

### **Client side**

- receive notifications
- send maintenance request
  - o Upload image of issue/issues
  - o Schedule maintenance time and day
- View rental contract
- Request new service (parking, cleaning..etc)
- raise an issue or complain to management
- chat with support
- get reminder before depositing cheques
- contract renewal reminder and request
- view maintenance history

### **Management side**

- send mass or client specific notifications or location specific notifications (for a building or compound)
- have reminders to deposit cheques
- crm functions (to have 2 views per unit, or per contact)
  - o Contact details of renters
  - o Unit history
  - o Maintenance history
  - o Complain history
  - o Notes
- Schedule Maintenance
  - o Relay schedule to maintenance team

### **Maintenance Team**

- To be segmented into the following:
  - o Maintenance manager
  - o Team leader
- Maintenance requests:
  - o The client will submit the request with pictures and suggested date
  - o The management will receive the request and add comments or amend it if they want to and forward it to the maintenance manager
  - o The maintenance manager will assign specific tasks to the team leader thus giving him a schedule
  - o The team leader can view the pictures, comments, and location details of the house with the name and contact number of the tenant

- The client will receive notification on when the maintenance team will be coming for the repairs
- Once repairs are complete, the team leader will upload the images as proof of completion
- The maintenance manager will later approve the repairs
- The management will then receive a notification that the job is complete