BUILDING BLOCKS

The Business Model of the digital Real Estate Platform has **five (5) end-users**. **They must all be able to get 100% of their tasks done online** (except Contractors needing to physically do Repairs and Maintenance). These users are **i) ADMIN ii) LANDLORD/BPS iii) TENANT iv) AGENT v) CONTRACTOR**. Each of these users have different requirements and the Platform features must be tailored for the above users. Some significant features include but not limited to;

- ❖ Capability for email integration, text, audio and video calls.
- ❖ Upload of Photos, Video, Virtual tour of property.
- ❖ On demand consultations
- ❖ Seamless task movement as per process flow
- ❖ Tracking tools on transaction progress
- ❖ Calendar
- ❖ Marketing tools
- ❖ Analytics and Insights
- ❖ Choice of payment methods (Mobile wallet, Bank transfer, Bank card etc)
- ❖ In-Platform payments
- ❖ Ease of use for less tech savvy users

PROJECT SCOPE OF WORK:

1. **ADMIN PANEL:**
   Dashboard View
   - Total number of Properties/Units
   - Total number of Tenants
   - Total number of Contractors
   - Total number of Calls/Chats
   - Total Revenue
   - Revenue History per property
   - Total Costs/Expenses and History per property
   - Top (Good) Properties/Units. Ratings/Ranked
   - Top (Good) Tenants. Months of occupancy. Payment History
   - Top (Good) Contractors. Ratings/Ranked
   - Sales Analytics

Property Management
- List of all Properties/units
- Details of each P/U. Name. Location. Address. Email. Phone Number. Type (Residential/Commercial). Price. Occupied/Available
- Block/Unblock P/U

Tenant Management
- List of all Tenants
- Details of each Tenant. Name. Location. Unit. Address. Email. Phone Number. Price Paid. Date
- Block/Unblock Tenant

Contractor Management

- List of all Contractors
- Details of each Contractor Name. Address. Email. Phone Number. Category/Specialty, Experience, Service Call Rate. Hours Open
- Block/Unblock Contractor

Configurations

- Service Types (Listing Unit. Renting Unit. Service Requests)
  - Set/Edit Service Type
  - Set/Edit Name (of Property, Tenant, Contractor)
  - Set/Edit Images, Icons, Colors, Filters
  - Set/Edit Description
  - Set/Edit Availability
  - Set/Edit Prices (of Property, Contractor Services)

Notifications

- New user registered. Property, Contractor, Tenant
- New requests (Listing, Renting, Repairs & Maintenance, Housekeeping)
- Send email/push notifications, whatsapp to all users or subset

Banner Advertisements & Sponsored Listings. Blogs & Articles

- Ability to Post Advertisements on the Platform. Banners, Sponsored Ads. Visible to all users or a set of users (Landlords/Contractors/Tenants)
- Ability to create an article/blog with details such as Title and Description and post on the Platform

2. BPS/LANDLORD PANEL:

Sign Up/Login
- o Sign Up: The Landlord will need to enter email ID & mobile number in proper format for sign up. Landlord will enter an OTP during sign up.
- o OTP Verification: Once the Landlord enters the mobile number, an OTP will be sent to the registered contact number for verification process. This OTP is entered on the platform to verify and access the services of the application.
- o Login: Login is accomplished via the mobile number and OTP.

Once signed up Landlord will need to:

- o Listing the Property and number of Units. Options setup by Admin.
- o Choosing Type of Property -Commercial (Office, Warehouse, Shop), Residential (Apartment, Bungalow, Single-family home). Setup by Admin.
- o Input Description of Property
- o List/Change Price
- o Choose Approved Contractors
- o Set up Wallet for receiving rent and making payments for expenses
- o Submit to Platform (BPS) for Approval of Property Listing

Dashboard View
- Number of Properties/Units
- Number of Tenants
- Open/Unavailable units
- Number of Contractors *
- Number of Calls/Chats *

- Total Revenue *
- Revenue History per Property/per Unit *
- Payments to Contractors *
- Total Costs/Expenses and History per property *
- Property Wallet Balance *
- Ratings/Reviews *
- Tenant Payment History *
- Contractor Reviews *
- Sales Analytics *

Property Management
- List of all Properties/units
- Details of each P/U. Name. Location. Address. Email. Phone Number. Type (Residential/Commercial). Price. Occupied/Available
- Block/Unblock P/U

Tenant Management
- List of all Tenants
- Details of each Tenant. Name. Location. Unit. Address. Email. Phone Number. Price Paid. Date
- Block/Unblock Tenant

Contractor Management

- List of all Contractors
- Details of each Contractor Name. Address. Email. Phone Number. Category/Specialty, Experience, Service Call Rate. Hours Open
- Block/Unblock Contractor

