Project Summary

Proposed platform will be a real estate application providing an ecosystem to connect property owners and potential buyers or tenants in a single platform. Platform will allow potential tenants or buyers to browse through the list of properties, view property details and accordingly request for a visit to view the property in real and in case they wish to rent the property they can submit the required documents, make payments and sign the e-contract. Property owners will be able to manage their properties, upload documents, manage tenants, and receive rents on the platform.

Stakeholders

- **Property Owner (iPhone, Android App) :** They will be able to list their property, receive visit requests, receive tenancy requests, accept and sign e-contracts, manage tenants and receive rents, view earnings & reports, manage their properties and profile on the platform.
- **Buyers/Tenants (iPhone and Android App) :**
  - **Tenants** will be able to onboard and browse properties listed for rent, view property details, bookmark property, send visit request, send tenancy request, finalize deals and make deposit and rent payments, view e-contract generated, get rent reminders, raise issues, manage notifications and profile on the platform.
  - **Buyers** will be able to onboard and browse properties listed for sale, view property details, bookmark property, send visit requests, and option to chat with the seller on the platform.
- **Super Admin (Web) :** Admin will be viewing the dashboard for stats and updates, managing property owners, Tenants, Properties, Commissions, Issues, notifications as well as Track Usage and view Analytics Reports.

Scope of Work
Property Owner Experience
- **Onboarding**
  - **Splash :** Application will have Splash Screen, having the logo of the application showcasing the branding of the app.
  - **Tutorial :** User can view the tutorial Images of how to use the application.
  - **Social Login:** User will be able to login into the platform by following social logins
    - Facebook
    - Google
    - Twitter
  - **Register:**

- Property Owners will be able to register on the platform by entering the following details
  - Name
  - Image
  - Email Address
  - Phone
  - Password
  - Confirm Password
- User has to accept the Terms and Conditions of the application to register.
- **Verification:** Users will have to authenticate their account details after receiving One Time Password by following means:
  - Mobile Number – through message
  - Email ID - through email
- **Login:** Property Owners can login by entering their registered
  - Email ID or Mobile Number
  - Password
- **Forgot Password:**
  - Users will have the ability to reset their account password by clicking on this.
    - Through reset link on email
    - Through OTP on mobile number
  - Users can reset the password by entering following
    - Current password
    - New password

- **Add Property**
  - Property Owners will be able to add their property on the platform
  - Property Owners will have to enter the following details -
    - Name of property
    - Image(s)
    - Location
      - Pin on Map
      - Address
    - Property Type
      - Static List Drop down for selection
    - Amenities available
      - Choose from the master list managed by admin
    - Furnishing type
      - Fully Furnished
      - Semi Furnished
      - Raw
    - House inclusions
      - Number of bathrooms
      - Number of bedrooms
    - Land Area

- - Carport Spaces
  - Listed for
    - Sale
      - Expected Price
    - Rent
      - Deposit Amount
      - Rent Amount
      - Minimum Duration that needs to be rented
      - Duration after the rent will increase
        - Define the Duration
        - Define the Increment in rent
      - Duration of the contract
- Property Owners will be able to edit the details
- They can remove any property added
- **Incase of Property Listed for Sale**
  - **Make Payments as Listing Fee:**
    - Owner has to pay the listing fees in terms of listing their property on the platform for sale.
- **Incase of Property Listed for Rent**
  - **Set Up Account to Receive Payments :**
    - Owner can add their account Details to receive the deposit and rent payment by the tenant, In case the property is listed for tenancy.

- **Visit Request**
  - Owners will be able to view the list of visit requests on the platform
  - Owners will be able to view the details of a selected request
  - Owner can accept/reject the request.
  - Owner can connect with the user on chat to schedule the visit from the open chat interface.
  - We have not assumed any calendar for visit timings or visits planned.
- **Rent Requests**
  - Owners will be able to view the list of rent requests received from potential users looking for property for rent on the platform
  - Owners will be able to view the details of a selected request
    - Tenant details
      - Name
      - User Type
        - Working
        - Family
        - Student
      - Profession
      - Profile Photo
      - Verification Documents
  - Date and duration for rent
  - Contact Information (Available only once the request is accepted)

