

**NANYANG
TECHNOLOGICAL
UNIVERSITY**
SINGAPORE

SC2006 - Software Engineering Lab 1 Deliverables

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1. Documentation of functional and non-functional requirements

A. Functional Requirements

1. HomeGoWhere shall allow Users to be authenticated and use the application.
 - 1.1. HomeGoWhere shall allow Users to create an account
 - 1.1.1. HomeGoWhere shall allow users to input their Full Name, E-Mail, password and phone no.
 - 1.1.2. HomeGoWhere shall verify the user through a One-Time Password message sent to the user's phone number.
 - 1.1.3. HomeGoWhere shall create an account with the information entered by the user.
 - 1.2. HomeGoWhere shall allow Users to sign in using the account they have created previously.
 - 1.2.1. HomeGoWhere shall allow Users to enter their E-Mail and password to log into the application.
 - 1.2.2. HomeGoWhere shall mask the password entered by the Users by replacing actual text with dots unless the Users choose to unmask it.
 - 1.2.3. If the E-Mail and password do not match, HomeGoWhere shall display "E-mail and password do not match" to the user.
 - 1.2.4. If the E-mail and password match, HomeGoWhere shall log the User in and navigate the User to the home screen of the application.
 - 1.3. HomeGoWhere shall allow Users to edit their profile details.
 - 1.3.1. HomeGoWhere shall allow Users to edit their name.
 - 1.3.2. HomeGoWhere shall allow Users to edit their mobile number.
 - 1.3.3. HomeGoWhere shall allow Users to edit their email.
 - 1.3.4. HomeGoWhere shall allow Users to edit their profile photo.
 - 1.4. HomeGoWhere shall allow Users to view and query all listings.

- 1.4.1. HomeGoWhere shall display all listings via a list interface to provide a comprehensive view of available options.
 - 1.4.2. HomeGoWhere shall provide a search option that allows users to search for listings based on location.
 - 1.4.3. HomeGoWhere shall allow users to filter listings based on the property type and rental type.
 - 1.4.4. When a listing is clicked, HomeGoWhere shall show detailed information of the selected listing.
2. HomeGoWhere shall allow Users to view detailed information of all listings
 - 2.1. HomeGoWhere shall allow Users to view details about the location of the listing.
 - 2.1.1. HomeGoWhere shall display a real-time map that displays the locations of bus stops and MRT stations nearby the listing.
 - 2.1.2. HomeGoWhere shall display a real-time map that displays the locations of schools nearby the listing.
 - 2.1.3. HomeGoWhere shall display a real-time map that displays the locations of shopping malls nearby the listing.
 - 2.1.4. HomeGoWhere shall display a real-time map that displays the locations of hawkers nearby the listing.
 - 2.1.5. HomeGoWhere shall allow the real-time map to be zoomed in, zoomed out, and panned.
 - 2.2. HomeGoWhere shall allow Users to view the price insights of the listing.
 - 2.2.1. HomeGoWhere shall display a list of past rental contracts from the area that were transacted in the past year.
 - 2.2.2. HomeGoWhere shall display the street of the rental property from the list of past rental contracts.
 - 2.2.3. HomeGoWhere shall display the floor area of the rental property from the list of past rental contracts.

- 2.2.4. HomeGoWhere shall display the monthly rent price of the rental property from the list of past rental contracts.
 - 2.3. HomeGoWhere shall allow Users to view the reviews of the listing.
 - 2.3.1. HomeGoWhere shall display the reviews left by past tenants of the property.
 - 2.3.2. HomeGoWhere shall display the full review when Users click onto the review.
 - 2.4. HomeGoWhere shall allow Users to flag reviews.
 - 2.4.1. HomeGoWhere shall display a “Flag” button on every review to allow Users to flag a review.
 - 2.4.2. If the “Flag” button is selected, HomeGoWhere shall add that review to a list of flagged reviews for the Admin to process.
 - 2.5. HomeGoWhere shall allow Users to start a chat with Owners.
 - 2.5.1. HomeGoWhere shall display a “Message Owner” button on every listing to allow Users to start a chat with the Owner of the property.
 - 2.6. HomeGoWhere shall allow Users to report listing
 - 2.6.1. HomeGoWhere shall display a “Report Listing” button on every listing to allow Users to flag a listing.
 - 2.6.2. If the “Flag” button is selected, HomeGoWhere shall add that review to a list of flagged reviews for the Admin to process.
3. HomeGoWhere shall allow Tenants to perform Tenant-specific tasks.
 - 3.1. HomeGoWhere shall allow Tenants to communicate with Owner through in-app messaging

- 3.1.1. HomeGoWhere shall allow Tenants to send a text message to the Owner.
 - 3.1.2. HomeGoWhere shall allow Tenants to send documents to the Owner.
 - 3.1.3. HomeGoWhere shall display a “Paperclip” button beside the chat box to allow Tenants to upload documents.
 - 3.1.4. HomeGoWhere shall allow Tenants to review rental offers sent by the Owner.
 - 3.1.5. HomeGoWhere shall display both “accept” and “reject” buttons in the rental offer offered by the Owner.
 - 3.1.6. When Tenant selects the “accept” button, HomeGoWhere will display a confirmation page that indicates a successful acceptance of the rental offer.
 - 3.1.7. HomeGoWhere shall allow Tenants to make a deposit.
 - 3.1.8. HomeGoWhere shall display a payment page after the Tenant has selected the “accept” button in the rental offer.
 - 3.1.9. HomeGoWhere shall display a confirmation page after the Tenant has successfully made payment.
 - 3.1.10. HomeGoWhere shall allow Tenants to report the Owner
 - 3.1.11. HomeGoWhere shall display a “Flag” button beside the chat box to allow Tenants to flag an Owner.
 - 3.1.12. If the “Flag” button is selected, HomeGoWhere shall add the Owner to the list of flagged Users for the Admin to process.
 - 3.1.13. HomeGoWhere shall allow Tenants to review termination request sent by Owner
 - 3.1.14. HomeGoWhere shall display an “accept” and “reject” button for the Tenant to select.
- 3.2. HomeGoWhere shall display a rent payment page for Tenants to make payment.
 - 3.2.1. HomeGoWhere shall display Tenant’s outstanding payments.
 - 3.2.2. If the “Pay” button is selected, HomeGoWhere shall display a payment page for the Tenant to make payment.

- 3.2.3. HomeGoWhere shall display the history of Tenant's payment history in the rent payment page via a list interface.
- 3.3. HomeGoWhere shall allow Tenants to submit their review on Owners
 - 3.3.1. HomeGoWhere shall allow Tenants to rate the specific Owner and their listing by clicking on the star buttons.
 - 3.3.2. HomeGoWhere shall allow Tenants to enter review titles and text about a specific Owner and their listing.
 - 3.3.3. HomeGoWhere shall display a "Submit/Update Review" Button for Tenants to confirm their review submissions before saving and submitting the reviews.
- 3.4. HomeGoWhere shall allow Tenants to edit their review on Owners
 - 3.4.1. HomeGoWhere shall allow Tenants to modify their review text and star rating in the leave review page.
 - 3.4.2. If the "Submit/Update Review" Button is selected, HomeGoWhere will save the changes they made.
- 3.5. HomeGoWhere shall allow Tenants to delete their review on Owners.
 - 3.5.1. HomeGoWhere shall display a "Delete Review" Button in the leave review page for Tenants to delete his/her review.
 - 3.5.2. If the "Delete Review" Button is selected, HomeGoWhere shall display the "Confirm Deletion" button.
 - 3.5.3. If the "Confirm Deletion" button is selected, the review would be removed from the listing page.
- 3.6. HomeGoWhere shall allow Tenants to view reviews on Owners.
 - 3.6.1. HomeGoWhere shall display the Owner's star rating in the chat log.
 - 3.6.2. When the "Star" button in the chat log is selected, HomeGoWhere shall display a list of the text reviews of the Owner.

4. HomeGoWhere shall allow Owners to perform Owner-specific tasks.
 - 4.1. HomeGoWhere shall allow Owners to make a new rental listing.
 - 4.1.1. Owners can enter the address of their rental property.
 - 4.1.2. Owners can select whether they are renting the entire apartment or specific rooms.
 - 4.1.3. Owners can state the listing price of their rental property.
 - 4.1.4. Owners can state the number of bedrooms and bathrooms in their rental property.
 - 4.1.5. Owners can state the floor size of their rental property.
 - 4.1.6. Owners can provide a title and description for their rental property.
 - 4.1.7. Owners can upload pictures of their listing.
 - 4.2. HomeGoWhere shall allow Owners to edit their rental listing.
 - 4.2.1. HomeGoWhere shall display a “Edit Rental Listing” button in the rental info
 - 4.2.2. When the “Edit Rental Listing” button is selected, HomeGoWhere shall allow Owners to upload new pictures and remove uploaded pictures.
 - 4.2.3. When the “Edit Rental Listing” button is selected, HomeGoWhere shall allow Owners to modify the listing text.
 - 4.2.4. HomeGoWhere shall display a “Update Listing” button to allow Owners to save the changes they made permanently.
 - 4.3. HomeGoWhere shall allow Owners to manage Tenants.
 - 4.3.1. HomeGoWhere shall display the Tenants living under the Owner’s listings.
 - 4.3.2. HomeGoWhere shall display the Tenant’s payment history when the Owner clicks onto the individual Tenant’s name.
 - 4.4. HomeGoWhere shall allow Owners to make termination requests.

- 4.4.1. HomeGoWhere shall display a terminate lease page when Owner selects the “Terminate Lease” button shown in Tenant overview page.
 - 4.4.2. HomeGoWhere shall display “Collect Payment”, “Refund Tenant” and “Submit Termination” buttons for Owner to select.
 - 4.4.3. If the Owner selects the “Collect Payment” button, the Owner shall enter the amount that they intend to collect from Tenant.
 - 4.4.4. If the Owner selects the “Refund Tenant” button, the Owner shall enter the amount that they intend to refund to Tenant.
 - 4.4.5. When the Owner selects the “Submit Termination” button, HomeGoWhere shall submit the termination of lease request into the chat log with the respective Tenant.
 - 4.4.6. HomeGoWhere shall display the current status of the submitted termination lease.
 - 4.5. HomeGoWhere shall allow Owners to submit reviews on Tenants.
 - 4.5.1. When the “Leave Review” button in the Tenant overview is selected, the Owner can leave a review text of the Tenant.
 - 4.6. HomeGoWhere shall allow Owners to edit their review on Tenants.
 - 4.6.1. HomeGoWhere shall allow Owners to modify their review text and star rating in the leave review page.
 - 4.6.2. If the “Submit/Update Review” Button is selected, HomeGoWhere will save the changes they made.
 - 4.7. HomeGoWhere shall allow Owners to view reviews on Tenants.
 - 4.7.1. HomeGoWhere shall display the Tenant’s star rating in the chat log.
 - 4.7.2. When the “Star” button in the chat log is selected, HomeGoWhere shall display a list of the text reviews of the Tenant.
5. HomeGoWhere shall enable admins to perform administrative tasks.

- 5.1. If there is usage misconduct or violation of terms, HomeGoWhere shall allow admins to ban these users from the platform.
 - 5.1.1. If any user is reported by another user for inappropriate messages within the platform's chat function, HomeGoWhere shall allow admins to ban these users from the platform after reviewing them.
 - 5.1.2. If any user repeatedly posts inappropriate reviews or listings, HomeGoWhere shall allow admins to ban these users from the platform.
 - 5.2. If there are unfair or inappropriate reviews that are flagged by users, HomeGoWhere shall allow Admins to remove the reviews from the platform.
 - 5.2.1. If the review for Owners contains information not relevant to the quality of the rental experience (such as property condition, communication, or Tenant satisfaction), HomeGoWhere shall allow Admins to remove the review from the platform.
 - 5.2.2. If the review for Tenants contains information not relevant to the quality of their tenancy (such as cleanliness, payment timeliness, or respect for property), HomeGoWhere shall allow Admins to remove the review from the platform.
 - 5.2.3. If a review contains any other sensitive content that is not relevant, HomeGoWhere shall allow Admins to remove the review from the platform.
 - 5.3. If there are inappropriate rental listings, HomeGoWhere shall allow Admins to remove the listings from the platform.
 - 5.3.1. If any listing is reported by a user as inappropriate or misleading, HomeGoWhere shall allow admins to remove them from the platform after reviewing them.

