Homeowner Association Management System

This document defines the requirements and the user experience for a homeowner association (HOA) management system.

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Introduction

Problem

Communication between tenants and the homeowner association committee can be cumbersome.

- Tenants frequently miss messages that the committee wants to communicate.
- There is no structured tracking for issues reported by tenants.
- Voting on decisions require physical presence which causes a low vote rate.
- Tenants often complain that the they want more transparency on the expenses and how the money is being used.

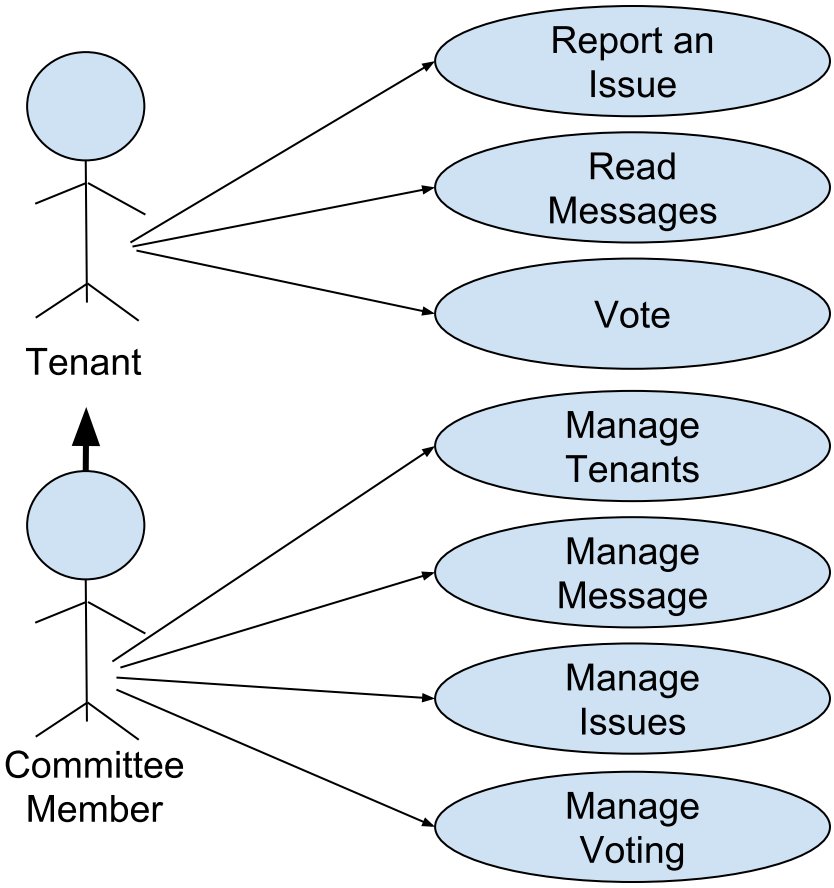
Solution

An online web application for homeowner committee and tenants.

Target Audience

- Committee member. Each building/condominium has a homeowner association which has a committee. Member of the committee will open the account and manage the tenants. A committee member might also be a tenant.
- Tenant. A tenant in a building/condominium that has a homeowner association.

Use Cases


Report an Issue
Read Messages
Vote
Tenant
Manage Tenants
Manage Message
Manage Issues
Manage Voting
Committee Member

Requirements

User Management

- As a committee member I want to sign up to the web application and create an account to my building/condominium (name, email, password, building community name, full address).
- As a committee member I want to add tenants to the account (name, email and apt number).
- As a committee member I want to view tenants.
    - Filter with free text that will apply name, email and apt.
- As a committee member I want to remove tenants from the account.

Voting Management

- As a committee member I want to create a new voting
    - Set a short description/question for the voting.
    - Set a long description with more details on the voting.
    - Set options to vote on (array of strings).
    - Set an end date for the voting.
- As a committee member I want to end a voting and publish the results.
- As a committee member I want to view the voting percentage of each voting.
- As a tenant I want to view active votes and vote on them.
- As a tenant I want to view the results of votes that ended.