Configurations

- Service Types (Listing Unit. Renting Unit. Service Requests)
  - Set/Edit Service Type
  - Set/Edit Name (of Property, Tenant, Contractor)
  - Set/Edit Images, Icons, Colors, Filters
  - Set/Edit Description
  - Set/Edit Availability

- ➤ Set/Edit Prices of Property/Units
- ➤ Set/Edit Timeframes/Duration
- ➤ Set/Edit Payment Wallet

Chat/Call/Emails;

- View list of messages received from prospective tenants scheduled for viewing/consultation appointment
- Ability to confirm appointment or propose alternative date/time
- Confirm Rentals
- View logs
- View list of service requests and choose option to start/decline/pause the request
- Ability to text/email/call the tenant/contractor and timestamps
- Ability to send attachments via text/email
- Once Appointment/Service Request is confirmed, the platform to display details such as Date &Time, Service type, Charges (if any)
- Service request tracking (date/time started, timeframe given, date/time completed)
- Ability to update status of the appointment/service requests and mark as completed.

Notifications

- New tenant appointment.
- New tenant registered
- Payment made
- New requests for Repairs & Maintenance
- Send email/push notifications, Whatsapp to any/all users or subset

Banner Advertisements & Sponsored Listings. Blogs and Articles

- Ability to see or post and pay for Advertisements on the Platform. Banners, Sponsored Ads. Visible to all users or a set of users
- Ability to create an article/blog with details such as Title and Description and post on Landlords page
- Ability to post a Promo Code

Other (Side Menu)

- o Profile: Set/Edit Property Profile with details such as Name, Address, Email, Contact number and an Image (logo/picture). Visible to all Users.
- o Invite People: Ability to see option to invite people to join the platform
- o Terms & Conditions: Ability to see the various terms and conditions of the platform (BPS)
- o About Us: Ability to see the details of the Platform (BPS) Contact Us: Ability to contact the Platform owner (BPS)

3. **CONTRACTOR (SERVICE PROVIDER) PANEL:**

Sign Up/Login

- o Sign Up: The Contractor will need to enter email ID & mobile number in proper format for sign up. Contractor will enter an OTP during sign up.
- o OTP Verification: Once the contractor enters the mobile number, an OTP will be sent to the registered contact number for verification process. This OTP is entered on the platform to verify and access the services of the application.
- o Login: Login is accomplished via the mobile number and OTP.

Once signed up Contractor will be need to:

- o Input Company Name. Logo. Address. Email. Phone Number. Experience, Service Call Rate. Hours Open. Setup by Admin
- o Listing the Service Provided (Plumbing, Electrical, Housekeeping). Setup by Admin.
- o Choosing Type of Property Serviced -Commercial (Office, Warehouse, Shop), Residential (Apartment, Bungalow, Single-family home). Setup by Admin.
- o Input Description of Service
- o List/Change Price
- o Choose Approved Locations/Area coverage
- o Set up Wallet for receiving payments and deducting platform commissions

    o Submit to Platform (BPS) for Approval as Contractor

Dashboard View
- Number of Properties/Units contracted
- Number of Tenants
- Number of Service Calls/Chats requested
- Number of Service Requests completed
- Pending Service Requests from tenants
- Total Revenue
- Revenue History per Property/per Unit
- Total Costs/Expenses and History per property
- Property Wallet Balance
- Property and Tenant Payment History
- Contractor Reviews/Ratings
- Sales Analytics

Property/Tenant Management
- List of all Units
- Details of each Tenant. Name. Location. Unit. Address. Email. Phone Number. Price Paid. Date

Configurations

- Service Types (Maintenance and Repairs, Housekeeping Requests)
  - Set/Edit Service Type
  - Set/Edit Name of Property Serviced, Tenant
  - Set/Edit Images, Icons, Colors, Filters
  - Set/Edit Description
  - Set/Edit Availability on Calendar
  - Set/Edit Prices of Service call, common repairs/maintenance
  - Set/Edit Timeframes/Duration
  - Set/Edit Payment Wallet
  - Set/Edit Promo Code

Chat/Call/Emails: Service Requests

- View list of service requests and choose option to start/decline/pause the request
- Ability to text/email/call the property manager/tenant and timestamps
- Ability to send attachments via text/email
- Ability to confirm appointment or propose alternative date/time
- Once Appointment/Service Request is confirmed, the platform to display details such as Date &Time, Service type, Charges (if any)
- Service Request tracking (date/time started, timeframe given, date/time completed)
- Ability to update status of the appointment/service requests and mark as completed.
- View logs.