B. Non-Functional Requirements

Usability	<p>Different Languages</p> <ul style="list-style-type: none"> Content must be displayed in the user's languages according to the user's locale (English, Chinese, Malay). <p>Responsive User Interface</p> <ul style="list-style-type: none"> Users should experience minimal delays (less than 5 seconds) when performing common tasks within the app. <p>Mobile Responsive</p> <ul style="list-style-type: none"> Users must be able to see 100% of the content regardless of what mobile phones they are using.
Reliability	<p>Quick App Startup</p> <ul style="list-style-type: none"> After rebooting/launching the app, the app should load and all functionalities should be available within 5 seconds.
Performance	<p>Data Retrieval Efficiency</p> <ul style="list-style-type: none"> The app should retrieve and display data (e.g. nearby schools, hawkers etc) to users within 10 seconds.
Maintainability	<p>Modular Architecture</p> <ul style="list-style-type: none"> The application should have a modular architecture, allowing for easy updates, bug fixes, and enhancements. Each module should be independent to reduce the impact of changes.
Scalability	<p>Horizontal Scaling</p> <ul style="list-style-type: none"> The app should support horizontal scaling, allowing it to handle increased traffic by adding more servers or instances. <p>Load Balancing</p> <ul style="list-style-type: none"> Implement load balancing to distribute user requests evenly across servers, ensuring optimal performance during peak times.
Security	<p>Salting of passwords</p> <ul style="list-style-type: none"> Implement unique salting for each user's password before hashing, using strong hashing algorithms like bcrypt, Argon2, or PBKDF2.

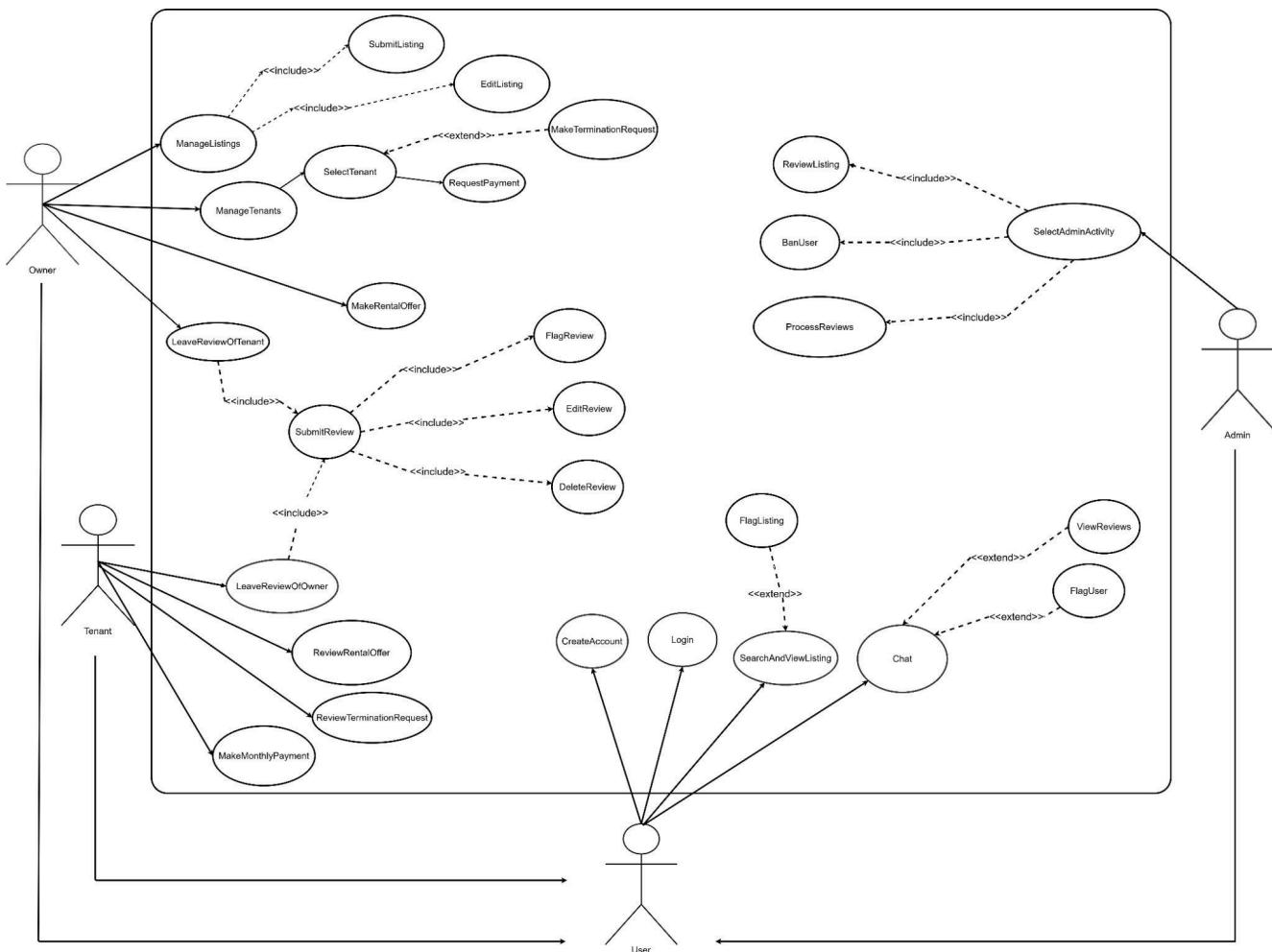
2. Data Dictionary

Term	Definition
Account	A registered user's personal profile associated with an application. It may include personal information, contact details, etc.
Admin	A user with special administrative privileges who manages and oversees the operations and features of an application. Admin users have the authority to perform administrative tasks.
Application (App)	A software programme downloaded on users' mobile application that requires internet access in order to operate all the functionality intended by the mobile application. System permissions may be requested in order to operate specific app functionalities.
Ban	An in-app feature that allows Admin to revoke access to the application and its features to a specified User.
Chat	An in-app feature that allows Users to directly message another User for communication purposes.
Dispute	A disagreement in interests between Owner and Tenant, which will be resolved by Admin.
Flag	To bring to the attention of an Admin, for action to be taken by the Admin, typically due to harmful or disruptive content.
Listing	A record submitted by an "Owner" that includes information of a property the "Owner" intends to sell/rent out. Listings are viewable by all "Users" that can initiate a chat with the "Owner" to negotiate and arrange viewings.
Owner	The User who has/intends to list a property on the HomeGoWhere mobile application. Owner does not require a different User account, and may be a Tenant at the same time.
Payment	A financial transaction in which funds are transferred from one party (the payer) to another (the payee) in exchange for the provision of the house, or to fulfill an obligation (rent). Payments can be made using various methods such as credit/debit cards.
Review	Feedback provided by Users about other Users which will help Users to make informed decisions on proceeding with transactions.
Search	An in-app feature to filter choices of properties displayed based on select parameters specified in the app.
Tenant	The User who has/intends to rent or buy a property on the HomeGoWhere mobile application. Tenant does not require a different User account.

	User account, and may be a Owner at the same time.
Termination	A process that can be requested by Users who have ongoing rental/purchasing arrangements, to sever the arrangement, subject to dispute approval by Admin.
User	The person using the HomeGoWhere mobile application after creating a HomeGoWhere account. A User may also be an Admin.

3. Initial Use Case Model, consisting of Use Case diagram and Use Case descriptions

A. Use Case Diagram



B. Use Case Descriptions

Functional Requirement #1

I.I SelectAdminActivity

Use Case ID:	#1-1		
Use Case Name:	SelectAdminActivity		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	Admin
Description:	Allows the admin to review listings posted by Owners, ban users for inappropriate behavior and facilitates the management of reviews posted by Owners and Tenants.
Preconditions:	Admin is logged in and is authenticated.
Postconditions:	None
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The system uses the included use case Login to verify the Owner. 2. Once logged in, the system prompts the Admin to select the desired activity: PROCESS_REVIEW, BAN_USER or REVIEW_LISTING. 3. If the admin selects the activity REVIEW_LISTING, then the admin uses the included use case ReviewListing to approve or reject a user's application to post a listing. 4. If the admin selects the activity PROCESS_REVIEWS, then the Admin uses the included use case ProcessReviews to decide whether a review is to be removed. 5. If the admin selects the activity BAN_USER, then the Admin uses the included use case BanUser to decide whether a user should be banned. 6. If the Admin selects the activity QUIT, the system returns to the login screen.
Alternative Flows:	None
Exceptions:	None

Includes:	<ol style="list-style-type: none"> 1. ReviewListing 2. BanUser 3. ProcessReview
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

I.II ReviewListing

Use Case ID:	#1-2		
Use Case Name:	ReviewListing		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	Admin
Description:	Allows the admin to review listings posted by Owners for deletion or keeping.
Preconditions:	Admin is logged in and is authenticated.
Postconditions:	Flagged review is deleted or ignored.
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The HomeGoWhere lists the listings that have been flagged by it or Users. 2. Admin selects the listing that the Admin wants to process. 3. The system displays the content of the listing and prompts the Admin to select the “DELETE” or “IGNORE” button. 4. If the Admin selects the “DELETE” button, the system will delete the flagged listing.
Alternative Flows:	<p><u>AF-S3: If the Admin selects IGNORE</u></p> <ol style="list-style-type: none"> 1. If the Admin selects the “IGNORE” button, the system will ignore the flagged listing and remove it from the list of flagged listings. 2. The system will then return to the list of remaining flagged listings.

Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

I.III BanUser

Use Case ID:	#1-3		
Use Case Name:	BanUser		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	Admin
Description:	Allows the admin to ban a User by their user ID.
Preconditions:	Admin is logged in and is authenticated.
Postconditions:	Users are either banned or not banned by the admin.
Priority:	High
Frequency of Use:	Low
Flow of Events:	<ol style="list-style-type: none"> Admin reviews the lists of flagged users that have been flagged by other users. Admin selects the flagged users case that the Admin wants to process. The system displays the content of the case and prompts the Admin to select the "IGNORE" or "BAN" button. If the Admin selects the "BAN" button, the system will ban the user.
Alternative Flows:	<p><u>AF-S3: If the Admin selects IGNORE</u></p> <ol style="list-style-type: none"> If the Admin selects the "IGNORE" button, the system will ignore the flagged users case and remove it from the list of flagged listings. The system will then return to the list of remaining flagged users.

Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

I.IV ProcessReviews

Use Case ID:	#1-4		
Use Case Name:	ProcessReviews		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	Admin
Description:	Allows the admin to process a review for deletion or for keeping.
Preconditions:	Admin is logged in and is authenticated.
Postconditions:	Flagged review is deleted or ignored.
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> The HomeGoWhere lists the reviews that have been flagged by it or Users. Admin selects the review that the Admin wants to process. The system displays the content of the review and prompts the Admin to select the “IGNORE” or “DELETE” button. If the Admin selects the “DELETE” button, the system will delete the flagged review.
Alternative Flows:	<u>AF-S3: If the Admin selects IGNORE</u> <ol style="list-style-type: none"> If the Admin selects the “IGNORE” button, the system will ignore the flagged review and remove it from the list of flagged reviews. The system will then return to the list of remaining flagged reviews.
Exceptions:	None

Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

Functional Requirement #2

II.I ManageListings

Use Case ID:	#2-1		
Use Case Name:	ManageListings		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	30th August 2024	Date Last Updated:	30th August 2024

Actor:	Owner
Description:	Allows Owner to manage the listing for the properties they are renting out or selling.
Preconditions:	Owner is logged in and is authenticated.
Postconditions:	None
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The Owner will be provided with 2 use cases <ol style="list-style-type: none"> a. SubmitListing b. EditListing 2. If the Owner selects the activity SUBMIT_LISTING, then the Owner uses the included use case SubmitListing to post a listing. 3. If the Owner selects the activity EDIT_LISTING, then the Owner uses the included use case EditListing to edit a listing.
Alternative Flows:	None

Exceptions:	None
Includes:	<ol style="list-style-type: none"> 1. SubmitListing 2. EditListing
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

II.II SubmitListing

Use Case ID:	#2-2		
Use Case Name:	SubmitListing		
Created By:	Loo Ping Wee	Last Updated By:	Lim Jing Rong
Date Created:	26th August 2024	Date Last Updated:	30th August 2024

Actor:	Owner
Description:	Allows Owner to create a listing for the property they are renting out or selling, and it gets sent to the database for Users to view.
Preconditions:	<ol style="list-style-type: none"> 1. Owner is logged in and is authenticated 2. All required fields in the form are filled
Postconditions:	None
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. Owner fills all the required fields in the form presented to them. 2. Owner clicks the “Submit” button, and SubmitListing is called. 3. Checks that all required fields are filled. 4. Formdata is sent to the database and saved.
Alternative Flows:	<u>AF-S3: Owner did not fill in the required fields of the form</u> <ol style="list-style-type: none"> 1. Owner has not filled in all the required fields of the form. 2. Owner clicks the “Submit” button, and SubmitListing is called. 3. Checks that all required fields are filled are not passed. 4. Formdata is not sent to the database, Owner is prompted to

	field in all required fields, no changes to the form.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

II.III EditListing

Use Case ID:	#2-3		
Use Case Name:	EditListing		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	30th August 2024	Date Last Updated:	30th August 2024

Actor:	Owner
Description:	Allows Owner to edit a listing for the property they are renting out or selling, and it updates the database for Users to view.
Preconditions:	<ol style="list-style-type: none"> Owner is logged in and is authenticated. All required fields in the form are filled.
Postconditions:	None
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> Owner clicks on his listing, he will be allowed to edit the listing Owner clicks the “Submit” button, and SubmitListing is called. Checks that all required field are filled Formdata is sent to the database and saved.
Alternative Flows:	<u>AF-S3: Owner did not fill in the required fields of the form</u> <ol style="list-style-type: none"> Owner has not filled in all the required fields of the form. Owner clicks the “Submit” button, SubmitPropertylisting is called. Checks that all required fields are filled and are not passed.

	4. Formdata is not sent to the database, Owner is prompted to field in all required fields, no changes to the form.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

II.IV ManageTenants

Use Case ID:	#2-4		
Use Case Name:	ManageTenants		
Created By:	Loo Ping Wee	Last Updated By:	Lim Jing Rong
Date Created:	26th August 2024	Date Last Updated:	31st August 2024

Actor:	Owner
Description:	Allows Owner view the information of all Tenants that have rented from the Owner.
Preconditions:	Owner is logged in and is authenticated.
Postconditions:	None
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The system uses the included use case Login to verify the Owner. 2. Once logged in, the system prompts the Owner to select ManageTenants. 3. The Owner selects ManageTenants. 4. The Owner can choose to manage the Tenants that are currently renting from the Owner. 5. If the Owner selects the activity SELECT_TENANT, then the Owner uses the included use case SelectTenant.
Alternative Flows:	None

Exceptions:	None
Includes:	1. SelectTenant
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

II.V SelectTenant

Use Case ID:	#2-5		
Use Case Name:	SelectTenant		
Created By:	Loo Ping Wee	Last Updated By:	Lim Jing Rong
Date Created:	26th August 2024	Date Last Updated:	31st August 2024

Actor:	Owner
Description:	Allows Owner to select a Tenant they wish to interact with.
Preconditions:	Owner is logged in and is authenticated.
Postconditions:	None
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> The Owner can choose to terminate the Tenants that are currently renting from the Owner. If the Owner selects the activity MAKE_TERMINATION_REQUEST, then the Owner uses the included use case MakeTerminationRequest.
Alternative Flows:	None
Exceptions:	None
Includes:	1. MakeTerminationRequest
Special Requirements:	None
Assumptions:	None

Notes and Issues:	None
-------------------	------

II.VI MakeTerminationRequest

Use Case ID:	#2-6		
Use Case Name:	MakeTerminationRequest		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	30th August 2024	Date Last Updated:	30th August 2024

Actor:	Owner
Description:	Allows Owner to select a Tenant they wish to terminate.
Preconditions:	Owner is logged in and is authenticated.
Postconditions:	None
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The Owner will select the Tenant that he wishes to terminate. 2. When the Owner presses the “Terminate Lease” button, it will prompt a request to terminate the lease.
Alternative Flows:	None
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

II.VII MakeRentalOffer

Use Case ID:	#2-7		
Use Case Name:	MakeRentalOffer		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	30th August 2024	Date Last Updated:	30th August 2024

Actor:	Owner
Description:	Allows Owner to make a rental offer to Tenant.
Preconditions:	Owner is logged in and is authenticated.
Postconditions:	None
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The Owner can send a rental offer to the Tenant <ol style="list-style-type: none"> a. The rental offer will include the rent per month. b. The rental offer will include the rental deposit required. c. The rental offer will include the end of lease date. 2. Owner clicks the “Send Offer” button. 3. Checks that all required fields are filled are present. 4. Offer sent to Tenant to accept.
Alternative Flows:	<u>AF-S3: Required fields not filled in</u> <ol style="list-style-type: none"> 1. Owner has not filled in all the required fields of the form. 2. Owner clicks the “Send Offer” button. 3. Checks that all required fields are filled are not passed. 4. Formdata is not sent to the database, Owner is prompted to field in all required fields, no changes to the form.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

II.VIII LeaveReviewOfTenant

Use Case ID:	#2-8		
Use Case Name:	LeaveReviewOfTenant		
Created By:	Loo Ping Wee	Last Updated By:	Loo Ping Wee
Date Created:	26th August 2024	Date Last Updated:	26th August 2024

Actor:	Owner
Description:	Owner selects the Tenant to review.
Preconditions:	Owner is logged in and is authenticated.
Postconditions:	Owner can leave a review on the specified Tenant.
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> Owner will select the Tenant to review after viewing appointment. Owner confirms the selection by pressing the "Submit/Update Review" button. Tenant uses the included use case SubmitReview to submit the review.
Alternative Flows:	None
Exceptions:	None
Includes:	1. SubmitReview
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

Functional Requirement #3

III.I ReviewRentalOffer

Use Case ID:	#3-1		
Use Case Name:	ReviewRentalOffer		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	24th August 2024	Date Last Updated:	30th August 2024

Actor:	Tenant
Description:	Allows Tenants to review rental offer
Preconditions:	Tenant is logged in and is authenticated
Postconditions:	None
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> The Tenant will click on the “Accept” button to accept the rental offer. This will lead them to a card payment for the Tenant to pay the rental deposit. After paying, it will display to the Tenant “Rental Offer Accepted”.
Alternative Flows:	<p><u>AF-S2: When the Tenant puts an invalid card number</u></p> <ol style="list-style-type: none"> The Tenant inputs an invalid card number. System will display “Error, Invalid credit card details”. <p><u>AF-S2: When the Tenant did not finish filling up the credit card information</u></p> <ol style="list-style-type: none"> The Tenant did not input at least 1 of the required fields for the credit card details. System will display “Missing required field”.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None

Notes and Issues:	None
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III.II MakeMonthlyPayment

Use Case ID:	#3-2		
Use Case Name:	MakeMonthlyPayment		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	24th August 2024	Date Last Updated:	24th August 2024

Actor:	Tenant
Description:	Allows Tenant to make monthly payment to Owner
Preconditions:	Tenant is logged in and is authenticated
Postconditions:	The payment is successfully made
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. Tenant navigates to the payment screen. 2. Tenant input the amount to pay. 3. Tenant confirms the submission by pressing the “Confirm” button.
Alternative Flows:	None
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

III.III ReviewTerminationRequest

Use Case ID:	#3-3		
Use Case Name:	ReviewTerminationRequest		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	24th August 2024	Date Last Updated:	24th August 2024

Actor:	Tenant
Description:	Allow the Tenant to review the termination request
Preconditions:	Tenant is logged in and is authenticated
Postconditions:	Lease will be terminated and Tenant to move out
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The Tenant will be notified about the termination request. 2. The Tenant chooses to accept the termination request <ol style="list-style-type: none"> a. The lease will be terminated.
Alternative Flows:	<u>AF-S2: The Tenant does not accept the termination request</u> <ol style="list-style-type: none"> 1. The lease will not be terminated. 2. The Tenant and Owner will discuss this matter in real life to come to a common consensus.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

III.IV LeaveReviewOfOwner

Use Case ID:	#3-4		
Use Case Name:	LeaveReviewOfOwner		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	24th August 2024	Date Last Updated:	24th August 2024

Actor:	Tenant
Description:	Tenant selects the house to review.
Preconditions:	Tenant is logged in and is authenticated.
Postconditions:	Tenants can leave a review on the specified Owner and his house.
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. Tenant will select the Owner to review. 2. Tenant confirms the selection by pressing the “Submit/Update Review” button. 3. Tenant uses the included use case SubmitReview to submit the review.
Alternative Flows:	None
Exceptions:	<ol style="list-style-type: none"> 1. If no Owner has been selected, display an error message
Includes:	SubmitReview
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

III.V SubmitReview

Use Case ID:	#3-5		
Use Case Name:	SubmitReview		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	24th August 2024	Date Last Updated:	24th August 2024

Actor:	Tenant/Owner
Description:	Tenant/Owner can submit a review on a Owner/Tenant by uploading pictures and writing a review text
Preconditions:	Tenant/Owner is logged in and is authenticated
Postconditions:	Review is successfully submitted
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> The system displays a “Leave Review” button for Tenants to submit a review on a particular Owner’s house. When a Tenant selects the “Leave Review” button, the system will prompt the Tenant/Owner to upload pictures and enter review text. Tenant/Owner confirms the review by pressing the “Submit Review” button. If the Tenant/Owner selects the “Submit Review” Button, the system will save the review (pictures and text) in the database and display that the review is submitted.
Alternative Flows:	None
Exceptions:	<ol style="list-style-type: none"> If any required information is missing or invalid, display an error message.
Includes:	<ol style="list-style-type: none"> FlagReview EditReview DeleteReview
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

III.VI FlagReview

Use Case ID:	#3-6		
Use Case Name:	FlagReview		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	24th August 2024	Date Last Updated:	24th August 2024

Actor:	Tenant/Owner
Description:	Tenant/Owner can flag the review if it is inappropriate.
Preconditions:	Tenant/Owner is logged in and is authenticated.
Postconditions:	Flag is sent to admin to process the disputes.
Priority:	Medium
Frequency of Use:	Low
Flow of Events:	<p>1. If the Tenant/Owner deems that the review is inappropriate, they can submit a request to flag the review to the admins.</p>
Alternative Flows:	<u>AF-S1: If the user selects CANCEL</u> <p>1. If the user selects CANCEL, the system will cancel the operation and return the User to the review.</p>
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

III.VII EditReview

Use Case ID:	#3-7		
Use Case Name:	EditReview		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	24th August 2024	Date Last Updated:	24th August 2024