Message Management

- As a committee member I want to post a new message.
    - Set a title for the message.
    - Set details (long text) for the message.
    - Set priority to message (Important, Info). Default is “Info”.
    - Upload an image. Optional.
- As a committee member I want to delete a posted message.
- As a committee member I want to update a posted message.
- As a tenant I want to view all messages sorted by date.
- As a tenant I want to filter messages by priority.
- As a tenant I want to search message by text in the short or long description.
- As a tenant I want to comment (or reply on a comment) of a message.

Issue Management

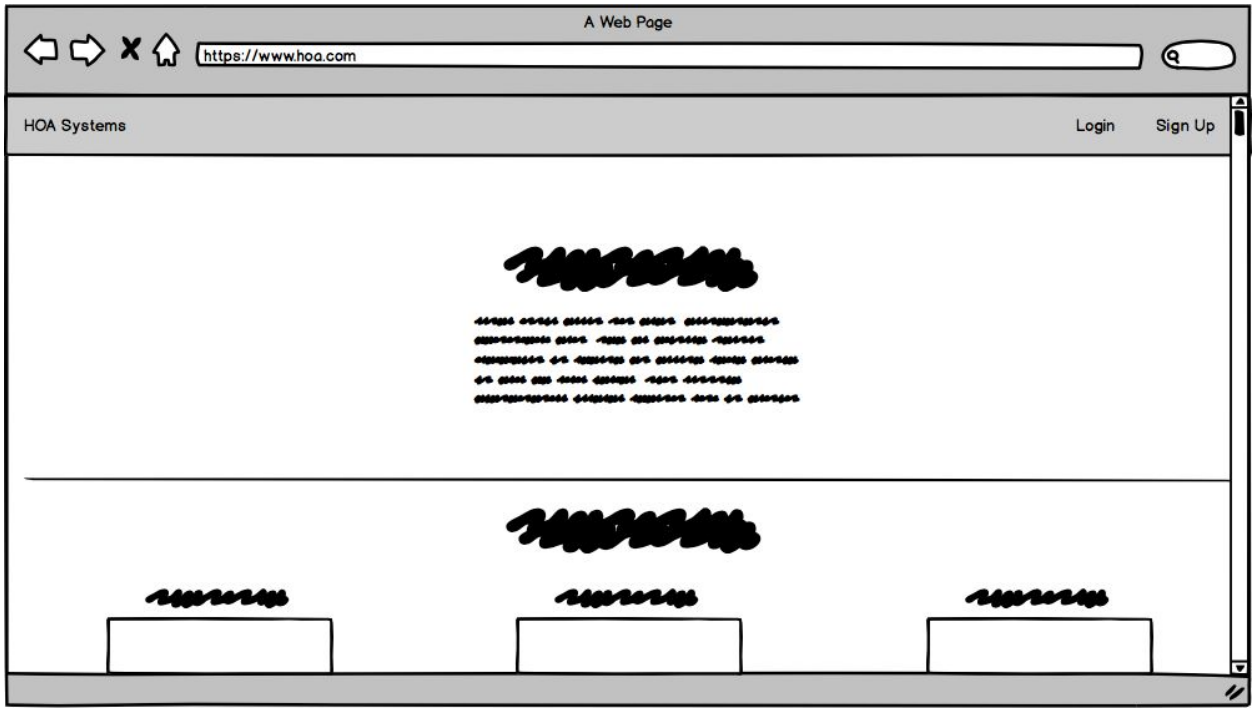
- As a tenant I want to report a new issue.
    - Set a title for the issue. Mandatory.
    - Set details for the issue. Mandatory.
    - Set priority for the issue (urgent, important, normal). Default is normal. Mandatory.
    - Upload an image. Optional.
- As a tenant I want to delete an issue that I created.
- As a tenant I want to update an issue that I created.
- As a tenant I want to close (change status) an issue that I created.
- As a tenant I want to view a list of all
- As a committee member I want to view all issues sorted by
    - Date. Default.
    - Priority.
- As a committee member I want to comment

Misc.

