It’s Your Home

Poonam Vijaywargiya
Team - PinkCode

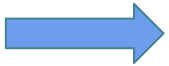
Dream vs Reality

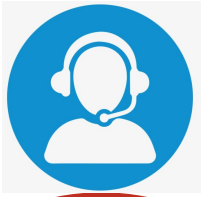
DREAM

REALITY

Goal

IT'S YOUR HOME





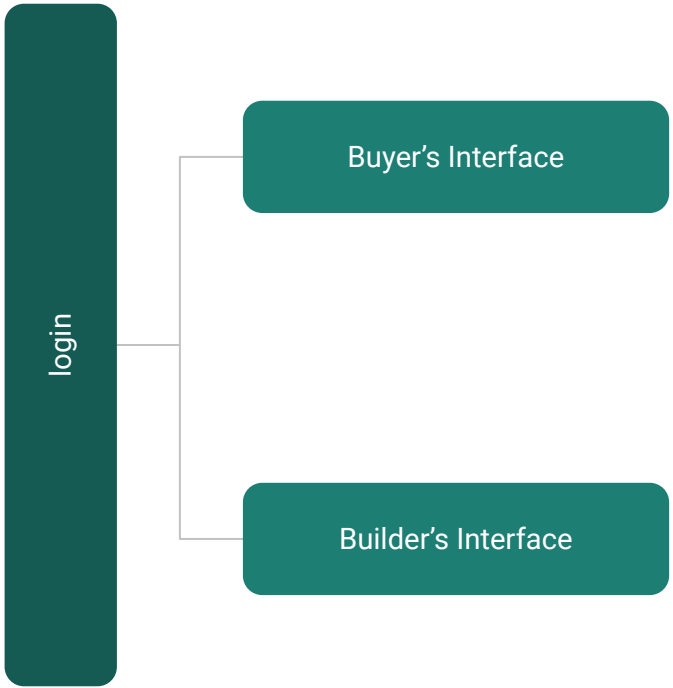
Support

Feedback &
Rewards

Login

Community Chat

Secure Document

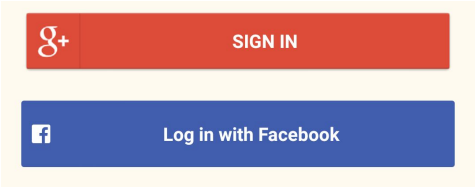


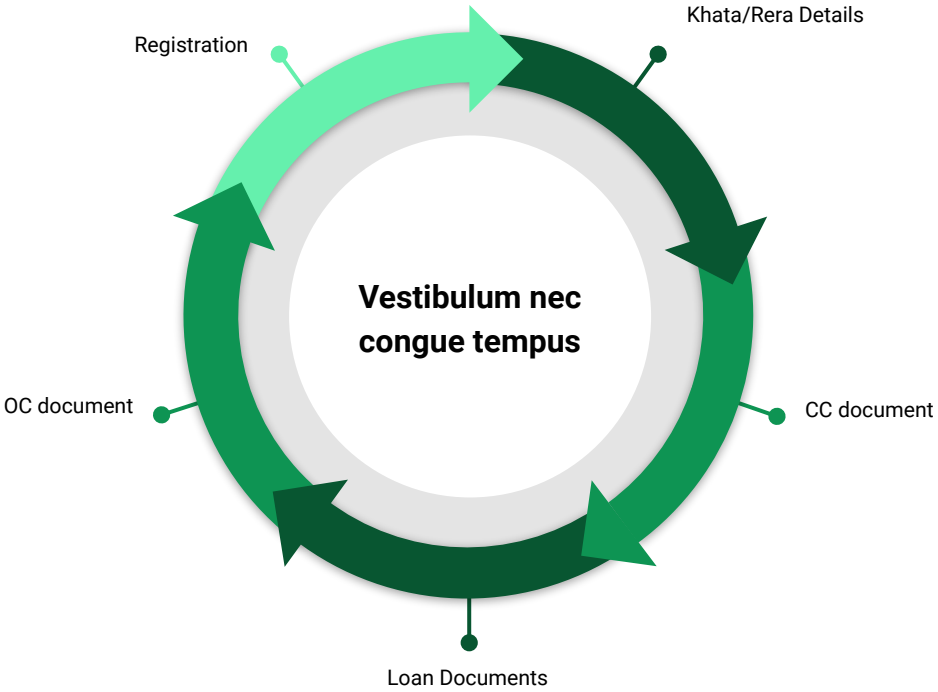
- Raise Queries
- Chat with community
- See progress of the building
- See the progress of own flat
- Loan options details
- Interiors options details

- Upload project details every week.
- Provide virtual visits once in month
- Upload documents for the individual flats.
- Option to support page and answer queries if part of support team.
- Builder will also post appreciation notes for the people who are going ahead with some reusable products to make their home environment friendly.