Actor:	Tenant/Owner
Description:	Tenant/Owner can edit his/her review by uploading pictures, removing uploaded pictures or editing the review text.
Preconditions:	Tenant/Owner is logged in and is authenticated.
Postconditions:	The Review is successfully edited.
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The Tenant/Owner enters the inbox and selects the house. 2. The system will display a “Leave Review” button. 3. Upon Clicking it, it will bring the Tenant/Owner to the review page. 4. The system will display a “Submit/Update Review” button to allow the Tenant/Owner to save the changes made. 5. The system will display a “Delete Review” button to allow the Tenant/Owner to abandon the changes made. 6. When the “Delete Review” button is selected, the use case DeleteReview will be used.
Alternative Flows:	<u>AF-S4: If the “Cancel” button is selected</u> <ol style="list-style-type: none"> 1. The system will not save the changes made. 2. The system will redirect the Consumer away from the Edit Review Screen.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

III.VIII DeleteReview

Use Case ID:	#3-8		
Use Case Name:	DeleteReview		
Created By:	Lim Jing Rong	Last Updated By:	Lim Jing Rong
Date Created:	24th August 2024	Date Last Updated:	24th August 2024

Actor:	Tenant/Owner
Description:	Tenant/Owner can delete his/her review
Preconditions:	Tenant/Owner is logged in and is authenticated
Postconditions:	The Review has successfully been deleted
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> If the Tenant/Owner has already made a review, the system will display an “Delete Review” button beside his/her review. When the Tenant/Owner selects the “Delete Review” button, the system will delete this review and remove this review from the database.
Alternative Flows:	None
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

Functional Requirement #4

IV.I CreateAccount

Use Case ID:	#4-1		
Use Case Name:	CreateAccount		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	User
Description:	Allows a person to create an Account in HomeGoWhere to become a user.
Preconditions:	None
Postconditions:	An Account with a specific role (Admin, Owner or Tenant) is created for the User.
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> The system prompts the User to enter their name, address, password, email, contact number, profile picture, and role. The User enters the required information and selects the "Create Account" button to confirm his/her inputs. An Account with a specific role (Admin, Owner or Tenant) is created for the User.
Alternative Flows:	<u>AF-S2: Returning to Login page</u> <ol style="list-style-type: none"> If the User selects the back navigation icon, the system will navigate the User to the login page.
Exceptions:	<ol style="list-style-type: none"> If any required information is missing or invalid, an error message is displayed.
Includes:	None
Special Requirements:	System needs to validate user input data.
Assumptions:	None
Notes and Issues:	None

IV.II Login

Use Case ID:	#4-2		
Use Case Name:	Login		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	User
Description:	Allows User to login to his/her HomeGoWhere Account using his/her email and password.
Preconditions:	None
Postconditions:	User is logged into the HomeGoWhere application and is navigated to the home screen of the application.
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> The system allows the User to login with either (a) Email and password, or (b) SingPass. The User chooses to login with email and password. The User enters his/her email and password. The password is masked as dots, but the User can choose to unmask it by clicking on the eye icon. The User selects the "Login" button.
Alternative Flows:	<u>AF-S1: User chooses to login with SingPass</u> <ol style="list-style-type: none"> The User selects the "Login with Singpass" button. The User logs into the system using Singpass login credentials using the included use case SingpassLogin.
Exceptions:	<ol style="list-style-type: none"> If any required information is missing or invalid, an error message is displayed. If email and password do not match when the User tries to login in Step 4, HomeGoWhere shall display "Email and password do not match" to the user.
Includes:	SingpassLogin
Special Requirements:	System needs to validate user input data.
Assumptions:	The User has an existing HomeGoWhere Account.
Notes and Issues:	None

IV.III SearchAndViewListing

Use Case ID:	#4-3		
Use Case Name:	SearchAndViewListing		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	User
Description:	Allows users to search for homes by name, type or location via a search bar and get a filtered list of houses.
Preconditions:	The User must be logged in and authenticated.
Postconditions:	A filtered list of homes is returned.
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The User can search for homes according to their block, type or location via a search bar. 2. The system will return a filtered list of homes for the User.
Alternative Flows:	None
Exceptions:	<ol style="list-style-type: none"> 1. If no home data matches the search criteria, the system shall display a message stating no property is found.
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

IV.IV FlagListing

Use Case ID:	#4-4		
Use Case Name:	FlagListing		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	User
Description:	Allows User to flag a listing for the Admin to process for deletion.
Preconditions:	<p>Entry Condition: Called by the use case SearchAndViewListing when the "Flag Listing" function is selected.</p> <p>The User must be logged in and authenticated.</p>
Postconditions:	A listing is flagged.
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The system displays an option to flag a listing for every listing that the User sees. 2. If the User flags the listing, the system will prompt the user to input the reason as to why they have flagged the listing. 3. If the user selects CONFIRM, the system will flag the listing and add it to the list of flagged listings for the Admins to process.
Alternative Flows:	<u>AF-S3: If the user selects CANCEL</u> <ol style="list-style-type: none"> 1. If the user selects CANCEL, the system will cancel the operation and return the User back to the listings.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

IV.V Chat

Use Case ID:	#4-5		
Use Case Name:	Chat		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	1st September 2024

Actor:	User
Description:	Allows Users to communicate with Owners via text in the in-built Chat function.
Preconditions:	The User must be logged in and authenticated.
Postconditions:	A chat is initiated with the Owner.
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. User navigates to the desired listing screen. 2. User selects the Chat icon to initiate a conversation with the Owner via text.
Alternative Flows:	<p><u>AF-S2: If the user selects the BACK navigation icon</u></p> <ol style="list-style-type: none"> 1. If the user selects BACK, the system will cancel the operation and return the User back to the listings. <p><u>AF-S2: If the user selects the STAR ratings icon</u></p> <ol style="list-style-type: none"> 1. If the user selects the STAR ratings, the system will navigate the user to a page with a list of reviews for that person.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

IV.VI FlagUser

Use Case ID:	#4-6		
Use Case Name:	FlagUser		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	28th August 2024	Date Last Updated:	28th August 2024

Actor:	User
Description:	Allows users to flag either party .
Preconditions:	<p>Entry Condition: Called by the use case Chat when the "Flag User" function is selected.</p> <p>The User must be logged in and authenticated.</p>
Postconditions:	User is flagged.
Priority:	Low
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> When either party has behaved inappropriately or in an offensive manner, either party shall flag the User and add the User to the list of flagged users.
Alternative Flows:	None
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

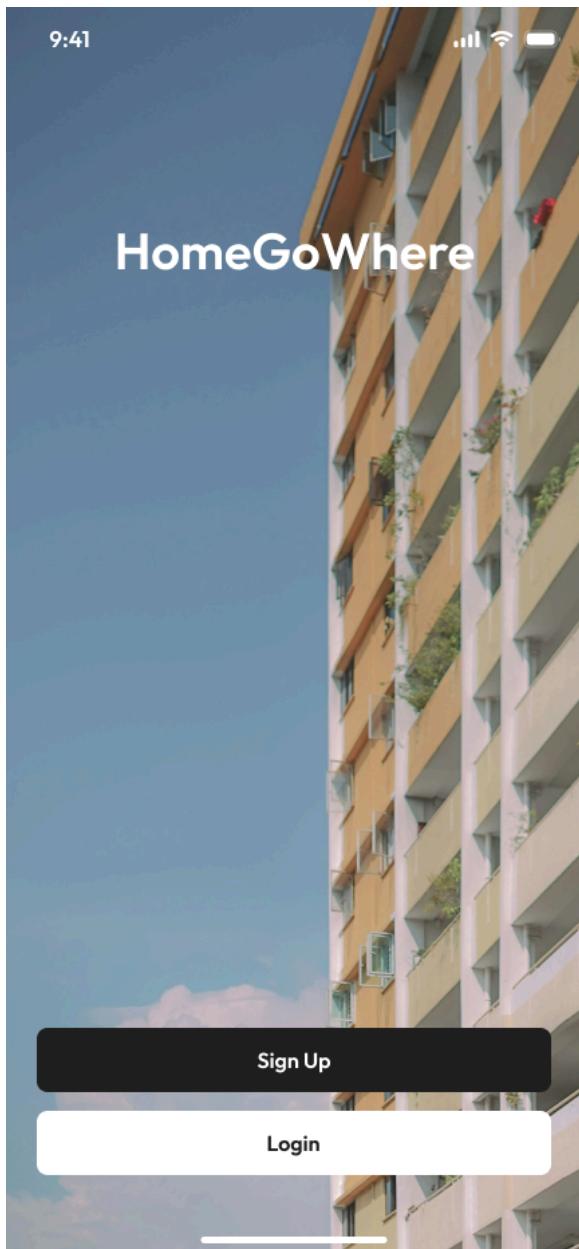
IV.VI ViewReviews

Use Case ID:	#4-6		
Use Case Name:	ViewReviews		
Created By:	Lau Zhan You	Last Updated By:	Lau Zhan You
Date Created:	1st September 2024	Date Last Updated:	1st September 2024

Actor:	User
Description:	Allows Users to view the ratings and reviews that other Users have given a particular person.
Preconditions:	<ol style="list-style-type: none"> 1. The User must be logged in and authenticated. 2. User has selected the STAR ratings icon.
Postconditions:	Successfully display all ratings and reviews of the specified user.
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The system will display the most updated list of reviews and star ratings that have been given to a specified user by other users.
Alternative Flows:	<u>AF-S1: If the user selects the BACK navigation icon</u> <ol style="list-style-type: none"> 1. If the user selects BACK, the system will cancel the operation and return the User back to the listings.
Exceptions:	None
Includes:	None
Special Requirements:	None
Assumptions:	None
Notes and Issues:	None

4. UI Mockups

4.1. Landing



4.2. Login

9:41



Login

Email

Password



Login

4.3. Sign Up

9:41

< **Sign Up**

Full name

Email

Password

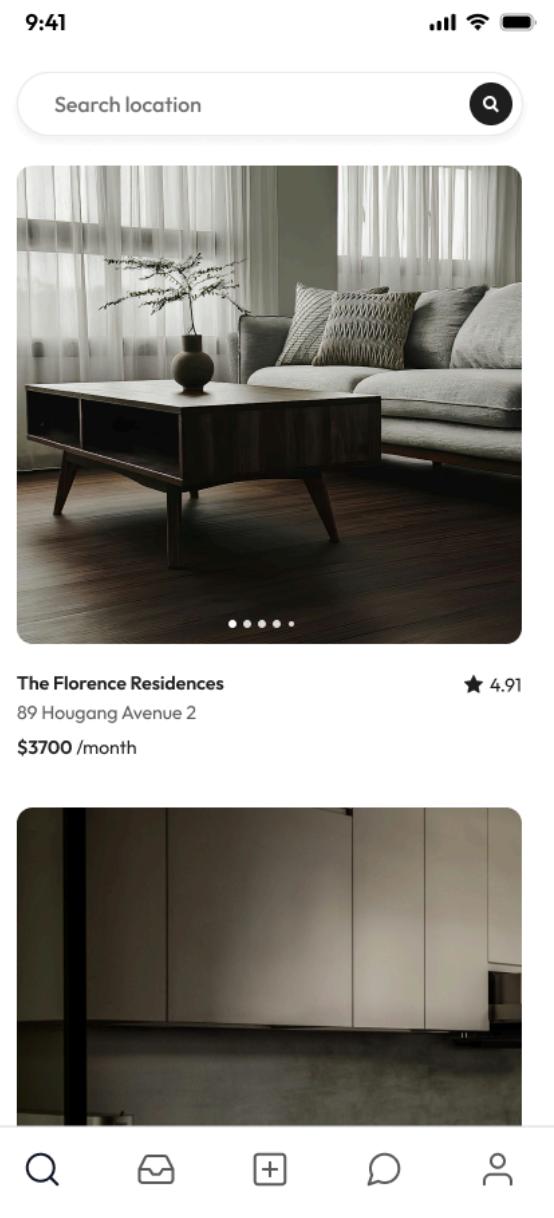
Phone Number

Enter OTP

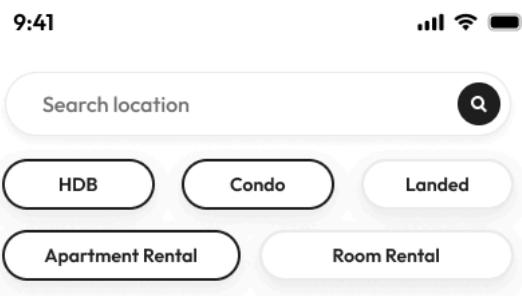
Create Account

4.4. Home Screen

The app features 5 tabs in the navigation bar. Search, Inbox, Create New Listing, Chats, Profile (From left to right)