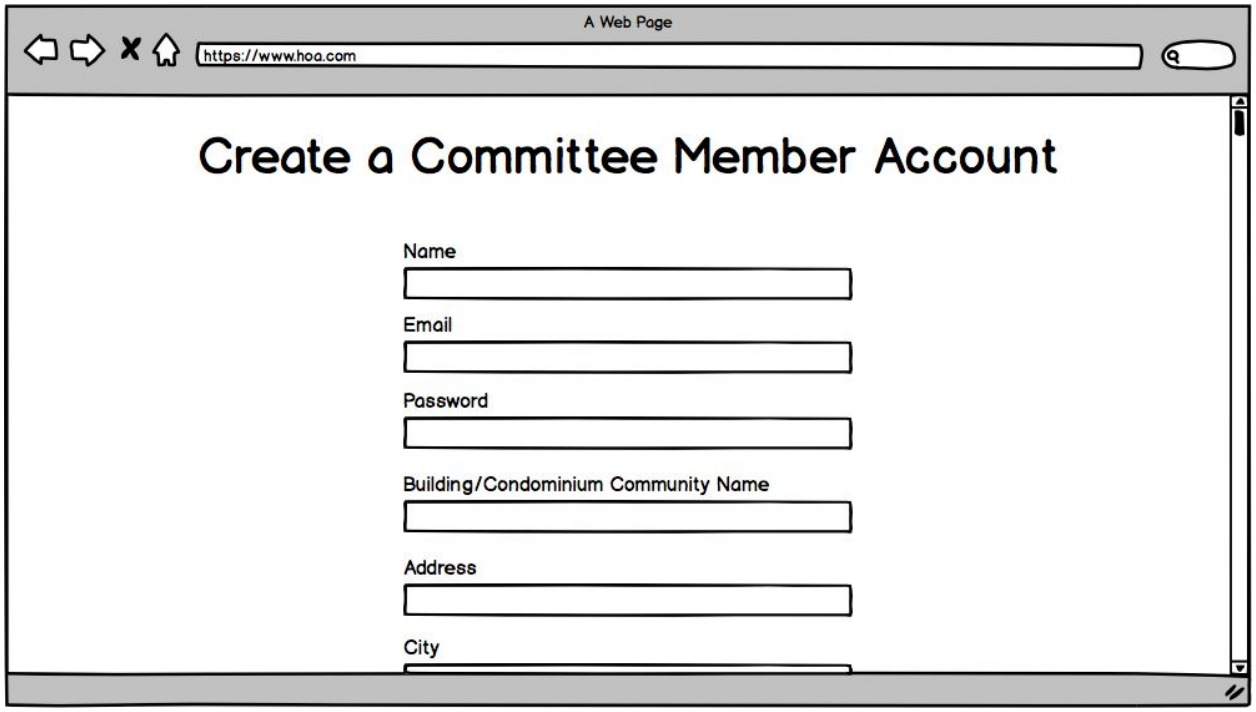
- As a committee member I want to have a dashboard that shows the following information:
    - New/Unread reported issues.
    - Issues that are open for over a week.
    - Voting percentage for current open votings.
- As a tenant I want to a have a dashboard that shows me the following information:
    - New/Unread messages.
    - Open votings that I didn't vote on.
    - Ended votes that I didn't see their result yet.
    - New/Unread issues reported.
    - New resolved issues.

