

| CustomerService | | | | | |
|-----------------|-----------|------------|----------|--------------|-----------------|
| EmployeeID | FirstName | MiddleName | LastName | EmailAddress | TelephoneNumber |

| Student | | | | | | | | | | | | | | | | | | | |
|-------------------------|---------------------------|-------------|------------------|--------|-----------|------------|----------|--------------|-----------------|-------------|-------------|------|---------|--------|--------------------------------|----------------------------|----------------------|-----------------|--|
| NationalInsuranceNumber | uUniversityID_EnrolledTo* | StudentType | MembershipStatus | Gender | FirstName | MiddleName | LastName | MobileNumber | TelephoneNumber | DateOfBirth | LaneAddress | City | ZipCode | County | EstimatedProgramCompletionDate | csEmployeeID_RegisteredBy* | RegistrationDateTime | sSystemLoginID* | |

| UndergraduateStudent | |
|----------------------|---------------------------|
| UGStudentID | sNationalInsuranceNumber* |

| PostgraduateStudent | | | |
|---------------------|---------------------------|--------------|-----------------------|
| PGStudentID | sNationalInsuranceNumber* | EmployerName | EmployerContactNumber |

| StudentEmergencyContact | | | | | | | | | | |
|-------------------------|-----------------------|-----------|------------|----------|-------------|------|---------|--------|---------------|---------------------------|
| SECID | RelationshipToStudent | FirstName | MiddleName | LastName | LaneAddress | City | ZipCode | County | ContactNumber | sNationalInsuranceNumber* |

| University | | | | | | | |
|---------------------|------|-----------------|--------------|-------------|------|---------|--------|
| <u>UniversityID</u> | Name | TelephoneNumber | EmailAddress | LaneAddress | City | ZipCode | County |

| Property | | | | | | | | | | | | | | | | |
|------------|--------------|--------|------------------|------------|--------------|---------------|--------------|------------------|------------|------------------|-----------------|-----------|-------------|------|---------|--------|
| PropertyID | PropertyType | Status | PropertyAreaType | RentAmount | MaxNoTenants | NoOfBathrooms | NoOfBedrooms | NoOfParkingSlots | NoOfFloors | SizeInSquareFeet | OtherFacilities | BuiltDate | LaneAddress | City | ZipCode | County |

| PropertyFlat | | |
|--------------|--------------|-------------|
| PFPropertyID | pPropertyID* | FloorNumber |

| PropertyTerracedHouse | | |
|-----------------------|--------------|------|
| PTHPropertyID | pPropertyID* | Type |

| PropertyDetachedHouse | |
|-----------------------|--------------|
| PDHPropertyID | pPropertyID* |

| Payment | | | | | | | |
|-----------|-----------------|-----------------------|------------------|-----------------|-------------------|------------------------|----------------------------------|
| PaymentID | MonthlyWaterFee | MonthlyElectricityFee | BasicMonthlyRent | TotalMonthlyFee | OneTimeDepositFee | pPropertyID_ChargedTo* | sNationalInsuranceNumber_PaidBy* |

| Landlord | | | | | | | | | | | | | | | |
|--------------------------------|--------------|------------------|-----------|------------|----------|--------------|--------------|-----------------|-------------|------|---------|--------|----------------------------|-----------------------|------------------|
| <u>NationalInsuranceNumber</u> | LandlordType | MembershipStatus | FirstName | MiddleName | LastName | EmailAddress | MobileNumber | TelephoneNumber | LandAddress | City | ZipCode | County | csEmployeeID_RegisteredBy* | RegistrationDate/Time | slSystemLoginID* |

| SinglePropertyLandlord | |
|------------------------|---------------------------|
| SPLandlordID | lNationalInsuranceNumber* |

| MultiplePropertyLandlord | | | | |
|--------------------------|---------------------------|---------------------|----------------------|-------------------------|
| MPLandlordID | lNationalInsuranceNumber* | NoOfPropertiesOwned | NoOfPropertiesRented | NoOfPropertiesAvailable |

| SystemLogin | | | | | | |
|----------------------|----------|--------------|-------------|---------------|----------------|------------------|
| <u>SystemLoginID</u> | Username | PasswordHash | AccountType | LoginDateTime | LogoutDateTime | CreationDateTime |

| ViewingDetail | | | |
|---------------|-----------------|---|-------------------------|
| ViewingID | ViewingDateTime | NationalInsuranceNumber_InvolvedStudents* | lLandlordID_AssingedBy* |

| CustomerService_Manage_Login | | | |
|------------------------------|-----------------|--------------|--------------|
| csEmployeeID_EditedBy* | sSystemLoginID* | Modification | EditDateTime |

| CustomerService_Manage_Student | | | |
|--------------------------------|---------------------------|--------------|--------------|
| csEmployeeID_EditedBy* | sNationalInsuranceNumber* | Modification | EditDateTime |

| CustomerService_Manage_Landlord | | | |
|---------------------------------|---------------------------|--------------|--------------|
| csEmployeeID_EditedBy* | lNationalInsuranceNumber* | Modification | EditDateTime |

| CustomerService_Manage_Property | | | |
|---------------------------------|--------------|--------------|--------------|
| csEmployeeID_EditedBy* | pPropertyID* | Modification | EditDateTime |

| CustomerService_VerifyStudentEnrollment_University | | |
|--|----------------|----------------------|
| csEmployeeID_VerifiedBy* | uUniversityID* | VerificationDateTime |

| RequestViewing | | | |
|---------------------------------------|--------------|---------------|-------------------|
| sNationalInsuranceNumber_RequestedBy* | pPropertyID* | csEmployeeID* | RequestedDateTime |

| CustomerService_AlertRequestingView_Landlord | | |
|--|---------------------------|---------------|
| csEmployeeID_AlertedBy* | lNationalInsuranceNumber* | AlertDateTime |

| ViewingProperty | | |
|---------------------------|--------------|-------------|
| sNationalInsuranceNumber* | pPropertyID* | vViewingID* |

| RegisterProperty | | | | | | |
|----------------------------|---------------------------|--------------|----------------|-----------------|-----------------------|----------------------|
| csEmployeeID_RegisteredBy* | lNationalInsuranceNumber* | pPropertyID* | RegistrationID | RegistrationFee | RegistrationFeeStatus | RegistrationDateTime |