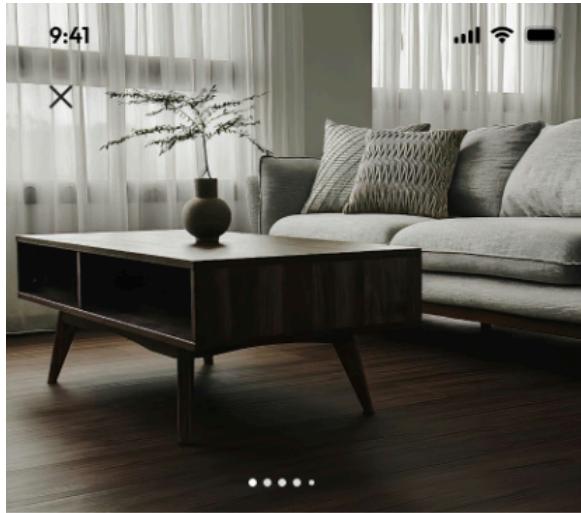
4.5. Search Listing



4.6. View Listing

“View Home Listing” is one continuous page containing multiple sections.

4.6.1. Listing photos and primary details



The Florence Residences

89 Hougang Avenue 2

\$3700 /month

Listing Type: Apartment Rental



2 bed



2 bath



667 sqft



\$1,874 psf

4.6.2. Listing description

Description

Proximity to the Heart of Singapore:
3-bedroom, 1-Bathroom, 800 sqft apartment located at 33, Mangis Road, Singapore - just a stone's throw from the heart of Singapore.

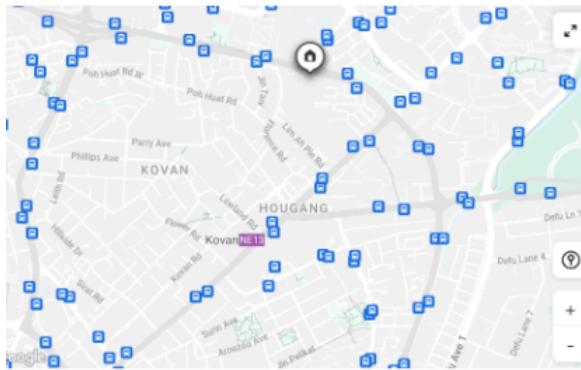
Location & Proximity:

This highly sought-after address is located in a prime location just minutes away from a wide array of amenities and facilities in the neighbourhood. This includes a variety of traditional wet markets, hawker centers, parks, libraries, family service centers, community centers, and schools.

4.6.3. Location Details

About The Location

[Commute](#) [Schools](#) [Shopping Malls](#) [Hawker Centres](#)



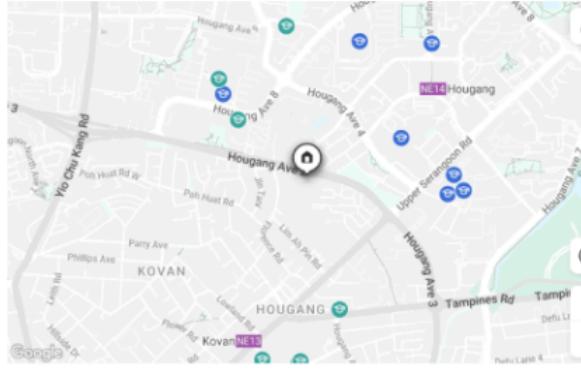
2 stations nearby

[NE14/CR8 Hougang MRT](#)

[NE13 Kovan MRT](#)

About The Location

[Commute](#) [Schools](#) [Shopping Malls](#) [Hawker Centres](#)



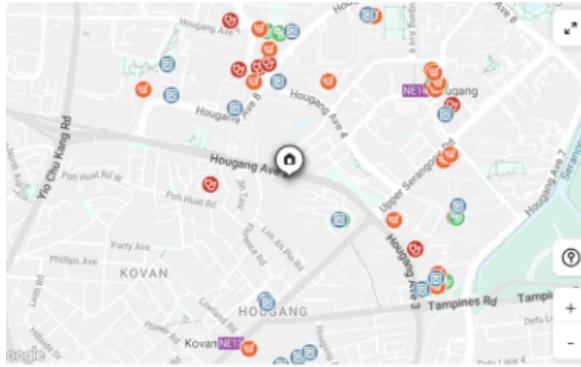
Schools Nearby

[Xin Min Primary School](#)

[Holy Innocent's Primary School](#)

About The Location

[Commute](#) [Schools](#) [Shopping Malls](#) [Hawker Centres](#)



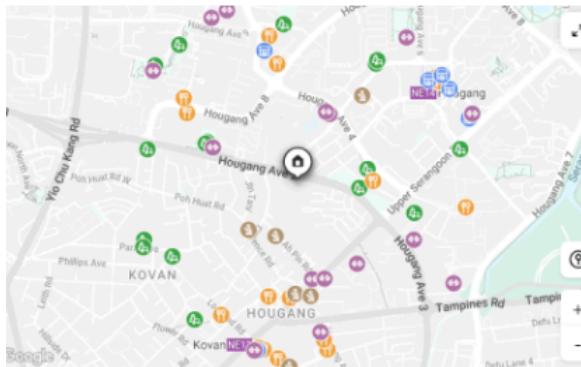
Services Nearby

[Treanne Hospital](#)

[DIY Laundry](#)

About The Location

[Commute](#) [Schools](#) [Shopping Malls](#) [Hawker Centres](#)



Facilities Nearby

[Anytime Fitness Gym](#)

[Realty Park Playground](#)

4.6.4. Reviews + Report Reviews

Reviews

★ ★ ★ ★ ★ 

Great Condo For Families!

The architectural design of the building is visually appealing and function, with well thought-out layouts that maximize space and natural light. One of the standout features of The Florence Residences is its wide range of amenities. Whether you're in a mood for a...

 **Evyn Xu**
28 September, 2023

★ ★ ★ ★ 

Excellent Facility

Excellent facility

 **Sandi**
June 5

Show all 6 reviews

Reviews

★ ★ ★ ★ ★ 

Great Condo For Families!

The architectural design of the building is visually appealing and function, with well thought-out layouts that maximize space and natural light. One of the standout features of The Florence Residences is its wide range of amenities. Whether you're in a mood for a...

 **Evyn Xu**
28 September, 2023

★ ★ ★ ★ 

Excellent Facility

Excellent facility

 **Sandi**
June 5

Reviews

★ ★ ★ ★ ★ 

Great Condo For Families!

The architectural design of the building is visually appealing and function, with well thought-out layouts that maximize space and natural light. One of the standout features of The Florence Residences is its wide range of

★ ★ ★ ★ 

Excellent Facility

Excellent facility

Report Review?



This will send the review to an admin for review.

Cancel

Confirm



Review Reported

An admin will review the review and take appropriate actions.

4.6.5. Past Price Insights

Price Insights

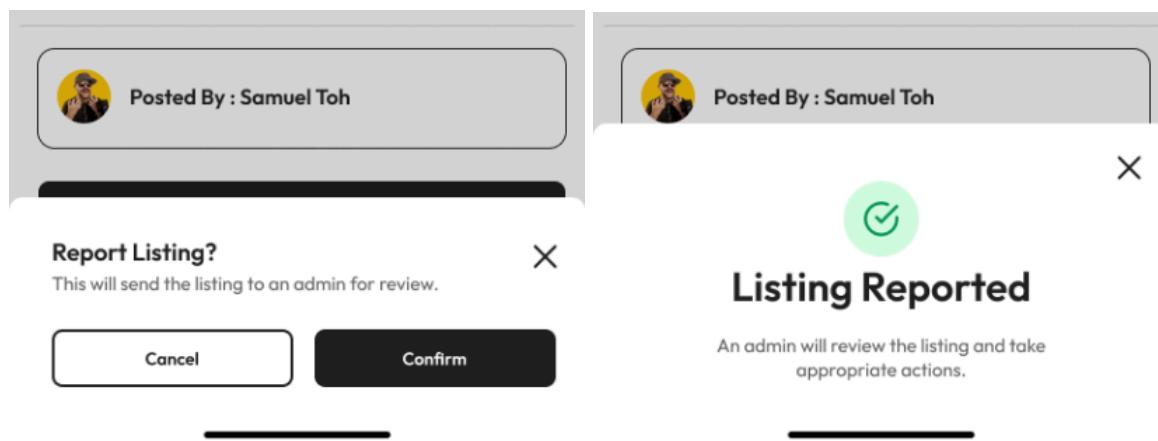
Last Transaction Price

S\$3,300

49 Transactions

Date	Unit	Size (sqft)	Price
Jul 2024	#XX-XX	600-700	S\$ 3,300
Jul 2024	#XX-XX	600-700	S\$ 3,500
Jul 2024	#XX-XX	600-700	S\$ 3,400
Jul 2024	#XX-XX	900-1000	S\$ 3,600
Jul 2024	#XX-XX	600-700	S\$ 3,400

4.6.6. Owner Information + Report Listing



4.7. Create New Listing

9:41



Create Listing

Create Listing: Location

Search by property name, street address or postal code

Location

One-Nor

	One-North Residences	APARTMENT
	7 One-North Gateway 138642, City & South West (D01-08)	
	One-North Eden	CONDOMINIUM
	8 Slim Barracks Rise 138492, City & South West (D01-08)	
	One-North Residences	APARTMENT
	7 One-North Gateway 138642, City & South West (D01-05)	

Create Listing: Details

Listing Type

Apartment Rental Room Rental

Listing Price

Price
S\$ 3,500

Rooms

Bedroom
3 Bedrooms

Bathroom
2 Bathrooms

Unit Details

Floor Size
890 sqft

Description

Headline
The Florence Residences

55 / 70

Description
Proximity to the Heart of Singapore:
3-bedroom, 1-Bathroom, 800 sqft apartment located at
33, Mangis Road, Singapore - just a stone's throw from the
heart of Singapore.

Location & Proximity:
This highly sought-after address is located in a prime
location just minutes away from a wide array of amenities
and facilities in the neighbourhood. This includes a variety
of traditional wet markets, hawker centers, parks,
libraries, family service centers, community centers, and
schools.

