**Overview**

**Home Cleaning Service**

This document describes the Personalized Home Service Provider Website designed for premium apartments, residential communities, and premium villas/bungalows Our website offers a variety of options, including regular cleaning, deep cleaning, and outdoor cleaning. Bedrooms, living rooms, common areas, bathrooms, and kitchens are covered for regular cleaning services. We offer vehicle wash and cleaning, water tank cleaning, and solar cleaning for outdoor cleaning services. Lastly, we will also provide additional services including Commercial Sanitization and Pest Control Services. Deep Cleaning will be different from regular or spring cleaning because it reaches the deepest dirt and grime in your home. This will include cleaning after your party, as well as cleaning before moving into your new home, and before big festivals.

The users will have the freedom to choose from the above-mentioned services and customize their service package. The user will be able to book their service on an emergency basis as well as regularly. Our website will be easy to navigate, the user just needs to select the city. On the website, users will find information about the services available and the vendors with good ratings and reviews, but to book them, users will have to register or log in and select a package and time for services. The user will be able to get a copy of the invoice of the services he booked with all the information. Once the services are provided, users will submit their feedback.

**Features:**

Our project will have very simple and most important modules which are as follows:

1)User Login/Log-out Authentication:

A basic yet most needed feature will be required to authenticate the user who is registering on our website so that there is no fake and unrequired traffic on the site to keep the user experience clean and smooth. This will also help us to keep the profile of the users with us so we can take feedback and provide them with any updates which will keep the transparency between the two of us.

2)Profile Management:

The user will be able to view his profile and edit the details such as an address, contact number, and other details as well as he will be able to view his/her order history, offers, feedbacks provided, and such details too. In the same way, the service providers that are listed on our site will also be able to manage their profile in case they want to update any details, add/remove any service in the future.

3)Sorting and Searching:

The user will be able to select the city in which he/she wish to get the services and then will be shown the sorted list of all the service providers from their city/region. The user can also use filters to choose the most appropriate option from the list.

4)Registration of Service Providers:

The service providers will also have to provide their details in the registration form on our website and list all the services that they provide and other details which will help us to understand their capabilities and unique features so we can decide accordingly about their listing on our website as we believe quality over quantity.

5)Payment Facility:

We will have all major payment options listed on our website for easy transactions and transparency. The customer can choose any payment option of his/her choosing and we will provide the soft copy to the registered email address.

6)Provision of Unique ID for every order:

The customer will get a complete invoice of all the details including the services he/she has opted for, frequency of service (if opted), total bill, address, and transaction details in addition to this there will be a unique order Id which will be helpful in many ways such as to track down the details of any particular order and also for safety purposes.

7)Feedback and review:

The most important feature for both the customer as well as us is the feedback and reviews system. All the customers will be provided a feedback form to obtain the user experience and feedback for improvement on our side. The reviews will be put on our website so that whenever new users visit our website then they can have a look at the reviews of our existing customers.