One Sobha Project

**Business Requirement Document**

Move-in, Move-out & Account Renewal

Version 1.5

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# 

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| 01/09/2025 | Updated | 1.5 | Deepthi Jangareddi | Updated the document with the business rules related to unit deallocation and move out |

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# Purpose of the document

This document outlines the functional requirements of the Back-office Portal to support key business operations related to tenancy lifecycle management. It focuses on enabling operational efficiency and consistency for the following core functionalities:

* **Move-in:** Facilitates the onboarding of new tenants or owners into a unit or property.
* **Account Renewal:** Manages the periodic renewal process for active accounts, ensuring continuity of services and compliance.
* **Move-out:** Handles the formal exit process of a tenant or owner from a unit, including final settlements and service deactivation.

These functionalities are essential to ensure seamless coordination between internal teams and external stakeholders, while maintaining data accuracy, SLA compliance, and transparency across the customer journey.

## Scope

This scope of this document will be limited to the functional requirements for the below pointers and all other functions will remain out of scope of this document

Table 1: List of Use Case

|  |  |  |
| --- | --- | --- |
| **Functional Module** | **Functionality** | **Use Case** |
| Master Management | FS-68: Master data set up | UC-125: View MIP or MOP Template |
| UC-126: Master data set up Welcome Pack |
| UC-127: Master data set for Email Recipients |
| Dashboard | FS-69: Dashboard | UC-128: Back-office Portal Move-in Dashboard |
| UC-129: Back-office Portal Account Renewal Dashboard |
| UC-130: Back-office Portal Move-Out Dashboard |
| UC-131: Back-office Portal Active Residents Dashboard |
| Move-in | FS-15: Move in Request | UC-132: Move-In on behalf of Owner |
| UC-133: Move-In on behalf of Tenant |
| UC-134: Move-In on behalf of HHO Unit |
| UC-135: Move-In on behalf of HHO Company |
| FS-70: Approve Move in Request | UC-136: RFI for Move-in request raised by Owner/Tenant/HHO |
| UC-137: Approve move-in request raised by Owner/Tenant/HHO |
| FS-71: Cancel Move in by Community admin | UC-138: Cancel move-in request raised by Owner/Tenant/HHO |
| FS-72: Move in Request Closure | UC-139: Closure of approved move in request by the security |
| Account Renewal | FS-73: Account Renewal Creation from back-office portal | UC-140: Account Renewal on behalf of Tenant |
| UC-141: Account Renewal on behalf of HHO Unit |
| UC-142: Account Renewal on behalf of HHO Company |
| FS-74: Approve Account Renewal | UC-143: RFI for Account Renewal request raised by Tenant/HHO |
| UC-144: Approve Account Renewal request raised by Tenant/HHO |
| FS-75: Cancel Account Renewal Request | UC-145: Account Renewal Request cancelled from the back-office portal |
| Move-Out | FS-29: Move-Out Request Creation | UC-146: Move-Out Requested on behalf of User |
| FS-76: Approve Move-out | UC-147: Approve Move-out request raised by Owner/Tenant/HHO |
| FS-77: Cancel Move-out request | UC-148: Cancel the Move-out request from the back office |
| FS-78: Move out Request Closure | UC-149: Closure of approved move out request by the security |

## List of Acronyms and Abbreviations

Table 2: List of Acronyms and Abbreviations

|  |  |
| --- | --- |
| Abbreviation | Description |
| API | Application Programming Interface |
| BRD | Business Requirement Document |
| HHO-Unit/HHO | Holiday Home Operator - Unit |
| HHO-Company/HHC | Holiday Home Operator - Unit |
| SG | Sobha Group |
| MIP | Move-in Permit |
| MOP | Move-Out Permit |

## Reference Document(s)

Table 3: List of Reference Documents

|  |  |
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| Document | Description |
|  |  |

# Functional Specification FS-68: Master data set up

## Use-Case UC-125: View MIP or MOP Template

Table 4: UC-125 MIP or MOP Template

|  |  |
| --- | --- |
| Use Case | View MIP or MOP Template |
| Primary Actor(s) | Super Admin |
| Secondary Actor(s) |  |
| Stakeholders and Interest |  |
| Trigger | NA |
| Pre-conditions | Super Admin logins to the back-office portal |
| Post-conditions | Configures MIP or MOP template |
| Main Success Scenario | * Super Admin logs into the Back-office Portal. * Navigates to **Occupancy Request àMIP template or MOP Template** * Navigate to MIP template/MOP template list with following details:   + Master Community   + Community   + Tower   + MIP Template / MOP Template   + Status   + View Template * Upon Select View Button, Super Admin will be able to view MIP/MOP template. |
| Alternate Flow | NA |
| Priority | High |
| Special Requirements | No |
| System | Back-office portal |

### Process Flow Diagram

NA

### Screen Mock-ups

A screenshot of a computer

AI-generated content may be incorrect.