Create Listing: Media

Add Photos

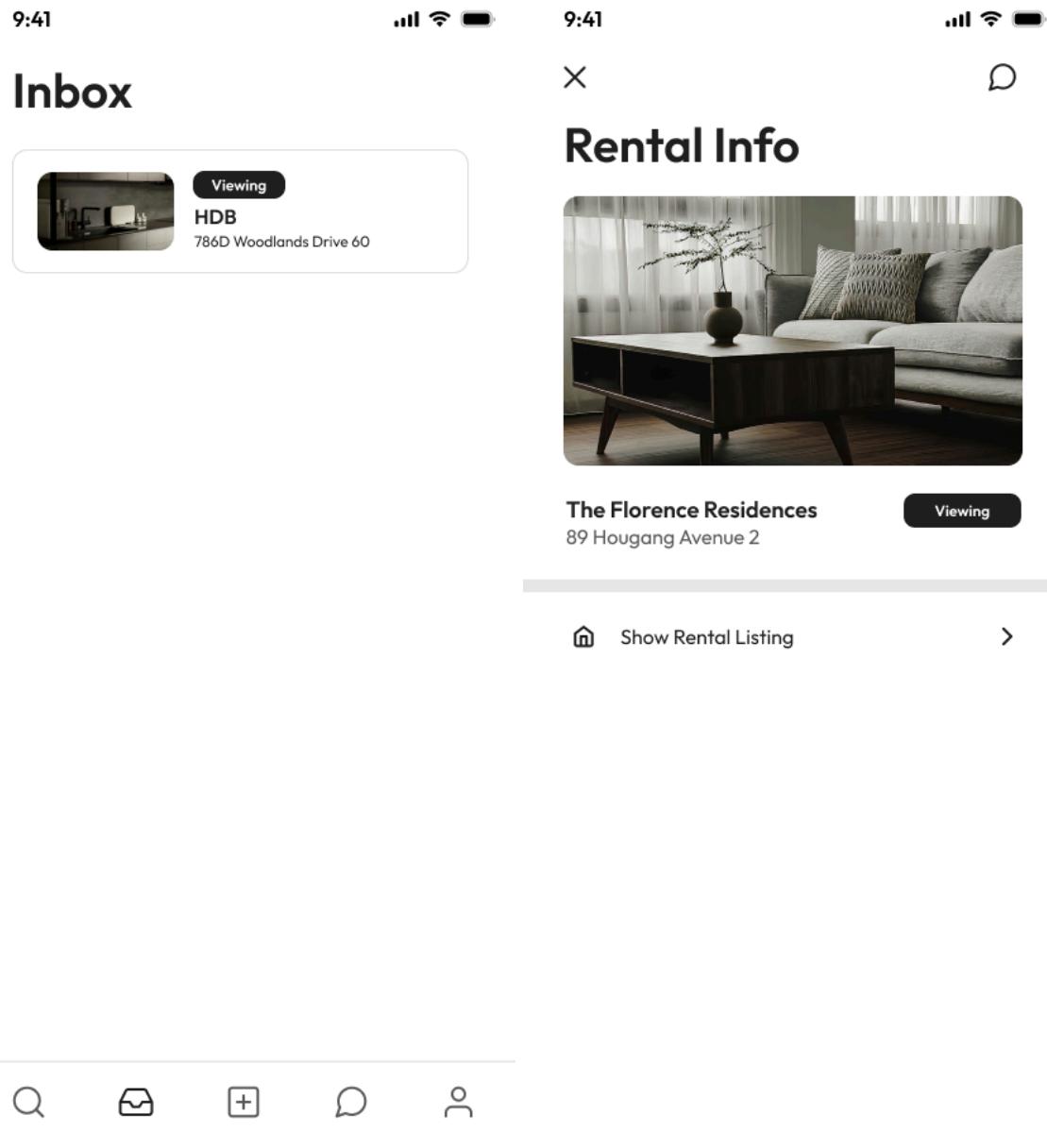
Drag & Drop / Add Photos

Post Listing

4.8. Inbox

4.8.1. Inbox view for a potential tenant

All listings which a potential tenant had engaged with will be displayed in their inbox. They are able to click on each listing card to view additional info.



4.8.2. Inbox view for a tenant

All active rental units that a tenant is involved with will be displayed in their inbox. They are able to click on each listing card to view additional info and manage their rental.

9:41

9:41

Inbox

Tenant

HDB

325B Sengkang East Way

Sep 2024 Rent due by 10 Sep

X

Rental Info

The Florence Residences

89 Hougang Avenue 2

Tenant

Lease until
October 2025

Rental Cost Per Month
\$3500

Rent Payment >

Leave Review >

Search icon

Compose icon

Add icon

Chat icon

Profile icon

4.8.2.1. Rent Payments

The image displays two side-by-side screenshots of a mobile application interface for managing rent payments.

Screenshot 1 (Left): Outstanding Payments

- Header: "Rent Payment"
- Section: "Outstanding Payments"
 - Item: "September 2024 \$3500.00 Due by 10 Sep" with a "Pay" button below it.
- Section: "Payment History"
 - Item: "August 2024 \$3500 Paid on 02 Aug 2024"
 - Item: "July 2024 \$3500 Paid on 01 Jul 2024"
 - Item: "June 2024 \$3500 Paid on 02 Jun 2024"
 - Item: "May 2024 \$3500 Paid on 01 May 2024"
 - Item: "Rental Deposit \$1000 Paid on 01 May 2024"

Screenshot 2 (Right): Outstanding Payments and Card Payment Form

- Header: "Rent Payment"
- Section: "Outstanding Payments" (same as Screenshot 1)
- Section: "Payment History" (same as Screenshot 1)
- Section: "Card Payment" (with a close 'X' icon)
 - Text: "September 2024"
 - Logos: VISA, Mastercard, AMEX
 - Form fields:
 - Card Number: 0000 0000 0000 0000
 - Expiration: MM / YY
 - CVV: 123
 - Postal Code: 123456
 - Country: Singapore (with a dropdown arrow icon)
 - Large "Pay \$3500" button at the bottom

9:41



Rent Payment

Outstanding Payments

All settled up!

Payment History

September 2024	\$3500
Paid on 02 Sep 2024	
August 2024	\$3500
Paid on 02 Aug 2024	
July 2024	\$3500
Paid on 02 Jul 2024	
June 2024	\$3500
Paid on 01 Jun 2024	
May 2024	\$3500



Payment Successful

September 2024



4.8.2.2. Leave Review

9:41

<

Leave Review

★★★★★

Review Title
Never changing sea view

Your Review
Gotten a unit on high floor .. sea view is never stop changing . Can even see Batam on clear days .. so happy to be staying here .. most are young couples and friendly environment..guards are very strict and do ground walk often .. cleaners clean and mop common floor daily

Delete Review

Submit/Update Review

9:41

<

Leave Review

★★★★★

Review Title
Never changing sea view

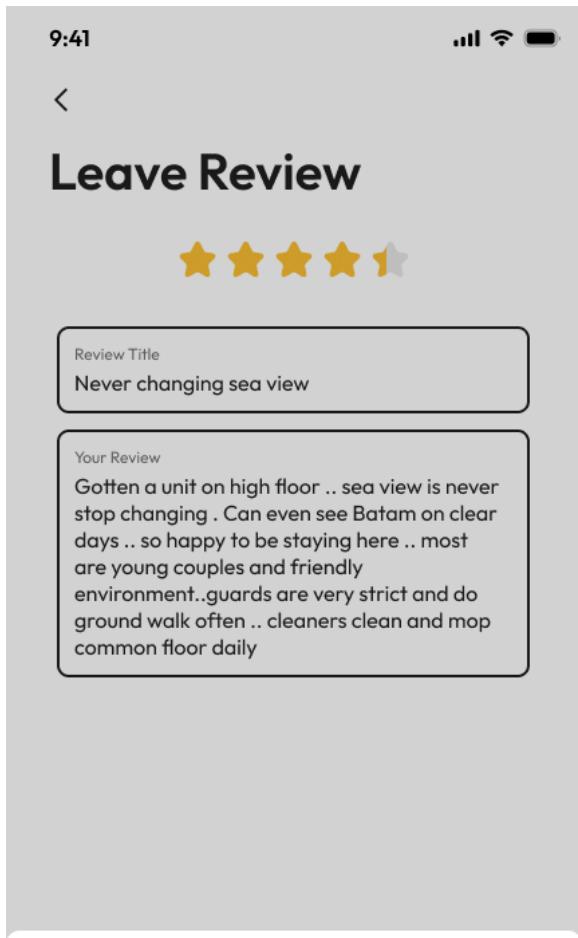
Your Review
Gotten a unit on high floor .. sea view is never stop changing . Can even see Batam on clear days .. so happy to be staying here .. most are young couples and friendly environment..guards are very strict and do ground walk often .. cleaners clean and mop common floor daily

Delete Review?

This action cannot be reversed.

Cancel

Confirm Delete



X



Review Deleted!

You can make a new review at any time.

4.8.3. Inbox view for an owner

All active rental units that an owner is renting will be displayed in their inbox. They are able to click on each listing card to view additional info and manage their rental.

The image displays two side-by-side screenshots of a mobile application interface, likely for a real estate platform, showing an owner's inbox and a detailed rental listing card.

Screenshot 1: Inbox View

This screenshot shows the 'Inbox' screen at 9:41. At the top, there are signal, Wi-Fi, and battery icons. Below the header, the word 'Inbox' is centered. A listing card for 'The Florence Residences' is visible, featuring a small thumbnail image of a living room, the title 'Owner', and the address '89 Hougang Avenue 2'. It also indicates '2 Tenants'. The background of the inbox screen is white.

Screenshot 2: Rental Info View

This screenshot shows a detailed view of a rental listing at 9:41. At the top, there are signal, Wi-Fi, and battery icons. To the left of the main content is a large 'X' icon. The main title is 'Rental Info'. Below it is a large, blurry thumbnail image of a living room. The listing details are as follows:

- The Florence Residences** (Title)
- 89 Hougang Avenue 2** (Address)
- Owner** (Role)
- Current Tenants**: **2 Tenants**
- Total Monthly Rental Payment**: **\$7000**

Below these details is a section titled 'Manage Tenants (2)' with two entries:

- Simon Choo** (with a person icon)
- Lim Jia Yee, Rachel** (with a person icon)

At the bottom of the screen are five navigation icons: a magnifying glass for search, an envelope for messages, a plus sign for new listings, a speech bubble for notifications, and a person icon for profile.

4.8.3.1. Manage Tenants

9:41



Tenant Overview



Payment History

August 2024	\$3500
Payment Pending	
July 2024	\$3500
Paid on 01 Jul 2024	
June 2024	\$3500
Paid on 02 Jun 2024	
May 2024	\$3500
Paid on 01 May 2024	
Rental Deposit	\$1000
Paid on 01 May 2024	

Terminate Lease >

Leave Review >

4.8.3.2. Terminate Lease

The image displays two side-by-side screenshots of a mobile application interface for managing leases.

Screenshot 1 (Left): This screen shows a "Terminate Lease" page. At the top, it says "9:41". Below that is a back arrow icon. The main title "Terminate Lease" is centered. A note below the title reads: "Please fill in the terms as agreed in your rental agreement. The tenant will have to accept the termination for it to proceed." There are two buttons at the bottom: "Refund Tenant" and "Collect Payment". Below these buttons is a large input field containing the text "Amount \$3500".

Screenshot 2 (Right): This screen shows a messaging interface. At the top, it says "9:41" and has a back arrow icon. It shows a message from "Simon Choo" with a rating of "5.0". A "Tenant" button is visible. The recipient is "The Florence Residences" located at "89 Hougang Avenue 2". A "Details" link is present. The message body shows a message from "You" at "6.04PM": "Termination of Lease Request" with the note "Amount to be refunded: \$3500". A "Pending Acceptance" button is shown. At the bottom, there is a "Submit Termination" button, a message input field with "Enter Message", and a send icon.

4.8.3.3. Leave Review

9:41



Leave Review



Review Title

Great tenant!

Your Review

John has been an exemplary tenant throughout his lease. He maintained the property in excellent condition and always paid rent on time. Communication was seamless, and he was respectful of the house rules. Highly recommend him to future landlords!

9:41



Leave Review



Review Title

Great tenant!

Your Review

John has been an exemplary tenant throughout his lease. He maintained the property in excellent condition and always paid rent on time. Communication was seamless, and he was respectful of the house rules. Highly recommend him to future landlords!

Delete Review

Submit/Update Review

Delete Review?

This action cannot be reversed.

Cancel

Confirm Delete

9:41



Leave Review



Review Title

Great tenant!