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- Owner can accept the request to reveal the contact information or initiate the chat for better collaboration.
  - **Rejected Requests :** Owner can view all the requests received which they have rejected and view the details of the user and in case they change their opinion they can connect and process the renting.
  - **Accepted Requests :** Owner can view all the requests received which they have accepted and view the details of the user to connect and process the renting.
- **Contract for the Property**
  - Owner can initiate the contract process, where the application will generate the contract with following details updated in the contract template :
    - Name of the Owner
    - Name of the Tenant
    - Date of Contract
    - Contract Expiration Date
    - Deposit Amount
    - Rent Amount for every month
    - Date of Rent Payment every month
    - Duration after the rent will increase
      - Defined Duration
      - Defined Increment in rent
    - Move In date : Manual entry by owner
  - Owners can view the contract preview and Initiate the contract signing process
  - **Assumptions :**
    - We are not assuming the scenario where the rents are split between multiple tenants i.e shared property or shared tenancy use cases for now.
    - We have not assumed the re-renting used case for example tenants can not extend the owners property to other users for tenancy.
- **Sign the Contract**
  - Owners and the Tenant will sign the contract, which will capture
    - Signature and Name of Landlord
    - Signature and Name of the Tenant
  - Owner can sign the contract and submit in the system on which Tenants can sign the same as a token of acceptance by both the parties.
  - Tenants can pay the deposit money to the owners as per the contract.
  - **Deposit Security Money:** the owner will be updated with the security money deposited by the Tenants.
- **Contract Finalisation**
  - Once the security deposit has been paid, the contract will be generated with the signs from both the parties
- **Property Management**
  - Owners will be able to view the list of properties posted by them on the platform
  - Owners will be able to view the details of a selected property
    - Property details
    - Property Status
      - Available for Sale

- Visit Requests
  - Available for Rent
    - Visit Requests
    - Rent Requests
  - On Rent
    - Tenant Details
    - Access Contract
    - Contract Expiration Date
    - Rent payment History
    - Issues raised
- Owners will be able to search for their properties
- Owners will be able to edit/ remove a property
- Owners will be able to add a new property
- **Issue Management**
  - **Issues Raised**
    - Ability to view the list of issues raised by either of the parties on the platform
    - Ability to view the details of a selected issue
      - Issue title
      - Description
      - Tenant name
      - Property details
    - **Actions**
      - Ability to comment on the issue, which can be seen by the tenant and both the parties can interact through comments
      - Mark any issue as resolved
  - **Raise an Issue :** Owners can raise an if they are facing an issue.
    - Issue title
    - Description
  - All the issues will be handled outside the platform, the app will only hold the listing of issues and their status.
- **Rent Earning History**
  - User can see the list of payments received through the platform as rent paid by the tenants
  - User will be able to view the following details :
    - Tenant Name
    - Property Details
    - Date of payment
    - Amount
      - Amount Received
      - Commission Paid
  - They can view the total earnings made from the platform
- **Terminate the Contract and Mark Property Available :**

- Owner can mark the property available and terminate the contract, Return of deposits or any settlement will be handled outside the platform
- **Share Ratings and Review :** Owner can rate the tenant for their behaviour and the experience in the tenancy.
- **Chat**
  - Users can view all the conversations in a list.
  - Users can select any conversation to view all the messages received and sent.
  - Users can view the date and time stamp of each message.
  - Users can send a message as a text. I.e User can send chat messages.
  - Users can select a single image at a time and send in the message.
  - Users can select a single video at a time and send in the message.
  - Chat will remain basic with just text, image and video share and will not have Number Porting, Chat export, Multiple photos/video at a time, video/photo editing options, Read Status, Reply to selected message, Marking any chat as favourite, archive chat, contact/location/live location sharing etc.
- **Notifications**
  - Owner will receive notifications for
    - Visit Requests
    - Rent requests
    - Contract Signed
    - Deposit received
    - Rent Payment Received
    - Issue raised
    - Issue Resolved
    - Comment Received.
    - Chat Message
  - Mute Notifications
- **Profile**
  - Ability to view their profile details
  - Ability to edit their profile
  - Account Details : Ability to set up their account to receive the payment
- **Settings**
  - Change Password
  - Notifications
    - Turn on/ off
  - Terms and conditions
  - Privacy policy
  - Support
    - Contact us
    - FAQs
    - Raise an Issue
  - Help
  - Logout

Tenants/Buyers Experience

- **Onboarding**
  - o **Splash:** User can view the splash screen having the branding of the application.
  - o **Tutorials:** Users can view the tutorial Images of how to use the application.
  - o **Social Login:** User will be able to login into the platform by following social logins
    - Facebook
    - Google
    - Twitter
  - o **Register:**
    - Users will be able to register in the application by providing the following details.
      - Name
      - Email
      - Mobile Number
      - Password
      - Confirm Password
      - Location permission
    - User has to accept the **Terms and Conditions** of the application to register.
  - o **Verification:** Users will have to authenticate their account details after receiving One Time Password by following means:
    - Mobile Number – through message
    - Email ID - through email
  - o **Login:** User will be able to login into the platform by adding the following details
    - Email ID
    - Password
  - o **Forgot Password:**
    - Users will have the ability to reset their account password by clicking on this.
      - Through reset link on email
      - Through OTP on mobile number
    - Users can reset the password by entering following
      - Current password
      - New password
- **Complete Profile**
  - o Tenants will be prompted to complete their profile
  - o They will be prompted to fill the following information
    - User Type
      - Working
      - Family
      - Student
    - Profile Photo
    - Verification Documents (Can be skipped but will be asked before the contract for any property)