Home Chat Documents Support Virtual visits Login/SignUp
Asha
••••••
Login

Future work:


SIGN IN
Log in with Facebook

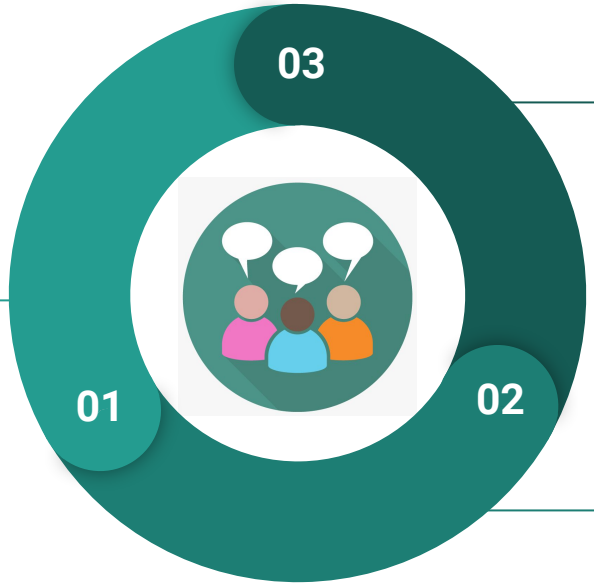

Registration
Khata/Rera Details
Vestibulum nec congue tempus
OC document
CC document
Loan Documents

Khatha.png
CC.pdf
OC.pdf

Choose file No file chosen

Upload

Builder/ Admin will add people to the chat groups



Regular Virtual Visits to the buyers(upload videos if common for all)

Builder will upload images every week on progress/material used information

My Chats

Community-Chat

1 image Jul 31

Community-Chat

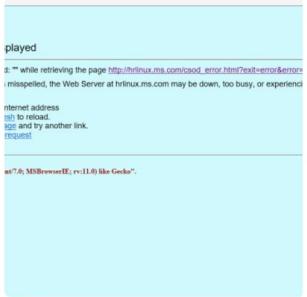
Active 11:11 AM, Sat, Jul 31, 2021

11:11 AM, Sat, Jul 31, 2021

Poonam

Dec19.pdf

PO



AN AS PO

Community-Chat

People

AN Anand Vijay

AS Asha Vijay

PO Poonam Vijay

VI Vinit Vijay

Photos

1

Get feedback from users

Gives maximum level of transparency when you get feedback from buyers and its visible for all.

2

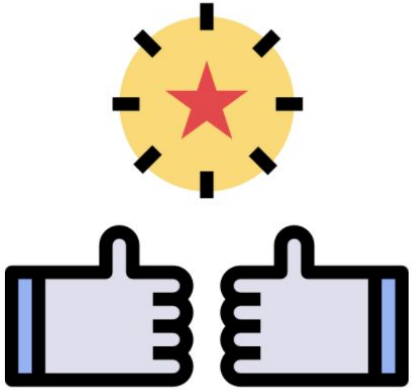
Encourage sustainability

Give an option to the buyers to choose sustainable materials for their flats and if they choose this options give them certificate and appreciate them in the community chat feature

Appreciation-wall

Active 7:31 PM, Sat, Jul 31, 2021

7:31 PM, Sat, Jul 31, 2021



Thanks Poonam for choosing sustainable development options.

