

* **I want** to link/promote/affiliate my property under a property management platform **so that** I don’t have to worry about common logistical issues associated with traditional property sales **which benefits me by:** 
  + Saving me time/money → no need to find a physical representative for touring
  + Allowing potential buyers to tour my property autonomously without hassle
  + Streamlining my property sales experience by facilitating property management
  + Advertising my property under the umbrella of a trustworthy/renowned brand which promotes my complex, potentially leading to more views/quicker sales

Concerns with Touring

* First: Since there is no representative there, what prevents someone from stealing valuables within my property?
* Second: What prevents someone from damaging my property and getting away with it?
* Third: What ensures users leave the premises after the allotted time?
* Fourth: What ensures users don’t bring those who are not allowed onto the premises?
* Fifth: I don’t want to have my property accessible to those with a criminal background. How can I restrict my viewing accordingly?

Potential Solutions to Touring Concerns

First concern:

* Install security cameras which cover every inch of the property (except washrooms)
* Protocol established by Smarta to ensure tenants lock all valuables or store them elsewhere

Second concern:

* Make tourists sign a waiver which holds them liable for any property damage they may commit during their viewing → perhaps have them link a deposit (which varies based on the value of the property), as a form of damage insurance/preventative measure, which is returned after it is verified the user committed no damage

Third concern:

* Implement a GPS tracker to identify where the user is → tracker only needs to verify that the user is x meters away from the complex location. If user is not outside of a certain radius within allotted time, security is called

## **Prospective Tenants Perspective**

User Story

* **I want** to be able to easily find and tour properties that align with my expectations, budget and living logistics, in private or with selected company, at a time of my choosing **so that** I can find my next home or strategic investment **which benefits me by:** 
  + Saving me time/money → platform lists complexes, allows one to easily book a viewing time, displays smart analytics about the property to inform investment decisions
  + Allowing me to tour complexes in the comfort of my own/chosen company
  + Streamlining my property hunting experience by providing me with tools necessary to easily/efficiently explore property
    - Tools to project information about the complex, including amenities or important features