# Product Vision Statement

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# 1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the Condo Management System. It focuses on the capabilities needed by the stakeholders, and the target users, and why these needs exist. The details of how the Condo Management System fulfills these needs are detailed in the use case and supplementary specifications.

# 2. Positioning

## 2.1. Problem Statement

| The problem of | Inefficient and manual condominium management processes |
|---|---|
| affects | Condominium owners, rental users, condo management companies |
| the impact of which is | Increased complexity, time consumption, errors in managing tasks |
| a successful solution would be | Implementation of a condo management application that provides key benefits, including: <br><br> -Simplified financial system <br><br> -Easy registration process (registration key system) <br><br> -Detailed and transparent property information <br><br> -User-friendly room reservation process |

## 2.2. Product Position Statement

| For | Condo owners, rental users, condo management companies |
|---|---|
| Who | Need a hassle-free way to manage condo information |
| The condo management system | is a web and app |
| That | Offers a comprehensive view, simplified financials, and other interesting features |
| Unlike | Traditional property and rental management systems |
| Our product | Offers user-friendly, all-in-one condo management, with enhanced community engagement |

## 3.  Stakeholder and User Descriptions:

### 3.1.  Stakeholder Summary

| Name | Description | Responsibilities |
|------|-------------|------------------|
| Service provider (maintenance and support team) | Ensures continued functionality, security, and usability of the system after deployment | • Provide updates and improvements<br><br>• Resolve bugs and system issues<br><br>• Ensures data integrity and system security<br><br>• Offer technical support to users and administrators |
| Condo User | Main users of the application, may report bugs and suggest new features | • Report bugs<br><br>• Suggest new features<br><br>• Give feedback |
| Financial (Investors) | They assess the viability and potential return on investment | • Fund the project or approve the funding<br>• Evaluate market demand for the project's features<br>• Monitor the project's progress and potential risks |

### 3.2.  User Summary

| Name | Description | Responsibilities | Stakeholder |
|------|-------------|------------------|-------------|
| Condo Owners | Individuals who own condominium units in the managed properties | Stay updated with financial status, submitted requests, etc. | Self-represented |
| Rental users | Individuals who are renting condominium units in the managed properties | Stay updated with financial status, submitted requests, etc. | Self-represented |

| Condo Management Companies | Responsible for managing and overseeing condominium properties | Organizing and managing condominium properties | Self-represented |
|---|---|---|---|
| Public Users | New users who are about to move into their condominium | ● Create and manage profile<br>● Provide a registration key from the condo management company to become condo owners or rental users | Condo Management Companies |

### 3.3. User Environment

- Condo Owners and Rental Users are expected to regularly check the system for any update concerning any request they have submitted, any updates concerning their properties, make payments, and update their profile when needed,...
- For condo management companies, multiple employees with different roles (finance, advertising, marketing, …) manage properties and handle user requests.

### 3.4. Key Stakeholder or User needs

1- User Profile creation: The problem is that public users need a registration key to access the condo, and become renters or owners. This might be an inconvenience as it causes friction for users during the onboarding process. The current solution is to obtain the keys from the condo management company. The proposed solution is to make user registration easier and user-friendly, by sending condo unit registration keys to the users.

2- Property profile creation: It might be cumbersome and time-consuming for condo management companies due to the current manual data entry. The proposed solution is to implement a smooth process for creating and managing the properties.

3- Reservation Systems: The manual way is not efficient. It is difficult to track availability and to perform bookings with this current solution. The proposed solution is to implement a more intuitive real-time availability calendar accessible within the application.

4- Financial Systems: The problem with this current solution is with the fee calculation and cost recording. The proposed solution would be to provide configurable options for the condo fee calculations and to track the remaining costs for the condo owners, as well as the rent for the rental users.

5-Condo owner dashboard: The problem is that the owners need a clear view of their properties and what's included. Without it, there would be a lack of

transparency which may lead to dissatisfaction. The proposed solution would be to enhance the dashboard to include as many details as possible such as financial status, request tracking, …

## 3.5. Alternatives and Competition

1- Using an existing condo management software: Buildium, AppFolio

→Strength: quick, and reducing time-to-market, possible costs

→ Weaknesses: Limited customization, challenges in integrating with the existing system, …

2- Using social media messaging apps such as WhatsApp:

→strengths: fast communication with condo management companies

→weaknesses: hard to keep track of submitted requests and finances, and any updates concerning the condo

3- Exploring Open Source Solutions such as OpenMAINT:

→ strengths: lower cost since there are probably no licensing fees

→weaknesses: Concerns in quality and security, may not be customizable

## 4. Product Overview

Our product stands as an independent, self-contained solution, requiring no external dependencies or interfaces with other systems.

## 5. Product Features

### Public Profile Creation

Public users shall create their profile with the following information needed: profile picture, user name, contact email, and phone number. In addition, public users shall provide a registration key obtained from their condo management company to become condo owners or rental users in the system.

### Dashboard View

Condo owners have a good view of their properties, including general information, personal information, condo information, financial status, status of the submitted request, etc.

### Property Profile Creation

Condo management companies can create a profile for a property under their management. The property profile shall have at least the property name, unit count, parking count, locker count, and address.

Condo management companies can upload files for each property, which is accessible to all condo owners of that property.

Condo management companies can enter detailed information for each condo unit, each parking spot, and each locker in a building. Basic information about a condo unit includes unit ID, size, unit owner, occupant information (i.e., may be occupied by a rental user instead of the owner), as well condo fee associated with the unit. Basic information about a parking spot (or a locker) includes parking spot ID, spot owner, occupant information, and condo fee associated with the parking spot.

Condo management companies can send registration keys to unit owners or rental users for their dedicated units. Such registration keys will be used by unit owners or rental users to link a condo unit with their profiles.

### Financial System

Condo management companies can enter condo fees per square foot, per parking spot, which will be calculated and presented for each unit owner.

The financial system records the operational budget (i.e., the collected condo fee) and cost. Condo management companies can enter the cost for each operation.

The financial system can generate an annual report. For example, all the condo fees are collected for a given year.

### Reservation System

Condo management companies set up the common facilities, which require reservations. Examples include a sky lounge and a spa fitness.

The reservation system allows condo owners and rental users to reserve common facilities in a calendar-like interface.

The reservation system should show the availability of common facilities.

The reservation is first-come-first-serve. Once a facility is booked, it will become unavailable for the reserved time.

### Roles Set Up for Employees

Condo management companies can set up different roles for different employees, who are responsible for the same property. Such roles include manager, someone who is responsible for daily operations, or someone responsible for finance.

### Submit Request

Condo owners can submit requests which will be assigned to a corresponding employee based on the type of request.

### Notification Page

All users have a notification page to see the latest activities in submitted or assigned requests.

### Multiple Platforms

The app is accessible on Android, iOS, Linux, MacOS, and Windows.

### Multi-Language

The app is available in English and French

### Quick Sign In

The app shall allow users to log in using their Gmail account, Facebook account, or Apple.

## 6. Other Product Requirements

### 6.1. Requirements in order of highest priority to lowest

- The response time for operations should be relatively fast (fast loading times under typical workload conditions).
- The application should have the ability to continue functioning during errors.
- The user interface should be comprehensive and intuitive for users.
- The application should run on various platforms (e.g. Windows, Android …).
- Comprehensive user manuals/documentation should be available for users).