AS PO

Appreciation-wall

People

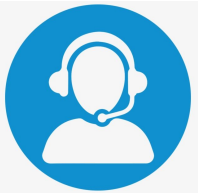
AS Asha Vijay

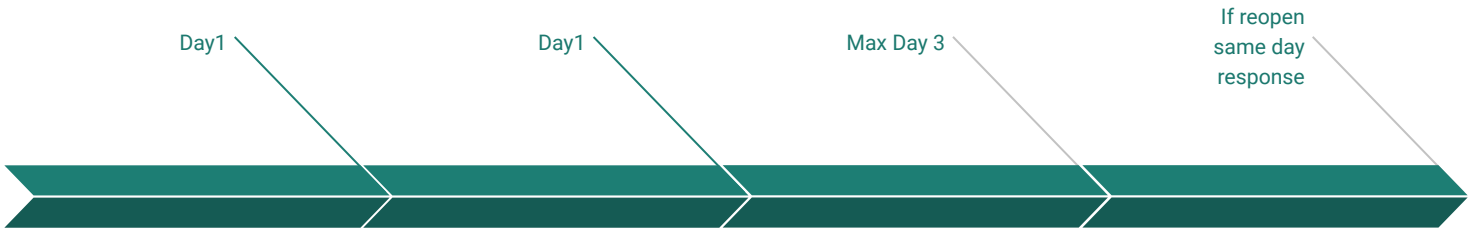
PO Poonam Vijay

Type a username

Photos

Options





Raise Query

Buyer can raise query

Assignment

Support team will pick up the tickets based on priority

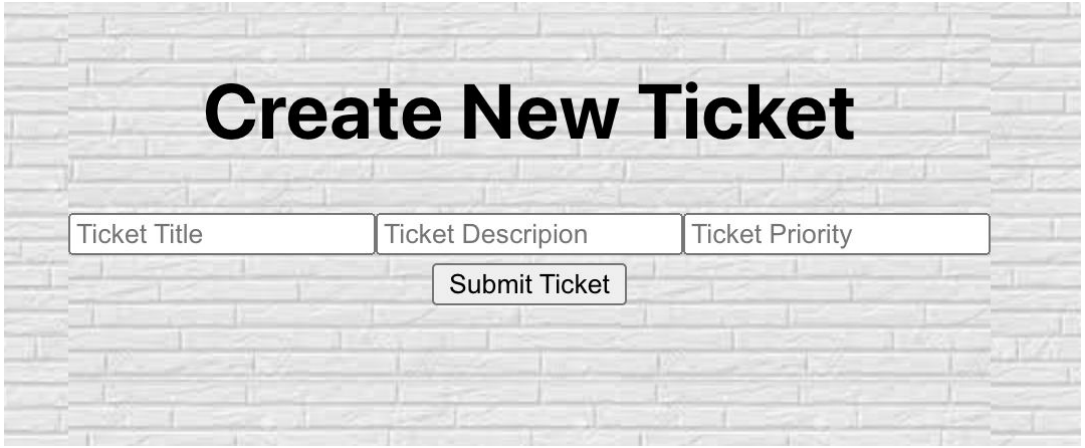
Team can re-assign the priority but a fixed duration to response is required to be put

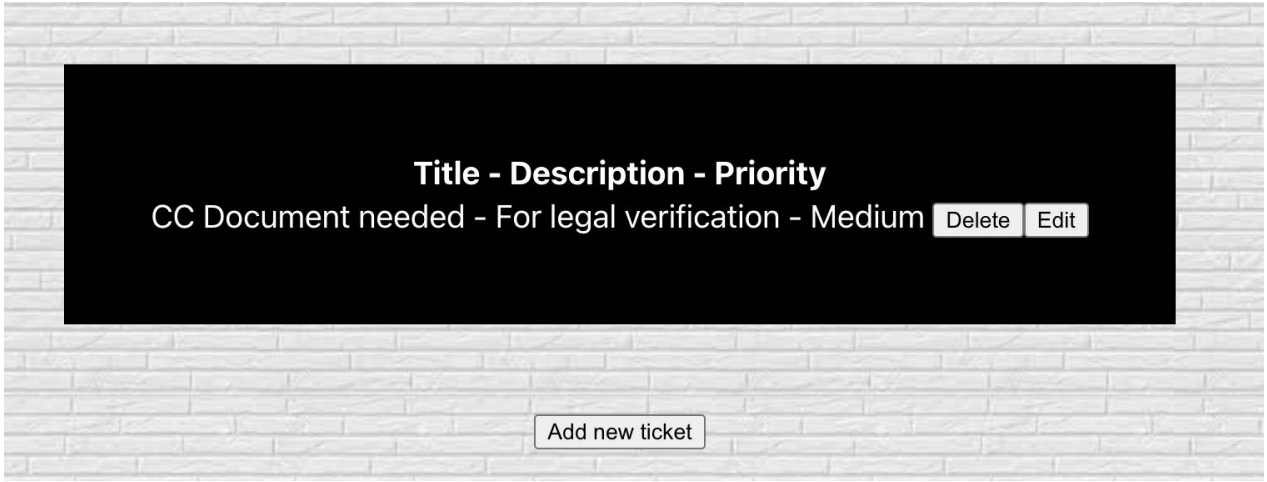
Resolution

Support team will provide resolution, which will be notified to the buyer immediately

