**Tenants - Back of Cards**

**User Story 1:  
 As a tenant, I want my profile to be verified through ID and email so that I can trust others and be trusted in return.**

**Acceptance Criteria**

* **The system must allow government ID and institutional email upload.**
* **Verified profiles should display a badge.**

**Failures**

* **Invalid ID: "The ID provided is not valid. Please upload a valid ID."**
* **Duplicate Email: "Email already exists in the system. Please log in instead."**
* **Invalid Email: "Invalid email. Please enter a valid email address."**
* **System Failure: "Oops! We couldn’t verify your profile. Please try again later."**

**INVEST Justification**

* **Independent: Verification can be built independently of other modules like property listings or messaging.**
* **Negotiable: The order of verification and optional vs. mandatory verification steps can be adjusted.**
* **Valuable: Builds trust between tenants and property owners, reducing risks of fraud.**
* **Estimable: Clear scope—upload ID, verify email, update profile with status.**
* **Small: Focused only on verification, not on additional identity checks.**
* **Testable: Rules for valid ID, email confirmation, and badge display are easy to test.**

**User Story 2:  
 As a tenant, I want to filter flats by location and budget so that I can quickly find options near my workplace/college within my price range.**

**Acceptance Criteria**

* **Search must include a location radius filter.**
* **The budget filter must support ranges (e.g., ₹5,000–₹15,000).**
* **Only flats within specified constraints should appear.**

**Failures**

* **Invalid Location: “We couldn’t find flats in this location. Try another area.”**
* **No Results for Budget: “No flats match your budget range. Try adjusting filters.”**
* **Incorrect Format: “Invalid input format. Please enter a valid location or numeric budget.”**
* **System Error: “Oops! Something went wrong while applying filters. Please try again later.”**

**INVEST Justifications**

* **Independent: Filtering can be implemented without dependency on recommendation or chat modules.**
* **Negotiable: Range options (exact amount vs. slider vs. categories) can be adjusted.**
* **Valuable: Saves tenants time by letting them find affordable, nearby flats quickly.**
* **Estimable: Scope is well-defined—filter by two parameters (location and budget).**
* **Small: Only covers filtering, not saving searches or notifications.**
* **Testable: Easy to test with specific inputs and expected filtered results.**

**User Story 3:  
 As a tenant, I want to specify my flatmate preferences (cleanliness, lifestyle, gender, diet) so that I am matched with compatible roommates.**

**Acceptance Criteria**

* **Users must be able to select hygiene, smoking, drinking, diet (Veg/Non-Veg), and gender preferences.**
* **Matches should prioritize compatibility scores.**
* **The system must allow optional hobbies/cultural compatibility fields.**

**Failures**

* **Missing Fields: “Please select at least one preference to continue.”**
* **Invalid Input: “Invalid preference value. Please choose from the available options.”**
* **No Matches: “No compatible flatmates found at the moment. Try adjusting your preferences.”**
* **Compatibility Score Calculation Error: “We couldn’t calculate compatibility scores at the moment. Please try again later.”**

**INVEST Justifications**

* **Independent: Can be implemented independently, interacting only with the user database.**
* **Negotiable: Categories (e.g., add pets, study habits) can be refined later.**
* **Valuable: Helps tenants avoid conflicts and improves their living experience.**
* **Estimable: Scope is clear—collect preferences, store them, and feed into the match algorithm.**
* **Small: Avoids complexity, keeping it limited to preference recording.**
* **Testable: Each preference can be tested for correct storage and retrieval in matches.**

**User Story 4:  
 As a tenant, I want to choose whether I’m searching for a flat, a flatmate, or both so that the app aligns with my current needs.**

**Acceptance Criteria**

* **Users must select one of three modes at search start: flat only, flatmate only, flat + flatmate.**
* **Results must adapt to selected mode.**

**Failures**

* **No Mode Selected: “Please select a search mode (Flat, Flatmate, or Both) to continue.”**
* **No Results for Selected Mode: “No results found for the chosen mode. Try again later.”**

**INVEST Justifications**

* **Independent: Can be developed separately from features like recommendations or verification.**
* **Negotiable: The available modes (Flat, Flatmate, Both) can be expanded later to include advanced search types.**
* **Valuable: Ensures users don’t waste time browsing irrelevant results, making the search more efficient.**
* **Estimable: Clearly scoped—requires mode selection and adapting results accordingly.**
* **Small: Narrow in focus, covering only mode choice and filtered results.**
* **Testable: Easy to verify by checking whether results match the selected mode.**

**User Story 5:  
 As a tenant, I want to read reviews of flats and flatmates so that I can avoid unreliable landlords and mismatched roommates.**