Mockups

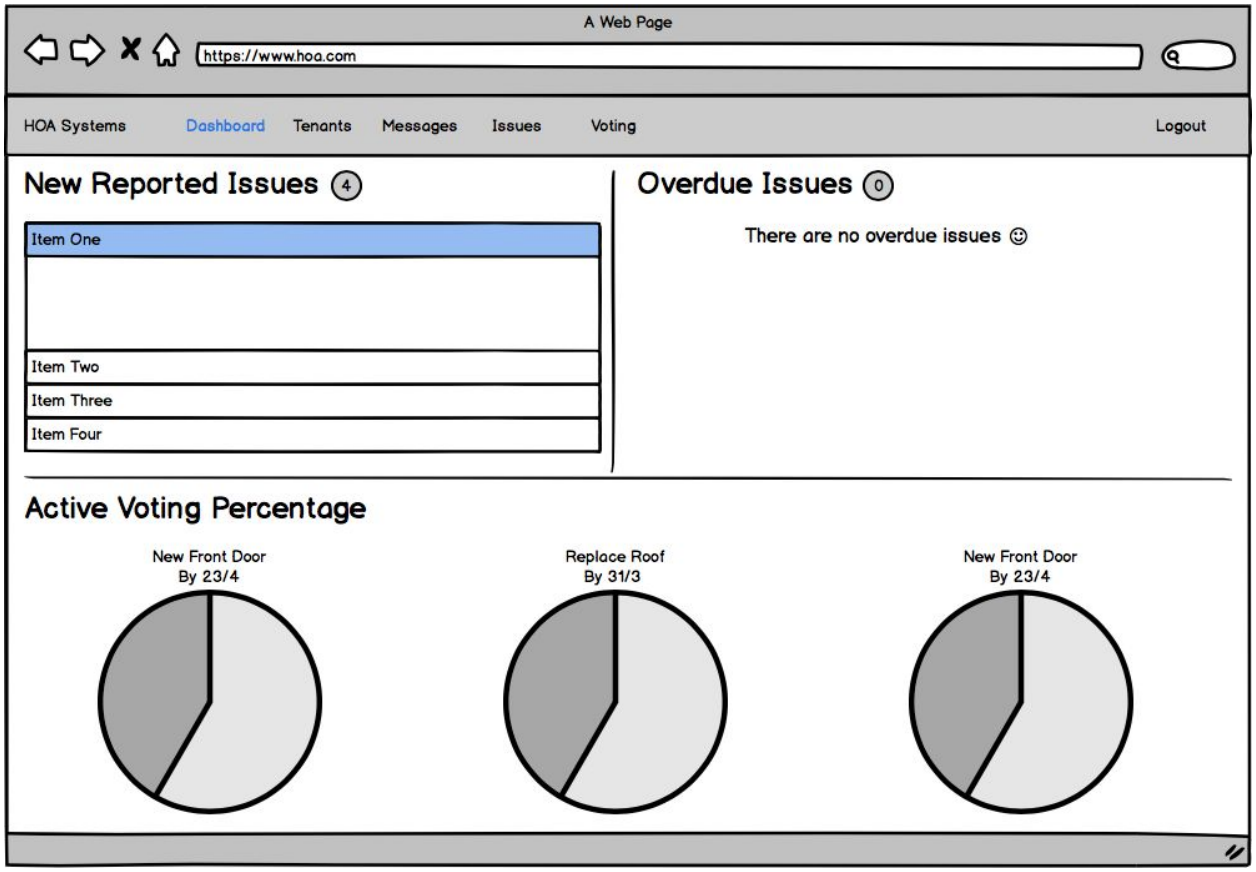
Home / Landing Page



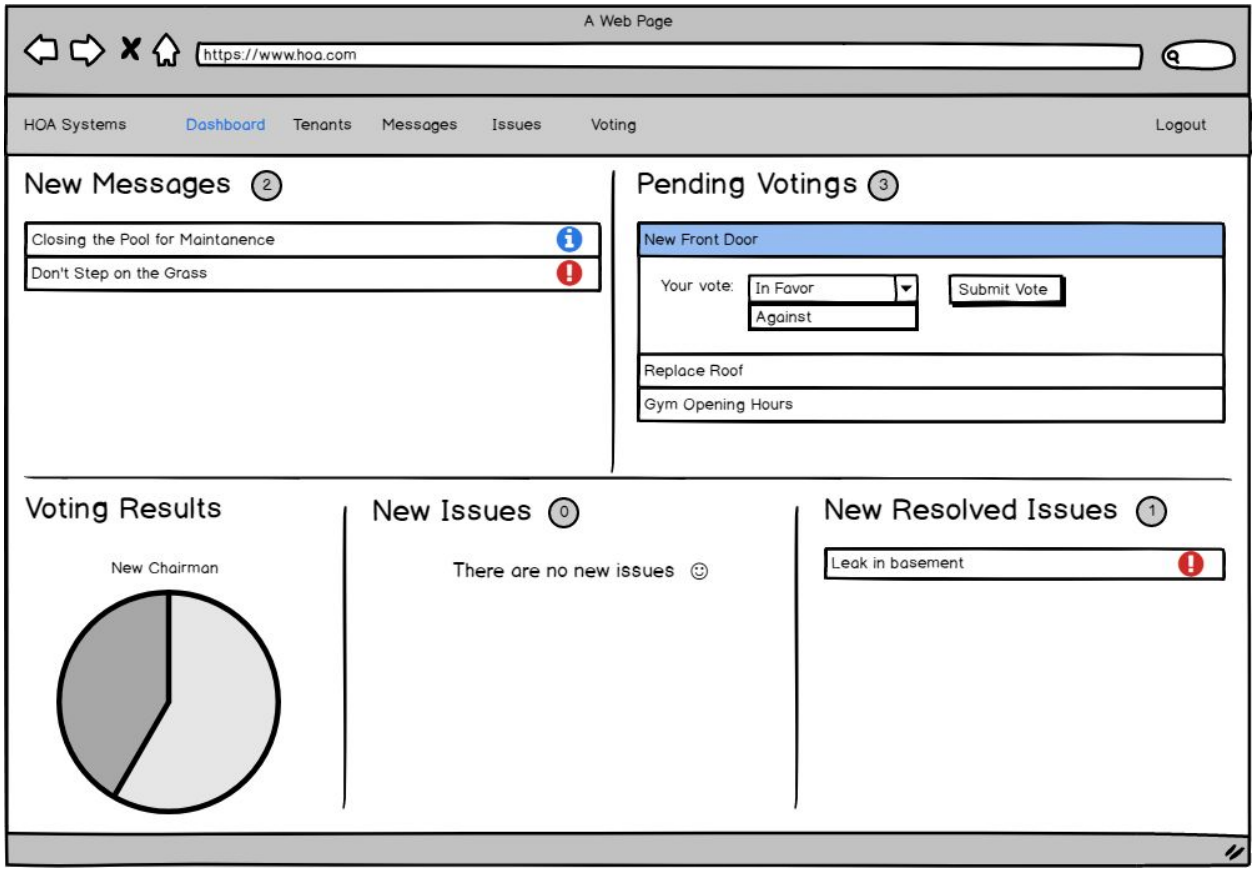