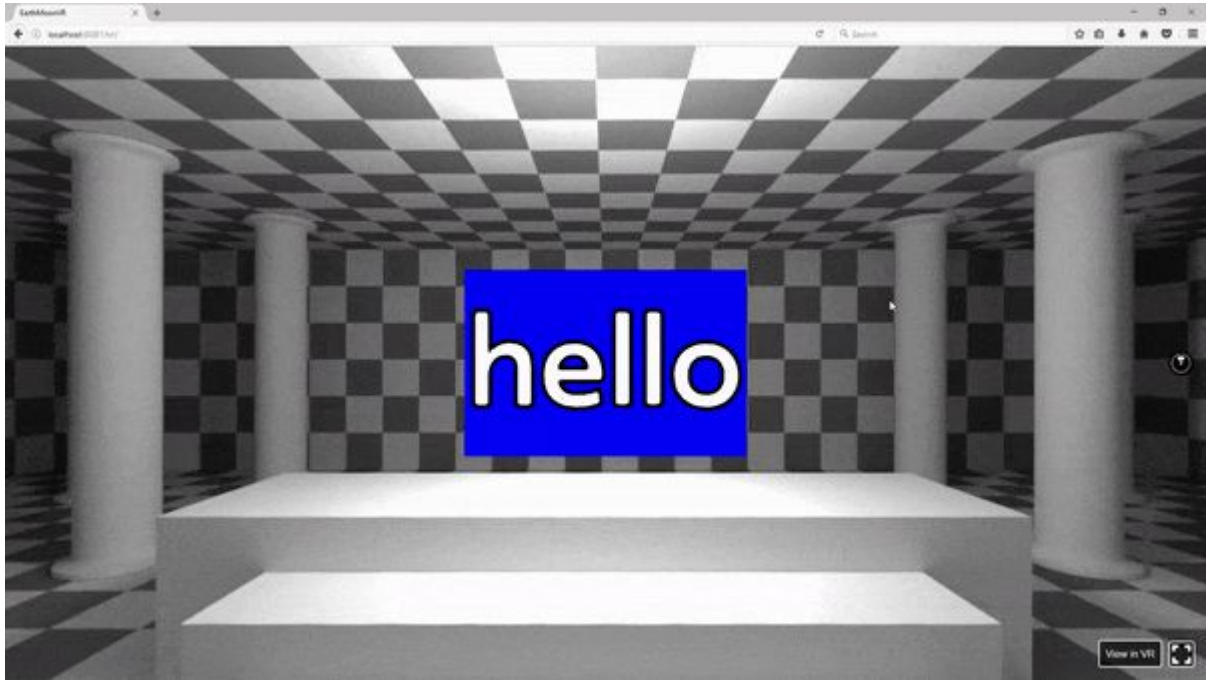
Feedback

Buyer will give feedback to the support person if they are happy or they can reopen the ticket if more information is needed,


Create New Ticket
Ticket Title
Ticket Descripion
Ticket Priority
Submit Ticket


Title - Description - Priority
CC Document needed - For legal verification - Medium
Delete
Edit
Add new ticket

Virtual Visits



Various loan information will be provided can contact person inform will also be given to get more info

Loan

Various interior company options will be provided based on budget buyer can choose

Interiors

If both party agrees their contacts can be shared so that they can talk to each other

Know your Neighbours

Customization

Provide an option for the buyer to customise their flat a little bit as per their need.

SBI

SBI provides exciting benefits

SHARE LEARN MORE

HDFC

HDFC bank provides home loan at 6.5

SHARE LEARN MORE

HSBC

HSBC bank gives loan for interiors as well

SHARE LEARN MORE

Assumptions/Constraints

01 Builder is ready to be transparent as it increases trust.

02 All the loan, interiors options are opt in and not mandatory

Known Issues

01 Customization will be limited keeping timelines in mind

02 Community chat can create chaos so will be on admin to provide this feature or not to the group

Thanks!!
Discussion/Q&A