Figure 1: UC-125 Occupancy Request – Sub Menu

A screenshot of a computer

AI-generated content may be incorrect.

Figure 2:UC-125 MIP Template – List View

A screenshot of a computer

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Figure 3: UC-125 MOP Template – List View

### Field Level Specification

* NA

### Validation

* NA

### Business rule

* Super Admin and Community Admin should have permission to View the MIP or MOP template
* MIP and MOP templates should be managed from the backend. Backoffice users should only have access to view the template list and transactional history in MIP and MOP list view screen.
* Only one MIP or MOP template can be active for any unique combination of property (master community/community/tower)
* All transactional activities should be recorded in the history log
* Search functionality on each screen should follow the standard Backoffice portal implementation guidelines.

### Processing

* All validations & business rules should be successfully met.
* In case any of the validation conditions are not met, the admin should display an appropriate error message.

### 3.1.7. Notification Template

NA

### Integration Requirements

NA

### Acceptance Criteria

Table 5: UC-125 Acceptance Criteria

|  |  |
| --- | --- |
| S. No. | Criteria |
| 1 | Super admin should be allowed to configure the master |

## Use-Case UC-126: Master data set up Welcome Pack

Table 6: UC-126 Master data set up Welcome Pack

|  |  |
| --- | --- |
| Use Case | Master data set up for Welcome Pack |
| Primary Actor(s) | Super Admin |
| Secondary Actor(s) |  |
| Stakeholders and Interest |  |
| Trigger |  |
| Pre-conditions | Super Admin logins to the back-office portal |
| Post-conditions | Configures community specific Welcome pack |
| Main Success Scenario | * Super Admin logs into the Back-office Portal. * Navigates to **Occupancy Request à Welcome pack** * Navigate to **Welcome pack** list with following details:   + Master Community   + Community   + Tower   + Status   + View Welcome pack * Upon Select View Button, Super Admin will be able to view Welcome pack. * Super Admin performs one of the following actions: * **Upload New Welcome Pack**   + Click on "Add New" → Pop-up form appears.   + Inputs the following:     - Master Community     - Community     - Tower     - Upload Welcome Pack     - Status (Active/Inactive)   + Clicks Submit   + System runs validations and applies business rules. * **Update Existing Welcome Pack**   + Select an existing Welcome Pack from the list.   + Clicks "Edit" → Pop-up form appears.   + Updates any of the following:     - Master Community     - Community     - Tower     - Upload Welcome Pack     - Status (Active/Inactive)   + Clicks Submit   + System applies validations and saves updates. |
| Alternate Flow |  |
| Priority | High |
| Special Requirements | No |
| System | Back-office portal |

### Process Flow Diagram

NA

### Screen Mock-ups

A screenshot of a computer

AI-generated content may be incorrect.

Figure 4: UC-126 Welcome Pack List

A screenshot of a computer

AI-generated content may be incorrect.

Figure 5: UC-126 Create/Update Welcome Pack

### Field Level Specification

Table 7: UC-126 Form Field Specification

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| S. No. | Field Label | Item Type | Data Type | M/O/D | Editable | Value Set | Default Value |
| 1 | Master Community | Drop Down | ID | M | Y | LOV of Master Communities | - |
| 2 | Community | Drop Down | ID | M | Y | LOV of Communities | - |
| 3 | Tower | Drop Down | ID | M | Y | LOV of Tower | - |
| 4 | Welcome pack | Upload | Document | M | Y | - | - |
| 5 | Status | Drop Down |  | M | Y | Active/In-active | Active |

### Validation

* Mandatory field validation for Mandatory fields

### Business rule

* Super Admin and Community admin should have permission to configure the Welcome pack.
* Only one Welcome Pack can be active for any unique combination of property (master community/community/tower)
* All transactional activities should be recorded in the history log
* Search functionality on each screen should follow the standard Backoffice portal implementation guidelines.

### Processing

* All validations & business rules should be successfully met.
* In case any of the validation conditions are not met, the admin should display an appropriate error message.

### Notification Template

NA

### Integration Requirements

NA

### Acceptance Criteria

Table 8: UC-126 Acceptance Criteria

|  |  |
| --- | --- |
| S. No. | Criteria |
| 1 | Super admin should be allowed to configure the master |