Signup (Committee Member)



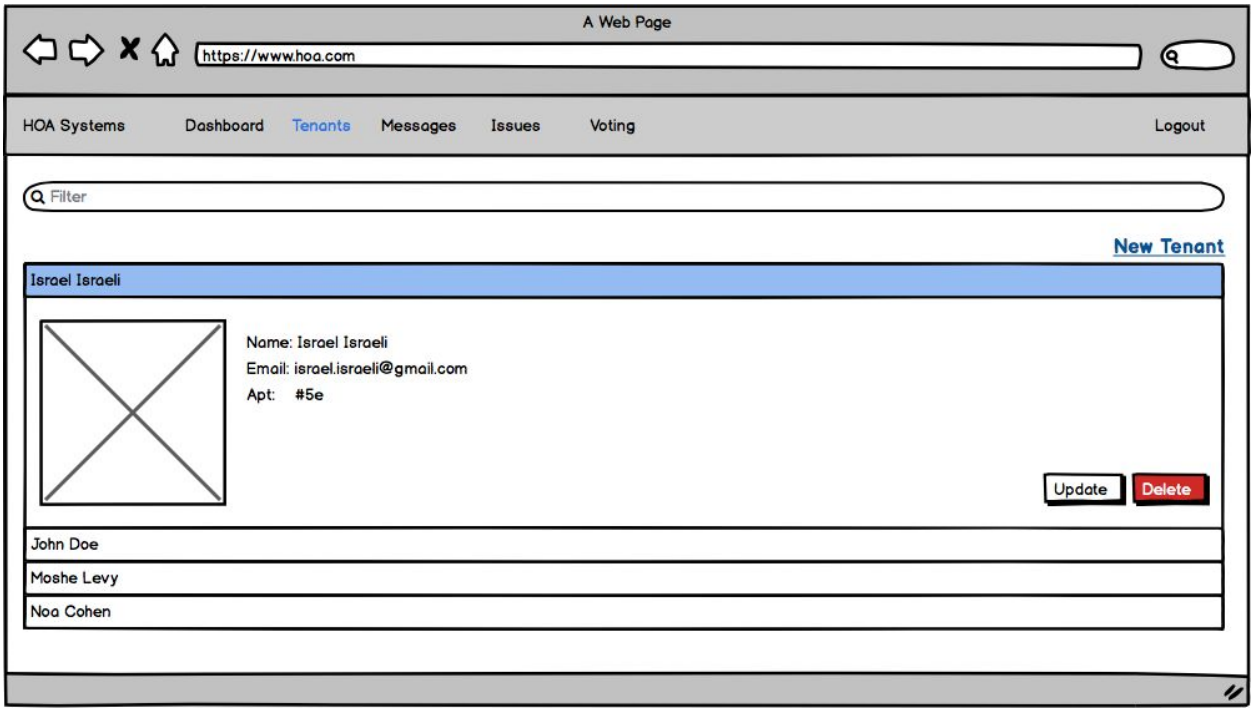
Dashboard (Committee Member)