- Identification Proof as an Image (Admin will manually verify outside the system)
- Address Proof as an Image (Admin will manually verify outside the system)
  - o They can change/edit their information from profile section
- **Browse Properties**
  - o User can search for any property by defining
    - Buy/Rent
    - Location
    - Property Type
      - Fully Furnished
      - Semi Furnished
      - Raw
    - No of Bedrooms
  - o **List View :** Users can view the list of properties available near to their location.
  - o **Map View :** User can view the map to view the annotations on map for any of the properties.
  - o User can view following details in the property listing
    - Name
    - Image
    - Location
    - Property Type
    - Rent/Price
  - o **Browsing Tools**
    - **Filter:** User will be able to filter their search -
      - Furnishing Type
      - Location
      - Number of bedrooms
      - Price range
    - **Sort:** Tenants will be able to sort their search -
      - Distance Away
      - Rent Price
      - Availability
  - o User can select property from the listing to view its details
- **Property Details**
  - o User can view the following property details
    - Name of property
    - Image(s)
    - Owner details
      - Name
      - Image
      - Contact Details
    - Location
      - Pin on Map
      - Address

- Property Type
- Amenities available
- Furnishing type
  - Fully Furnished
  - Semi Furnished
  - RAW
- Land Area
- Carport Spaces
- House inclusions
  - Number of bathrooms
  - Number of bedrooms
- Available for
  - Sale
    - Expected price
  - Rent
    - Rent details
      - Deposit Amount
      - Rent Amount
      - Minimum Duration that needs to be rented
      - Duration after the rent will increase
      - Duration of the contract
      - Re- Renting : Allowed/Not Allowed
      - Addition of Extra members : Allowed/Not Allowed.
- Option to
  - Bookmark property
  - Show Interest
    - Request for Visit
    - Request for tenancy

- **My Submitted Requests**
  - View all the requests submitted to the owners for either request for visit or request for tenancy
  - View request status updates from the owners and application will notify the user as the owner accepts the request and both parties can then initiate the chat.
  - **Contract for the Tenancy**
    - Tenant can sign the contract, which will capture
      - Signature and Name of Landlord
      - Signature and Name of the Tenant
    - **Deposit Security Money:** As both the parties sign, Tenants can pay the deposit money to the owners as per the contract.
  - **Contract Finalisation**
    - Once the security deposit has been paid, the contract will be generated with the signs from both the parties
- **Active Tenancy**
  - Users can view the property details as they have rented.
  - Users can always view the contract which both the parties have signed.

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- o Users will receive a reminder to pay the rent and the tenant can initiate the payment.
- o **Pay Rent**
  - Every month, the Tenant needs to pay rent for the property rented by them.
  - User can view the due date and amount of the rent
  - User can Pay the rent from the platform
    - By Paypal
    - By Credit Card.
  - Users can also choose to set a subscription to automatically pay the rent monthly.
  - Applications will take some margin of rent as support fees.
- o **My Payment History**
  - User can see the list of payments made as rent payments
  - User will be able to see the following details in payment history
    - Date of payment
    - Mode of Payment
    - Amount paid
    - Property and Owner details
  - User will be able to see the payment details
  - User will be able to see the transaction details
- o **Issue Management**
  - **Issues Raised**
    - Ability to view the list of issues raised by either of the parties on the platform
    - Ability to view the details of a selected issue
      - o Issue title
      - o Description
      - o Tenant name
      - o Property details
    - **Actions**
      - o Ability to comment on the issue, which can be seen by the Owner and both the parties can interact through comments
      - o Mark any issue as resolved
  - All the issues will be handled outside the platform, the app will only hold the listing of issues and their status.
- **Terminate the Contract and Mark Property Available :**
  - o Tenants can mark the property available and terminate the contract, Taking the deposit back or any settlement will be handled outside the platform.
  - o **Share Ratings and Review for Owner :** Tenants can rate the owner for their behaviour and the experience in the tenancy.
  - o **Share Ratings and Review for Property :** Tenants can rate the property for the experience in the tenancy.