**Acceptance Criteria**

* **Users can leave ratings/reviews after tenancy.**
* **Reviews must be tied to verified stays (to avoid fake entries).**
* **Average ratings should be displayed on listings/profiles.**

**Failures**

* **Unverified Review Attempt: “Only verified tenants can leave a review. Your stay must be completed first.”**
* **Empty Review Text: “Review cannot be empty. Please provide your feedback.”**
* **Average Rating Calculation Error: “Unable to calculate average rating at the moment. Please refresh the page later.”**
* **No Reviews Yet: “No reviews available for this flat/flatmate yet. Be the first to leave feedback!”**

**INVEST Justifications**

* **Independent: Works as a separate module, connecting only to completed tenancy records.**
* **Negotiable: Optional fields (detailed comments, images) can be refined later.**
* **Valuable: Helps tenants make informed decisions, reducing the risk of mismatched roommates or unreliable flats.**
* **Estimable: Scope is clear—submit/view reviews, tie to verified stays, calculate average ratings.**
* **Small: Focuses only on the review submission and display; does not include advanced analytics or moderation.**
* **Testable: Can be tested with verified and unverified tenants leaving reviews, ensuring correct behavior.**

**User Story 6:  
 As a tenant, I want to chat with potential flatmates through secure in-app messaging so that I don’t have to share my phone number right away.**

**Acceptance Criteria**

* **Messaging must be private and secure.**
* **Contact details should only be shared after both parties agree.**
* **Users must be able to block/report others.**

**Failures**

* **Message Not Sent: “Your message could not be delivered. Please try again later.”**
* **Unauthorized Access: “You are not authorized to view this chat. Please log in and try again.”**
* **Contact Sharing Without Consent: “Contact details cannot be shared until both parties agree.”**
* **Blocking Failure: “Unable to block this user at the moment. Please try again.”**

**INVEST Justifications**

* **Independent: Operates independently using user IDs; does not rely on search or recommendation engines.**
* **Negotiable: Optional features like emoji support, media sharing, or typing indicators can be implemented later.**
* **Valuable: Ensures users can communicate safely without exposing personal information and reducing risk.**
* **Estimable: Clear development scope—chat, privacy enforcement, block/report options.**
* **Small: Limited to one-to-one messaging; does not include group chats or full chat history export.**
* **Testable: Can be tested for sending, receiving, privacy, blocking, and reporting scenarios.**

**User Story 7:  
 As a tenant, I want to type search queries like “quiet non-smoker near XYZ College” so that I can find matches more naturally.**

**Acceptance Criteria**

* **The app must support NLP-based search input.**
* **Results must match keywords with preference filters with 90% accuracy.**
* **Users must be able to refine NLP results with standard filters.**

**Failures**

* **NLP Parsing Failure: “We couldn’t understand your query. Please try rephrasing your search.”**
* **No Matching Results: “No flats or flatmates match your search criteria. Try adjusting your filters.”**
* **Incorrect Mapping of Keywords: “Some preferences from your search could not be applied. Check your filters and try again.”**
* **Filter Refinement Failure: “Unable to apply filters to NLP results at the moment. Please try again later.”**

**INVEST Justifications**

* **Independent: Works independently, consuming only the flat/flatmate database for search results.**
* **Negotiable: Accuracy threshold (90%) can be increased over time, and fallback search options can be refined.**
* **Valuable: Improves user experience by letting tenants describe their preferences naturally instead of manually applying multiple filters.**
* **Estimable: Well-bounded development effort—NLP parser + keyword mapping + filter application.**
* **Small: Limited to NLP query parsing and basic filtering.**
* **Testable: Queries with known keywords can be tested for correct mapping and expected result sets.**

**User Story 8: As a first-time tenant, I want guidance on renting basics (documents, agreements, safety checks) so that I avoid mistakes.**

**Acceptance Criteria**

* **Information of different advocates should be provided.**

**Failures**

* **Information Missing: “Guidance on this topic is currently unavailable. Please check back later.”**
* **Advocate Details Unavailable: “No advocate information available at the moment. Try again later.”**

**INVEST Justifications**

* **Independent: Guidance module can be implemented independently without relying on property listings or chat modules.**
* **Negotiable: The number of topics or advocates provided can be adjusted based on user feedback.**
* **Valuable: Helps first-time tenants avoid costly mistakes, increasing confidence and trust in the platform.**
* **Estimable: Scope is clear—provide articles, instructions, and advocate details.**
* **Small: Narrow focus on general guidance and details about advocates.**
* **Testable: Each guidance article and advocate link can be verified for accessibility and correctness.**

**User Story 9: As a tenant, I want to know the features around a property so that I can choose the most convenient property.**

**Acceptance Criteria**

* **The places around the property must be listed by the property owner.**
* **User must be able to filter based on these features.**