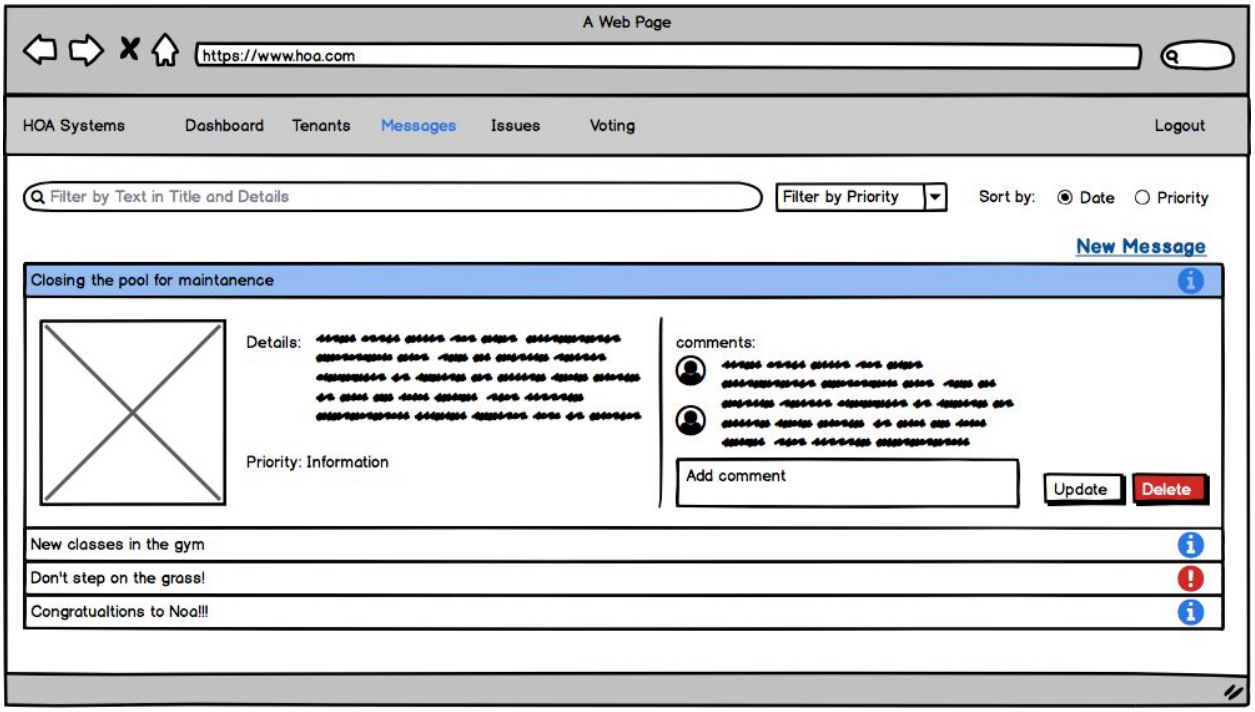
Dashboard (Tenants)



Tenants (Committee Member)

