

Functional Requirements:

1. Property Management:

- Create and manage property records, including details such as property type, location, size, and ownership information.
- Maintain a history of property maintenance and repair activities.
- Track property availability, occupancy, and rental status.

2. Tenant Management:

- Manage tenant records, including contact information, lease agreements, and rental payments.
- Automate rent collection and send payment reminders.
- Handle tenant requests, complaints, and service requests.

3. Maintenance and Repairs:

- Schedule and manage maintenance and repair tasks.
- Assign tasks to maintenance staff and track their progress.
- Maintain a history of maintenance activities and associated costs.

4. Financial Management:

- Generate and store financial statements, including income, expenses, and profit/loss reports.
- Calculate and manage property income, expenses, and budget.
- Automate invoice generation and payment processing.

5. Reporting and Analytics:

- Create custom reports and dashboards to monitor property performance.
- Analyze occupancy rates, revenue trends, and maintenance costs.
- Provide real-time insights into property portfolio performance.

Operational Requirements:

1. User Access Control:

- Define user roles and permissions to ensure data security and compliance.
- Control access to sensitive information, such as financial data and tenant records.

2. Data Backup and Recovery:

- Implement regular data backup procedures to prevent data loss.
- Create a disaster recovery plan to ensure business continuity.

3. Scalability:

- Design the application to handle a growing number of properties and tenants.
- Ensure the system can accommodate additional features and customizations as the business expands.

Technical Requirements:

1. Salesforce Platform:

- Build the application using Salesforce's Lightning Platform.
- Utilize standard Salesforce objects such as Accounts, Contacts, and Custom Objects for property and tenant records.

2.	Integration:
	<ul style="list-style-type: none"> Integrate with third-party systems for accounting, payment processing, and maintenance tracking. Use Salesforce APIs or middleware tools for data exchange.
3.	Mobile Accessibility:
	<ul style="list-style-type: none"> Create a mobile-friendly user interface for property managers and maintenance staff on the field. Ensure the application is accessible on various devices and platforms.
4.	Custom Development:
	<ul style="list-style-type: none"> Develop custom Visualforce pages, Lightning components, or Apex triggers to meet specific business needs. Create automated workflows for tasks like rent collection and maintenance scheduling.

Here are some simplified flowcharts to illustrate key processes:

Property Management Flowchart:

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Tenant Management Flowchart:

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Maintenance and Repair Flowchart:

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These flowcharts provide a basic visual representation of the processes involved in property management using Salesforce. The actual implementation may require more detailed and customized workflows to align with your specific business requirements.