Your Review

John has been an exemplary tenant throughout his lease. He maintained the property in excellent condition and always paid rent on time. Communication was seamless, and he was respectful of the house rules. Highly recommend him to future landlords!



Review Deleted!

You can make a new review at any time.

4.8.3.4. Edit Rental Listing

9:41

<

Edit Listing

Location

Search by property name, street address or postal code

Location
One-North Residences APARTMENT
7 One-North Gateway 138642, City & South West (D01-08)

Details

Listing Type

Apartment Rental | Room Rental

Listing Price

Price
S\$ 3,500

Rooms

Bedroom
3 Bedrooms

Bathroom
2 Bathrooms

Unit Details

Floor Size
890 sqft

Description

Headline
The Florence Residences

55 / 70

Description
Proximity to the Heart of Singapore:
3-bedroom, 1-Bathroom, 800 sqft apartment located at
33, Mangis Road, Singapore - just a stone's throw from the
heart of Singapore.

Location & Proximity:
This highly sought-after address is located in a prime
location just minutes away from a wide array of amenities
and facilities in the neighbourhood. This includes a variety
of traditional wet markets, hawker centers, parks,
libraries, family service centers, community centers, and
schools.

Media

Add Photos

Drag & Drop / Add Photos

LivingRoom.jpg

Update Listing

4.9. Chats

The screenshot shows a mobile application interface for messaging. At the top, there are two status bars indicating the time as 9:41 and signal strength. Below the status bars, the word "Chats" is displayed in a large, bold, black font.

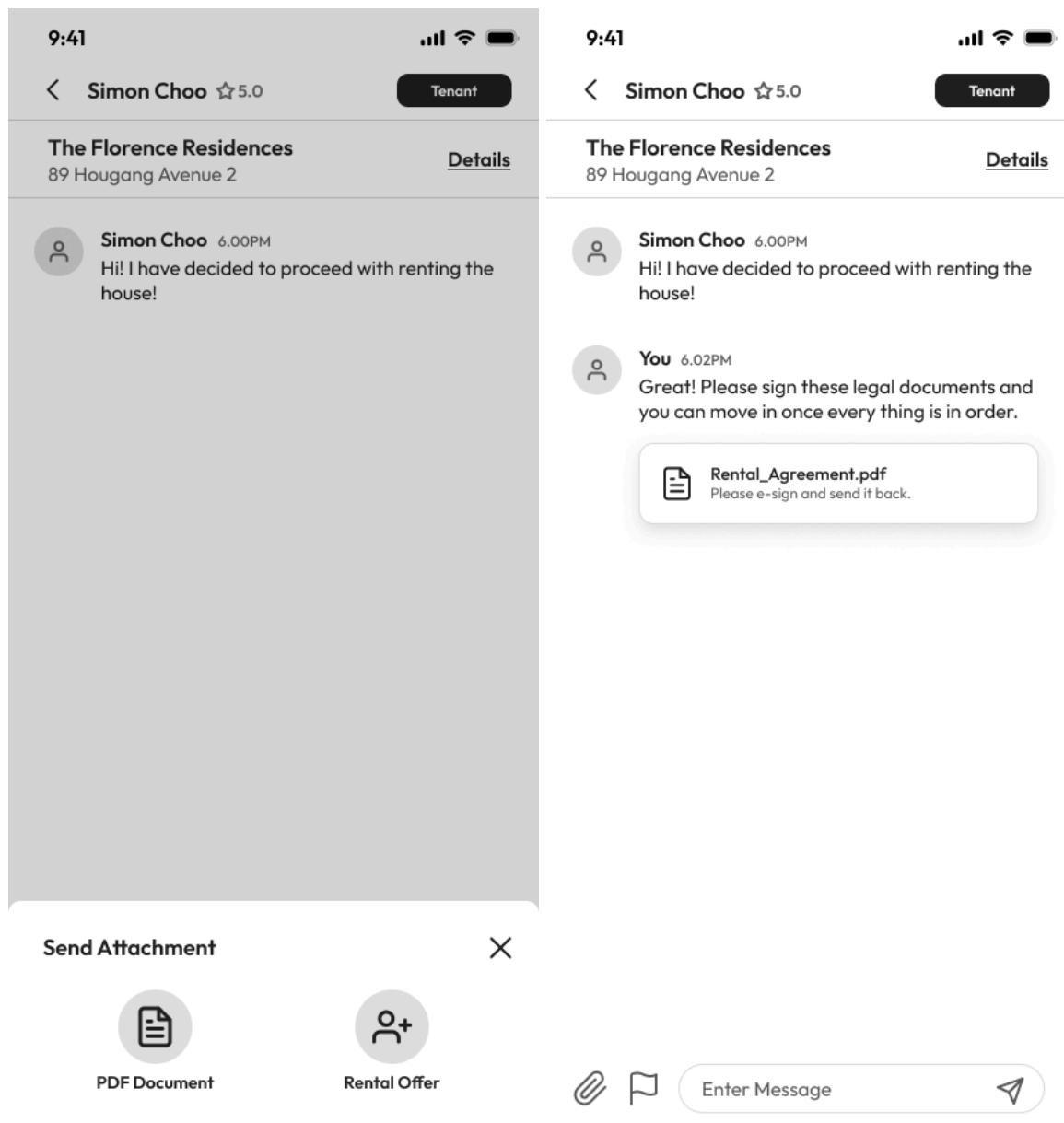
The main content area displays a conversation between two users:

- Simon Choo (Tenant)** sent a message at 6.00PM: "Hi! I have decided to proceed with renting...
The Florence Residences".
- Tan Ka Ming (Viewing)** responded at 4.32PM: "See you tomorrow at 8pm!
The Florence Residences".

At the top right of the screen, there is a profile card for "The Florence Residences" located at "89 Hougang Avenue 2". It includes a "Details" button and a "Tenant" badge. A back arrow is also present next to the profile card.

At the bottom of the screen, there is a navigation bar with several icons: a magnifying glass for search, a mail icon, a plus sign for new messages, a speech bubble, a person icon, a paperclip, and a flag. To the right of these icons is a text input field with the placeholder "Enter Message" and a send arrow icon.

4.9.1. Send Files



4.9.2. Send Rental Offer (Applicable to owners only)

9:41

Simon Choo ★5.0 Tenant

The Florence Residences 89 Hougang Avenue 2 Details

Simon Choo 6.00PM Hi! I have decided to proceed with renting the house!

You 6.02PM Great! Please sign these legal documents and you can move in once every thing is in order.

Rental_Agreement.pdf
Please e-sign and send it back.

9:41

Simon Choo ★5.0 Tenant

The Florence Residences 89 Hougang Avenue 2 Details

Simon Choo 6.00PM Hi! I have decided to proceed with renting the house!

You 6.02PM Great! Please sign these legal documents and you can move in once every thing is in order.

Rental_Agreement.pdf
Please e-sign and send it back.

Send Rental Offer

This sends an offer to your potential tenant to accept or reject. Please make sure that all legal documents are in order before sending the offer. Once accepted, you can start collecting rent payments.

\$3500
Rent Per Month

\$1000
Rental Deposit Required

31 October 2025
End of Lease Date

Send Offer

Send Attachment X

PDF Document

Rental Offer

9:41



◀ Simon Choo ★ 5.0

Tenant

The Florence Residences

89 Hougang Avenue 2

Details



Simon Choo 6.00PM

Hi! I have decided to proceed with renting the house!



You 6.02PM

Great! Please sign these legal documents and you can move in once everything is in order.



Rental_Agreement.pdf

Please e-sign and send it back.



You 6.04PM

Rental Offer

Rent: \$3500 Per Month

Rental Deposit: \$1000

Lease until 31 October 2025

Pending Acceptance



Enter Message



4.9.3. Review rental offer and pay deposit (Applicable to tenants only)

The screenshots show a mobile application interface for managing rental offers.

Screenshot 1 (Left): Message Thread

- Time: 9:41
- From: Simon Choo (Owner)
- To: The Florence Residences (89 Hougang Avenue 2)
- Message 1: You 6.00PM - Hi! I have decided to proceed with renting the house!
- Message 2: Simon Choo 6.02PM - Great! Please sign these legal documents and you can move in once every thing is in order.
- Attachment: Rental_Agreement.pdf (3 MB)
- Message 3: Simon Choo 6.02PM - I have signed. Here you go! :)
- Attachment: Signed_Rental_Agreement.pdf (3 MB)
- Message 4: Simon Choo 6.04PM - **Rental Offer**
Rent: \$3500 Per Month
Rental Deposit: \$1000
Lease until 31 October 2025
- Buttons: Reject (white), Accept (black)
- Note: You will need to pay the rental deposit to accept.

Screenshot 2 (Right): Card Payment Screen

- Time: 9:41
- From: Simon Choo (Owner)
- To: The Florence Residences (89 Hougang Avenue 2)
- Message 1: You 6.00PM - Hi! I have decided to proceed with renting the house!
- Message 2: Simon Choo 6.02PM - Great! Please sign these legal documents and you can move in once every thing is in order.
- Attachment: Rental_Agreement.pdf (3 MB)
- Section: Card Payment
- Sub-section: Rental Deposit
- Logos: VISA, MasterCard, AMEX
- Form Fields:
 - Card Number: 0000 0000 0000 0000
 - Expiration: MM / YY
 - CVV: 123
 - Postal Code: 123456
 - Country: Singapore
- Button: Pay \$1000 and accept Rental Offer

9:41

Simon Choo ★ 5.0 Owner

The Florence Residences Details
89 Hougang Avenue 2

You 6.00PM
Hi! I have decided to proceed with renting the house!

Simon Choo 6.02PM
Great! Please sign these legal documents and you can move in once everything is in order.

Rental_Agreement.pdf
3 MB

Simon Choo 6.02PM
I have signed. Here you go! :)

Signed_Rental_Agreement.pdf
3 MB

Simon Choo 6.04PM
Rental Offer

X



Rental Offer Accepted

Rental Deposit Paid

4.9.4. Review termination of lease (Applicable to tenants only)

The screenshot shows a mobile application interface for messaging. At the top, there is a header with the time "9:41", signal strength, battery level, and a back arrow. Below the header, the recipient's name is "Simon Choo" with a 5.0 rating and an "Owner" badge. The message list starts with a message from the user ("You") at 6.00PM: "Hi! I have decided to proceed with renting the house!". This is followed by a message from Simon Choo at 6.02PM: "Great! Please sign these legal documents and you can move in once every thing is in order." A file attachment is shown: "Rental_Agreement.pdf" (3 MB). Simon Choo then replies at 6.02PM: "I have signed. Here you go! :)" with a file attachment: "Signed_Rental_Agreement.pdf" (3 MB). Finally, Simon Choo sends a termination request at 6.04PM: "Termination of Lease Request" with a note: "Amount to be refunded: \$3500". Two buttons are provided: "Reject" and "Accept". A note below states: "The lease termination will proceed immediately if you choose to accept. Please review the termination details stated with your rental agreement." At the bottom, there are icons for a paperclip, a flag, and a message input field with placeholder text "Enter Message".

9:41

Simon Choo ★5.0 Owner

The Florence Residences
89 Hougang Avenue 2

Details

You 6.00PM
Hi! I have decided to proceed with renting the house!

Simon Choo 6.02PM
Great! Please sign these legal documents and you can move in once every thing is in order.

Rental_Agreement.pdf
3 MB

Simon Choo 6.02PM
I have signed. Here you go! :)

Signed_Rental_Agreement.pdf
3 MB

Simon Choo 6.04PM

Termination of Lease Request
Amount to be refunded: \$3500

Reject Accept

The lease termination will proceed immediately if you choose to accept.
Please review the termination details stated with your rental agreement.

Enter Message

4.9.5. View Reviews

9:41



Reviews



Simon Choo
☆ 5.0



Great Condo For Families!