- **Bookmarks**
    - Users will be able to view the list of properties they have bookmarked on the platform
    - Users will be able to view the details of a selected property
    - Users will be able to remove the property form bookmark
- **Chat**
    - Users can view all the conversations in a list.
    - Users can select any conversation to view all the messages received and sent.
    - Users can view the date and time stamp of each message.
    - Users can send a message as a text. I.e User can send chat messages.
    - Users can select a single image at a time and send in the message.
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    - Chat will remain basic with just text, image and video share and will not have Number Porting, Chat export, Multiple photos/video at a time, video/photo editing options, Read Status, Reply to selected message, Marking any chat as favourite, archive chat, contact/location/live location sharing etc.
- **Notifications**
    - Owner will receive notifications for
        - Visit Requests Status Change
        - Rent requests Status Change
        - Contract Signed
        - Rent Reminders
        - Issue raised
        - Issue Resolved
        - Comment Received.
        - Chat Message
    - Mute Notifications
- **Profile**
    - Ability to view their profile details
    - Ability to edit their profile
    - Cards Added : Ability to manage their cards for rent payment
- **Settings**
    - Change Password
    - Notifications
        - Turn on/ off
    - Terms and conditions
    - Privacy policy
    - Support
        - Contact us
        - FAQs
        - Raise an Issue
    - Help
    - Logout

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- Admin can login inside the Portal.
- Admin can use forgot password to regain access.
- **Dashboard**
  - Admin can view the numeral stats of
    - User Count In Numbers
    - Property Owners in Numbers
    - Numbers of Properties added on platform
    - Numbers of Properties currently on rent
    - Total Rents paid
  - We have not assumed any graphs and filter options as of now in scope.
- **Property Owner Management**
  - Ability to view the list of owners present on the platform
  - Ability to view the details of a selected owner
    - Personal details
    - Properties listed with Property details and Status
    - Tenants enlisted
    - Payments received
    - Ratings and Review
  - Ability to search for an owner
  - Ability to block/ unblock an owner
- **Tenant Management**
  - View all the users
  - View following details of the users
    - Basic Profile
    - Existing Property rented
    - Rent History
    - Issues
    - Ratings and Reviews
  - Search for a user
  - Block/unblock users
- **Property Management**
  - Admin will be able to view a list of all Properties on the application.
  - Admin will be able to view the details of any Property
  - Admin will be able to see the payments made on Property for rent by the users.
  - Admin will be able to remove any Property.
  - Admin can view all the ratings and reviews posted.
  - **New Properties added**
    - Admin will be able to approve or reject new Property.
  - **Rent History**
    - Admin will be able to view the due date of the rents for any selected property
    - Admin will be able to view the rent history
    - Admin will be able to view the details of the rent paid by the tenants
- **Rent Earnings Report**

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- o View total earning made from the platform through commission on rent.
- o View list of transactions made on the platform for any rent payment.
- o Admin can view the rent projection for any month based on the active contract and rent amount, So admin can view what would be the commission earning for any selected date based on the current occupancy.
- **Content management**
  - o **Amenities Management**
    - ▪ View all Amenities
    - ▪ Add new Amenities
    - ▪ Remove any Amenities added
- **Notifications management**
  - o Send notification to tenants
  - o Send notification to property owners
- **Reports and Analytics**
  - o View reports on the basis of
    - • Total properties added in a day/week/month
    - • New tenants registered in a day/week/month
    - • New owners registered in a day/week/month
    - • Payments received in a day/week/month

Assumptions

- Portrait mode Only.
- Only iPhone and Android phones for Buyers/Tenants/Owners no iPad and Tablets.
- There is no public website for any user role : Buyers/Tenants/Owners
- Admin will be a web based panel Only.
- English and Arabic as a Language for the Buyers/Tenants/Owners.
- For any Language newly added we assume it will only be added for the end user, We have not assumed any customization on the admin panel.
- Designs, Wireframe and the complete flow will remain the same for any new language added and we don't assume to create a new wireframe of any new language added.
- The Platform does not own the deposit, It will be transferred to the owner, The platform just acts as a medium to connect owners and tenants, Contract termination any conflict resolution and deposit refund is handled offline.
- We are not assuming the scenario where the rents are split between multiple tenants i.e shared property or shared tenancy use cases for now.
- We have not assumed the re-renting used case for example tenants can not extend the owners property to other users for tenancy.
- Tenants will not be receiving any downloadable invoice for all the rent payments
- There is no buying process, It's limited to search property and visit property which are available for sale. All the process and transactions for buying will happen offline.
- Report will remain as described in scope of work.

- Application will have integration with Firebase as analytics where we assume we are not pulling any information to our system, Admin can see the firebase reporting on their console itself.
- There will be only one payment gateway integration.