# Ideation Phase

# Define the Problem Statements

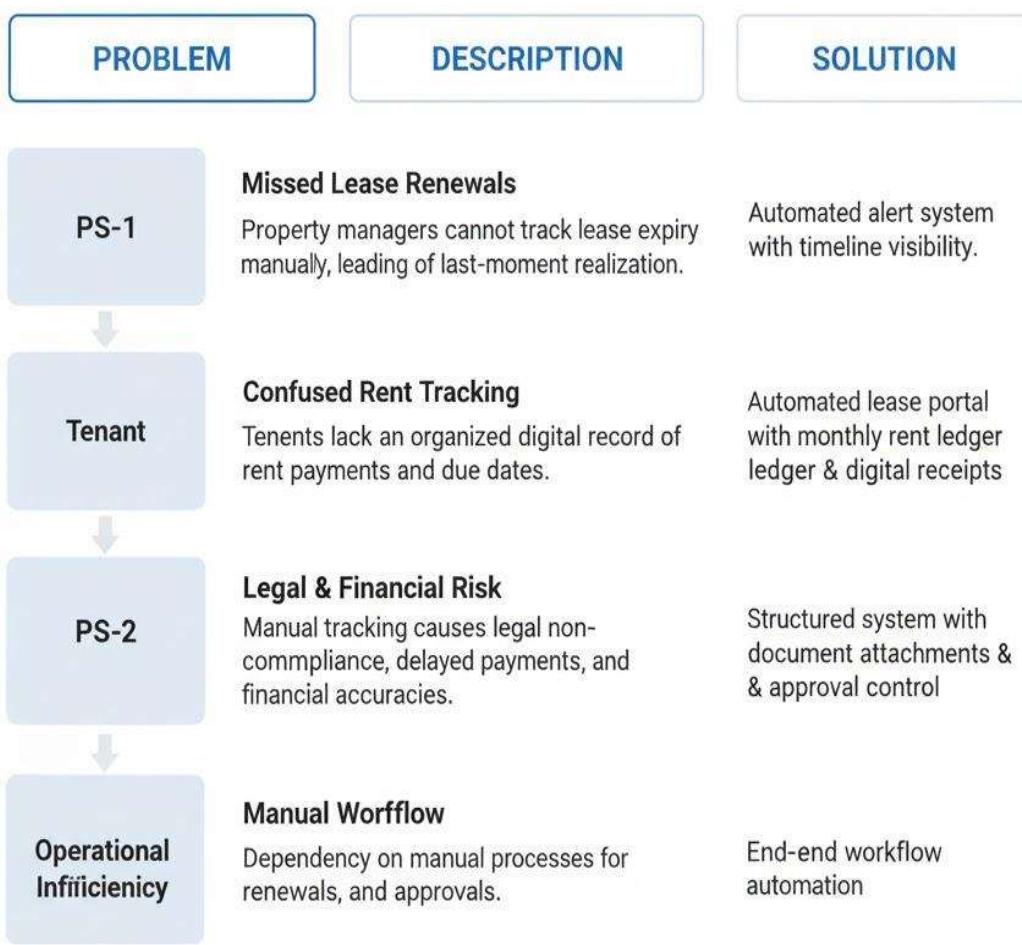| DATE | 1.11.2025 |
|------|-----------|
| TEAM ID | NM2025TMID03296 |
| PROJECT NAME | Lease Management |
| MAXIMUM MARKS | 4 Marks |

**Customer Problem Statement Template:**

Customers face issues when managing lease agreements because expiry dates, renewals, and legal compliance are not tracked automatically. Many leases expire without reminders, causing penalty costs, disputes, and confusion among tenants and property owners.

Manual tracking leads to missed renewals, delayed rent payments, and inaccurate balance calculations. It also affects financial planning and creates legal non-compliance risks. Users need a system that automatically tracks renewal cycles, rent schedules, and alerts before expiry.

A structured lease management system with reminders, document attachments, and approval control will improve efficiency, reduce errors, and increase trust between tenant and landlord.

# Customer Problem Statement: Lease Management System

| PROBLEM | DESCRIPTION | SOLUTION |
|---|---|---|
| **PS-1** | **Missed Lease Renewals**<br>Property managers cannot track lease expiry manually, leading of last-moment realization. | Automated alert system with timeline visibility. |
| **Tenant** | **Confused Rent Tracking**<br>Tenents lack an organized digital record of rent payments and due dates. | Automated lease portal with monthly rent ledger ledger & digital receipts |
| **PS-2** | **Legal & Financial Risk**<br>Manual tracking causes legal non-commmpliance, delayed payments, and financial accuracies. | Structured system with document attachments & & approval control |
| **Operational Infiiicienicy** | **Manual Worfflow**<br>Dependency on manual processes for renewals, and approvals. | End-end workflow automation |

Reference: https://miro.com/tenrdmer/problem/statement/

Reference:

**Example:**

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|---|---|---|---|---|---|
| PS-1 | a Property Manager | renew leases on time | renewal dates are missed | there is no automatic alert or calendar tracking | worried & financially stressed |
| PS-2 | a Tenant | track monthly rent and due dates | rent updates are not recorded properly | there is no proper digital record or dashboard | confused and insecure |

### *Problem Statement PS 1:*

As a property manager, I am trying to renew a lease contract before expiry, but I am unable to track all lease ending dates manually. Because there is no automatic reminder system, I often realize the expiry at the last moment. This makes me feel stressed because delays lead to penalties, legal issues, and loss of rental revenue.
I need a system that alerts me before expiry with proper timeline visibility.

### *Problem Statement PS 2:*

As a tenant, I want to clearly track my rent payments every month, but the rent history is not stored in an organized way. Because there is no digital rent record or dashboard, I cannot verify payments or plan my monthly budget confidently.
This causes confusion and arguments during settlement. An automated lease portal with monthly rent ledger and digital receipts would improve clarity, trust, and transparency.