## Use-Case UC-127: Master data set for Email Recipients

Table 9: UC-127 Master data set for Email Recipients

|  |  |
| --- | --- |
| Use Case | Master data set up for Email Recipients |
| Primary Actor(s) | Super Admin |
| Secondary Actor(s) |  |
| Stakeholders and Interest |  |
| Trigger |  |
| Pre-conditions | Super Admin logins to the back-office portal |
| Post-conditions | Configures community specific recipients for the move in and move out approval process |
| Main Success Scenario | * Super Admin logs into the Back-office Portal. * Navigates to **Occupancy Request à Email Recipient** * Navigate to **Email Recipients** list with following details:   + Master Community   + Community   + Tower   + Move-in email Recipient(s)   + Move-out email Recipient(s)   + Status (Active/Inactive)   + History * Super Admin performs one of the following actions: * **Add New Recipient**   + Click on "Add New" → Pop-up form appears.   + Inputs the following:     - Master Community     - Community     - Tower     - Move-in email Recipient(s)     - Move-out email Recipient(s)     - Status (Active/Inactive)   + Clicks Submit   + System runs validations and applies business rules. * **Update email recipient**   + Select an existing email recipient from the list.   + Clicks "Edit" → Pop-up form appears.   + Updates any of the following:     - Master Community     - Community     - Tower     - Move-in email Recipient(s)     - Move-out email Recipient(s)     - Status (Active/Inactive)   + Clicks Submit   + System applies validations and saves updates. |
| Alternate Flow |  |
| Priority | High |
| Special Requirements | No |
| System | Back-office portal |

### Process Flow Diagram

NA

### Screen Mock-ups

A screenshot of a computer

AI-generated content may be incorrect.

Figure 6: UC-127 Email Recipients List

### Field Level Specification

Table 10: UC-127 Form Field Specification

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| S. No. | Field Label | Item Type | Data Type | M/O/D | Editable | Value Set | Default Value |
| 1 | Master Community | Drop Down | ID | M | Y | LOV of Master Communities | - |
| 2 | Community | Drop Down | ID | M | Y | LOV of Communities | - |
| 3 | Tower | Drop Down | ID | M | Y | LOV of Tower | - |
| 4 | Move-out Recipients Email | Textbox | Alphanumeric (200) | M | Y | Coma separated | - |
| 5 | Move-in Recipients Email | Textbox | Alphanumeric (200) | M | Y | Coma separated | - |
| 6 | Status | Drop Down |  | M | Y | Active/In-active | Active |

### Validation

* Mandatory field validation for Mandatory fields
* Email id validation as per email standard regex

### Business rule

* Super Admin should have permission to configure the community specific email recipients
* Support for multiple email recipients per community, separated by commas in the Email recipients’ section.
* Only one MIP or MOP email Recipient configuration can be active for any unique combination of property (master community/community/tower)
* All transactional activities should be recorded in the history log
* Search functionality on each screen should follow the standard Backoffice portal implementation guidelines.

### Processing

* All validations & business rules should be successfully met.
* In case any of the validation conditions are not met, the admin should display an appropriate error message.

### 3.1.7. Notification Template

NA

### Integration Requirements

NA

### Acceptance Criteria

Table 11: UC-127 Acceptance Criteria

|  |  |
| --- | --- |
| S. No. | Criteria |
| 1 | Super admin should be allowed to configure the master data set |

# Functional Specification FS-69: Dashboard

## Use-Case UC-128: Back-office Move-in Dashboard

Table 12: UC-128 Back-office Portal - Move-in Dashboard

|  |  |
| --- | --- |
| Use Case | Back-office Portal - Move-in Dashboard |
| Primary Actor(s) | Community Admin & Security |
| Secondary Actor(s) |  |
| Stakeholders and Interest |  |
| Trigger | A move-in request is submitted by a customer through the front-end portal or One-App. This action notifies the Community Admin in the back-office portal. |
| Pre-conditions | * Community Admin and Security must be logged in to the Back-office Portal. * Role-based access is configured to show relevant dashboard views for each user. |
| Post-conditions | * Community Admin and Security can view and act on move-in requests. * All actions and transitions are captured in the request history for audit and traceability. |
| Main Success Scenario | * A customer submits a move-in request. * The Community Admin is notified via the back-office portal. * Upon Community Admin approval, the Security Team is notified and can access the request. * Both Community Admin and Security access the Move-in Dashboard, customized based on their roles:   + Community Admin sees all submitted requests.   + Security sees only requests approved by the Community Admin. * The dashboard displays the following details per request:   + Request ID   + Move-in Type (Owner / Tenant / HHO-Unit / HHO-Company)   + Master Community   + Community   + Tower   + Unit   + Created Date   + Move-in Date   + Request Status   + View action * Additional dashboard features:   + Export (CSV or Excel)   + Pagination   + Search   + Filter (by property, request status, date, etc.)   + Create New Request (if allowed for Community admin role) * On selecting a request (View), the user is taken to the Move-in Request Detail Page. * From the details page:   + Community Admin can:     - Raise RFI (Request for Information)     - Approve the request     - Cancel the request     - Edit the request   + Security Team can:     - Close the request (only after it’s approved by the Community Admin)     - All actions are tracked in the History Panel |
| Alternate Flow |  |
| Priority | High |
| Special Requirements | No |
| System | Back-office portal |

### Process Flow Diagram

NA

### Screen Mock-ups

* Back-Office Dashboard

A screenshot of a computer

AI-generated content may be incorrect.

Figure 7:UC-128 Back-office Dashboard