Notifications

- New service requests (for Repairs & Maintenance, Housekeeping)
- Send email/push notifications, Whatsapp to property manager/tenant
- Payments made
- New chat/text/email from Property Manager/Tenant

Banner Advertisements & Sponsored Listings. Blogs and Articles

- Ability to see or post and pay for Advertisements on the Platform. Banners, Sponsored Ads. Visible to all users or a set of users
- Ability to create an article/blog with details such as Title and Description and post on Contractors page
- Ability to post a Promo Code

Other (Side Menu?)

- Profile: Set/Edit Contractors Profile with details such as Name, Address, Email, Contact number and an Image (logo/picture). Visible to Property Managers & Tenants
- Invite People: Ability to see option to invite people to join the platform

- o Terms & Conditions: Ability to see the various terms and conditions of the platform (BPS)
- o About Us: Ability to see the details of the Platform (BPS) Contact Us: Ability to contact the Platform owner (BPS)

4. TENANT PANEL:

Search (Prospective Tenant)
- Ability to see List and Images of properties (Commercial - Office, Warehouse, Shop) AND Residential (Apartment, Bungalow, Single-family home) on the platform. Setup by Admin.
- Search by Property Name, Location/Area, Type (Commercial/Residential), Unit Size, Rental Price, Amenities, Ratings
- Ability to see property reviews
- Select a Property
- Proceed to Landlord Page for Viewing or Consultation Appointment, Making Payments and selecting Move In/Out Dates/Time

Sign Up/Login (New Tenant)
- o Sign Up: The tenant will need to enter email ID & mobile number in proper format for sign up. Tenant will enter an OTP during initial sign up.
- o OTP Verification: Once the contractor enters the mobile number, an OTP will be sent to the registered contact number for verification process. This OTP is entered on the platform to verify and access the services of the application.
- o Login: Login is accomplished via the mobile number and OTP.

New Tenant registered will need to:

- o Input Full Name. Address. Email. Phone Number. Occupation, Hours Available for Service Calls. Setup by Admin
- o Listing the regular services needed (Housekeeping, Cook).
- o Confirm/Change Rent Price paid

- Set up Wallet for making payments and deducting platform commissions. Provided by BPS.

Dashboard View
- Move In/Out Date/Time
- Number of Service Calls/Chats requested
- Number of Service Requests completed
- List of Pending Service Requests
- Total Rent Paid
- Rent Payment History
- Total Costs/Expenses and History of Service Requests
- Contractor Reviews/Ratings

Contractor Management
- List of all Contractors
- Details of each Contractor Name. Address. Email. Phone Number. Category/Specialty, Experience, Service Call Rate. Hours Open

Configurations

- Service Types (Maintenance and Repairs, Housekeeping Requests)
  - Set/Edit Service Type
  - Set/Edit Name of Property Serviced, Tenant
  - Set/Edit Images, Icons, Colors, Filters
  - Set/Edit Description
  - Set/Edit Availability on Calendar
  - Set/Edit Prices of Service call, common repairs/maintenance
  - Set/Edit Timeframes/Duration
  - Set/Edit Payment Wallet/Type (Bank Card, Transfer, Mobile)

Chat/Call/Emails: Service Requests

- View list of services available and choose option
- Ability to enter a Promo Code
- Ability to submit/pause/cancel the request

- Ability to text/email/call the property manager/contractor and timestamps
- Ability to send attachments via text/email
- Ability to make appointment, confirm appointment or propose alternative date/time
- Once Appointment/Service Request is confirmed, the platform to display details such as Date &Time, Service type, Charges (if any)
- Service Request tracking (date/time started, timeframe given, date/time completed)
- Ability to update status of the appointment/service requests and mark as completed.
- View logs.

Notifications

- Service Request confirmation (for Repairs & Maintenance, Housekeeping). New and Completed.
- Payments made.
- New chat/text/email from Property Manager/Contractor

Banner Advertisements & Sponsored Listings. Blogs and Articles

- Ability to see Advertisements on the Platform. Banners, Sponsored Ads. Promo Codes
- Ability to see articles/blogs with details such as Title, Description and Last updated date
- Ability to search for and view another article

Other (Side Menu?)

- Profile: Set/Edit Tenant Profile with details such as Name, Address, Email, Contact number and an optional Image (logo/picture). Visible to Property Manager only.
- Ability to change Payment Options available via Profile (with Password)
- Invite People: Ability to see option to invite people to join the platform
- Terms & Conditions: Ability to see the various terms and conditions of the platform (BPS)

- o   About Us: Ability to see the details of the Platform (BPS)
- o   Contact Us: Ability to contact the Platform owner (BPS)

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