**Failures**

* **No Features Listed: “No nearby feature information is available for this property yet.”**
* **No Results for Selected Features: “No properties match the selected features. Try adjusting your filter criteria.”**

**INVEST Justifications**

* **Independent: Feature listing and filtering can be implemented without depending on chat, verification, or review modules.**
* **Negotiable: Optional features like distance radius or feature rating can be added later.**
* **Valuable: Helps tenants select properties based on convenience, saving time and improving satisfaction.**
* **Estimable: Scope is clear—owners add features, tenants view and filter by them.**
* **Small: Focused only on listing and filtering; map integration can come later.**
* **Testable: Each feature listed can be verified, and filters can be tested for expected results.**

**User Story 10: As a tenant, I want a roommate who has similar habits as mine so that we can be comfortable with each other.**

**Acceptance Criteria**

* **The default suggestions to the users without filters should be roommates with similar habits.**
* **Upon further filters, the filters given by the user would be active and the similarity would be given less priority but not zero.**

**Failures**

* **No Default Matches: “No roommates with similar habits found. Try adjusting your search criteria.”**
* **Filter Overrides Similarity: “Filters applied exclude all similar habit matches. Try broadening your filters.”**
* **Similarity Calculation Error: “Could not calculate habit similarity at the moment. Please try again later.”**

**INVEST Justifications**

* **Independent: Matching algorithm can work independently of messaging or verification modules.**
* **Negotiable: The weight of habit similarity vs. filters can be adjusted in future analysis.**
* **Valuable: Increases tenant satisfaction and reduces roommate conflicts by suggesting compatible matches.**
* **Estimable: Scope is clear—calculate similarity, apply filters, generate ranked suggestions.**
* **Small: Limited to default suggestions and filtered ranking; advanced recommendation engine enhancements can come later.**
* **Testable: Default and filtered suggestions can be validated using sample profiles with known habits.**

**User Story 11: As a tenant, I want a roommate who comes from a similar city as mine so that we have similar culture.**

**Acceptance Criteria**

* **Mostly all cities should be listed in the city selection feature.**

**Failures**

* **City Not Listed: “The city you selected is not available. Please choose another city from the list.”**
* **No Matches in Selected City: “No roommates found from your selected city. Try adjusting your filters or city preference.”**

**INVEST Justifications**

* **Independent: Works as a standalone module using only tenant profile city data.**
* **Negotiable: Supported city list can be expanded or filtered based on user feedback.**
* **Valuable: Supports cultural compatibility, reducing potential conflicts among roommates.**
* **Estimable: Scope is clear—list cities, select tenant city, prioritize matches by city.**
* **Small: Limited to city-based matching; additional ranking features can be added later.**
* **Testable: City selection and resulting matches can be tested with sample city data and tenant profiles.**

**User Story 12: As a tenant, I want a notification to be sent to the property owner/roommate when I want to connect with them so that I can quickly communicate with them.**

**Acceptance Criteria**

* **Notification email should be immediately sent to the person of interest.**
* **The user profile of the interested user should be communicated.**

**Failures**

* **Notification Not Sent: “Your connection request could not be sent. Please try again later.”**
* **Profile Details Not Communicated: “Tenant profile details could not be attached to the notification. Try again.”**
* **Email Delivery Failure: “Notification could not be delivered via email. Please check the email address or try again.”**

**INVEST Justifications**

* **Independent: Works independently using only user profile and contact information.**
* **Negotiable: Type of notification (email, push, SMS) can be adjusted or expanded later.**
* **Valuable: Enables faster communication, improving tenant engagement and reducing delays.**
* **Estimable: Scope is clear—trigger notification, attach profile details, send email/push.**
* **Small: Only handles immediate notification delivery.**
* **Testable: Tests can check that notifications are triggered correctly for valid users and that failures are handled gracefully.**

**User Story 13: As a tenant, I want the admin to block malicious accounts so that I can safely get a roommate.**

**Acceptance Criteria**

* **A profile which has been reported must be conveyed to the admin.**
* **Admin must be able to ban the user and blacklist the email.**

**Failures**

* **Report Not Conveyed: “The reported profile could not be sent to admin. Please try again later.”**
* **Admin Action Failure: “Unable to ban this user at the moment. Please try again.”**

**INVEST Justifications**

* **Independent: Reporting and banning are independent features that interact only with user profiles and admin privileges.**
* **Negotiable: Additional actions (temporary suspension, warning) can be added in future iterations.**
* **Valuable: Reduces risk of tenant harassment or fraud, increasing platform credibility.**
* **Estimable: Effort is predictable—notification to admin, ban action, blacklist update.**
* **Small: Covers only malicious account handling; advanced analytics or automated detection can come later.**
* **Testable: Reporting, banning, and blacklisting can be verified using test accounts.**