The architectural design of the building is visually appealing and function, with well thought-out layouts that maximize space and natural light. One of the standout features of The Florence Residences is its wide range of amenities. Whether you're in a mood for a...



Evin Xu

28 September, 2023



Excellent Facilities

Excellent facilities and interiors



Sandy KO

June 5, 2023



4.9.6. Report User

The screenshots show a mobile messaging interface between a user and an owner. The top part of the interface shows the owner's profile and the property details: "The Florence Residences" and "89 Hougang Avenue 2". The user has the role of "Owner".

User (You) Messages:

- 6.00PM: Hi! I have decided to proceed with renting the house!
- 6.02PM: Great! Please sign these legal documents and you can move in once every thing is in order.
Attachment: Rental_Agreement.pdf (3 MB)
- 6.02PM: I have signed. Here you go! :)
Attachment: Signed_Rental_Agreement.pdf (3 MB)

Owner (Simon Choo) Messages:

- 6.00PM: Hi! I have decided to proceed with renting the house!
- 6.02PM: Great! Please sign these legal documents and you can move in once every thing is in order.
Attachment: Rental_Agreement.pdf (3 MB)
- 6.02PM: I have signed. Here you go! :)
Attachment: Signed_Rental_Agreement.pdf (3 MB)
- 6.04PM: Rental Offer
Rent: \$3500 Per Month
Rental Deposit: \$1000
Lease until 31 October 2025

Report User? (Bottom Left):

This will send the chat history to an admin for review.

Cancel **Confirm**

User Reported (Bottom Right):

An admin will review the chat history and take appropriate actions.

4.10. Profile + Edit Profile

9:41



9:41



Profile



Chua Chong Boon

example@email.com | +65 9123 4567

Edit Profile >

Log Out >

Edit Profile



Change Profile Photo

Name
Chua Chong Boon

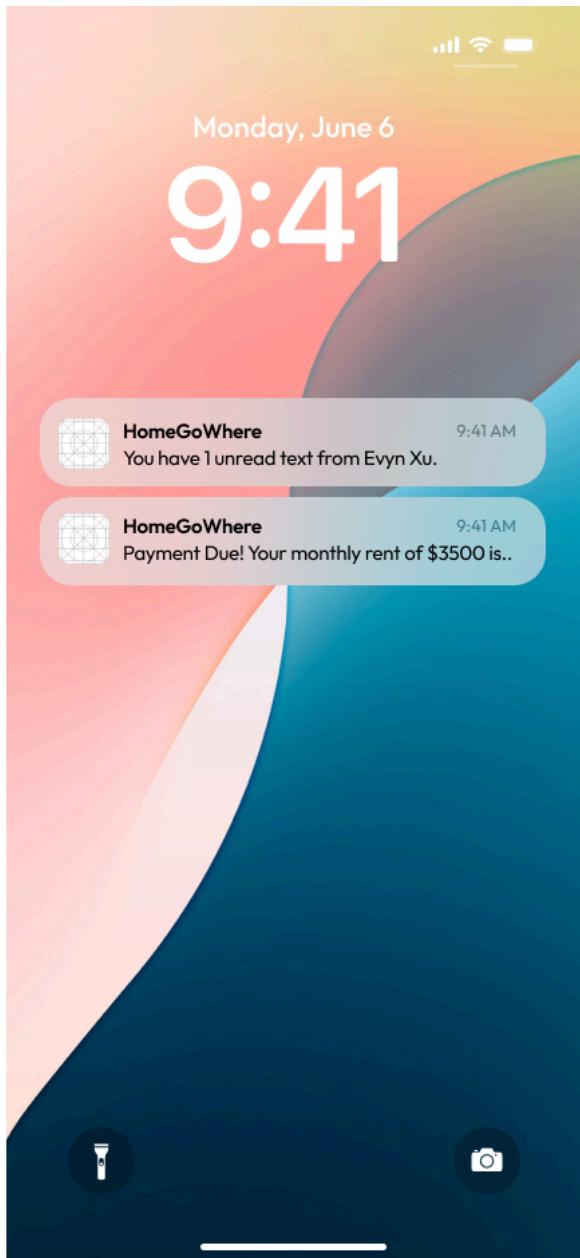
Mobile Number
+65 9123 4567

Email
example@email.com



Update Details

4.11. App Notifications

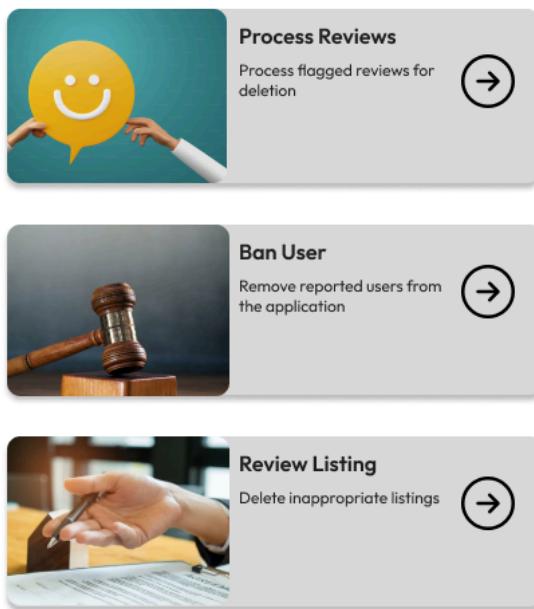


4.12. Admin Management Portal

9:41



Admin Management



The screenshot shows a mobile application interface titled "Admin Management". It features three main sections: "Process Reviews", "Ban User", and "Review Listing". Each section includes an icon, a title, a brief description, and a circular arrow button for navigation.

- Process Reviews**: Shows a hand holding a yellow speech bubble with a smiley face. Description: "Process flagged reviews for deletion".
- Ban User**: Shows a wooden gavel on a block. Description: "Remove reported users from the application".
- Review Listing**: Shows a hand holding a pen over a document. Description: "Delete inappropriate listings".

4.12.1. Process Reviews

9:41 9:41

Process Reviews Process Reviews

Search Review Search Review

Flagged Reviews Flagged Reviews

★ ★ ★ ★ ★ Stay Away from This Health Hazard—Landlord Should Be Jailed!

Robert Ng
28 August, 2024

Review

★ ★ ★ ★ ★ Shthole Property Run by a Fcking Scammer

Emma Jacks
28 August, 2024

Review

★ ★ ★ ★ ★ Rent to This A**hole and Watch Your Place Get Destroyed!

Prasad Kumar
26 August, 2024

Review

★ ★ ★ ★ ★ Stay Away from This Health Hazard—Landlord Should Be Jailed!

Robert Ng
28 August, 2024

The Florence Residences Tenant
89 Hougang Avenue 2

Ignore **Delete**

9:41

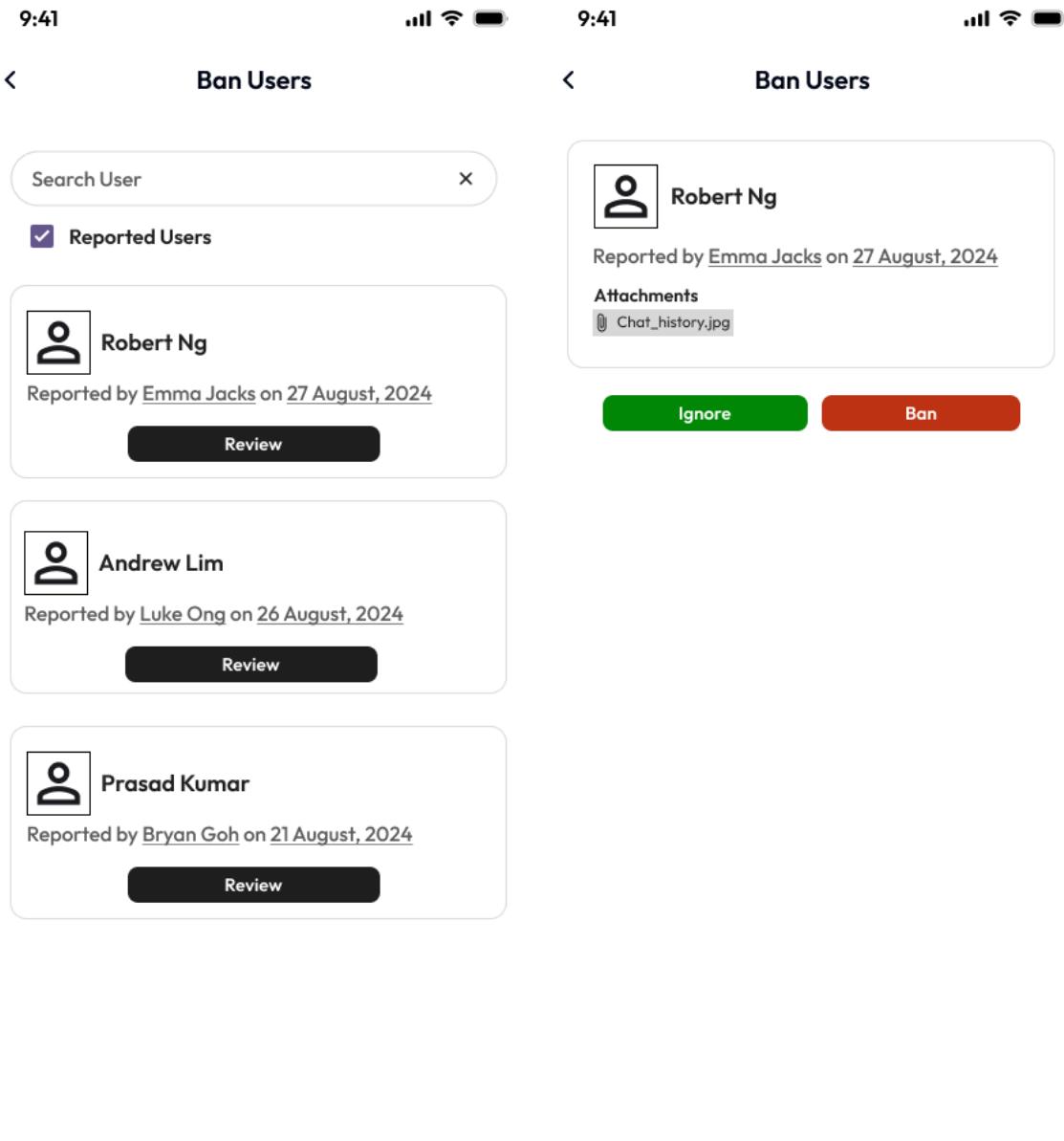


Review Deleted!



[Return to Admin Page](#)

4.12.2. Ban Users



9:41



User Banned!



[Return to Admin Page](#)

4.12.3. Review Listings

The image displays two side-by-side screenshots of a mobile application interface for reviewing reported property listings.

Screenshot 1 (Left): The title is "Review Listing". It features a search bar labeled "Search Listing" and a checkbox labeled "Reported Listings" which is checked. Below this, there are two listing cards:

- HDB:** Address: 21 Lien Ying Chow Dr. Reported by Emma Jacks on 27 August, 2024. User: Andrew Lim. A red exclamation mark icon is in the top right corner. A "Review" button is at the bottom.
- The Florence Residences:** Address: 89 Hougang Avenue 2. Reported by Emma Jacks on 27 August, 2024. User: Luke Ong. A red exclamation mark icon is in the top right corner. A "Review" button is at the bottom.

Screenshot 2 (Right): The title is "Review Listing". It shows a single listing card for the HDB property:

- HDB:** Address: 21 Lien Ying Chow Dr. Reported by Emma Jacks on 27 August, 2024. User: Andrew Lim. A red exclamation mark icon is in the top right corner. A "View full listing" button is at the bottom.

At the bottom of the screen, there are two buttons: "Ignore" (green) and "Delete" (red).

9:41



Listing Deleted!



[Return to Admin Page](#)