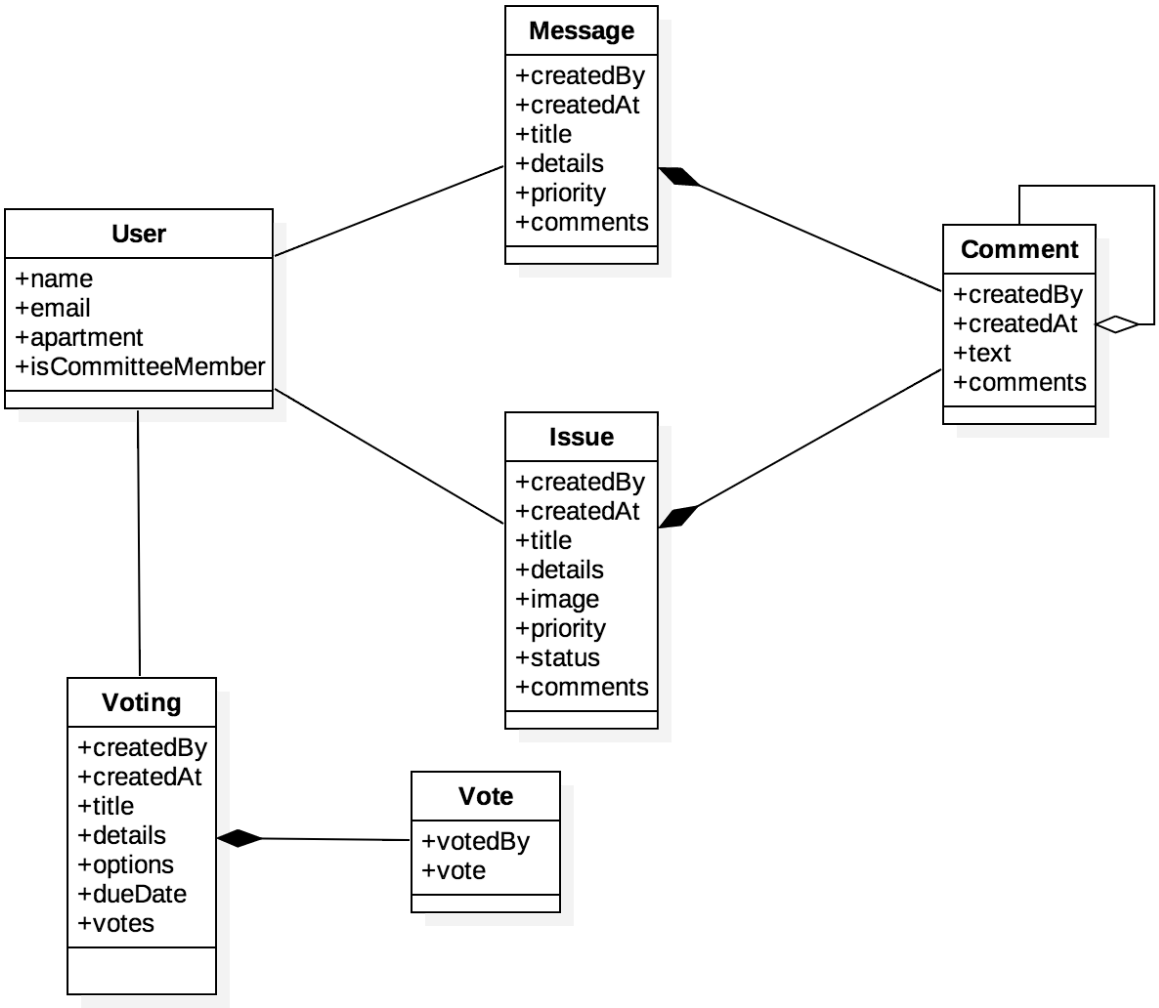


Messages



* Messages for tenants looks the same but without the “new message option”

Data Model


Message
+createdBy
+createdAt
+title
+details
+priority
+comments
User
+name
+email
+apartment
+isCommitteeMember
Comment
+createdBy
+createdAt
+text
+comments
Issue
+createdBy
+createdAt
+title
+details
+image
+priority
+status
+comments
Voting
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