**List of Customer Needs**

The customers of our BargainHunter project are categorized into four main groups-:

* Property Owners/Landlords
* Students
* Working Professionals
* Sellers

**1. Students**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirements** | | **Subscribed Student** | **Guest User** |
| 1 | **Ability to manage Accounts:** Subscribed students can create, edit, and securely delete accounts for personalized experiences. They also have the ability to modify account details. | Yes | No |
| 2 | **Password/User ID Recovery:** Subscribed students can recover credentials; guest users don't have recovery options. | Yes | No |
| 2 | **Secure Sign In/Out:** Subscribed students have secure access; guest users browse without sign-in. | Yes | No |
| 4 | **Search and view listings:** Both subscribed students and guest users can explore available items or accommodations. | Yes | Yes |

|  |  |  |  |
| --- | --- | --- | --- |
| 5 | **Request information about listings:** Subscribed students can seek details; guest users have limited inquiry options. | Yes | No |
| **6** | **Add/Remove Items from Exchange Listings:** Subscribed students can manage their exchange listings; guest users lack this feature. | Yes | No |
| 7 | **Negotiate Exchange terms:** Subscribed students can negotiate terms; guest users don't participate in negotiations. | Yes | No |
| 8 | **Receive Notifications about Exchange offers:** Both subscribed students and guest users can receive exchange offer notifications. | Yes | Yes |

**2. Working Professionals**

**2.1 Ability to Manage Accounts:** Subscribed professionals can create personalized accounts, edit details, and securely delete accounts for tailored platform experiences. This includes the ability to modify account information.

**2.2 Password/User ID Recovery:** A streamlined recovery process enables professionals to regain access in case of forgotten credentials, ensuring continuous platform engagement.

**2.3 Secure Sign In/Out:** Professionals benefit from a secure sign-in process, safeguarding their account information during interactions on the platform.

**2.4 Search and View Listings:** Efficiently explore a diverse range of items or accommodations, providing professionals with a comprehensive view of available options.

**2.5 Request Information about Listings:** Subscribed professionals can actively seek additional details about listed items or accommodations, fostering informed decision-making.

**2.6 Add/Remove Items from Exchange Listings:** Professionals have the flexibility to manage their exchange listings, allowing for dynamic adjustments based on their needs.

**2.7 Negotiate Exchange Terms:** Engage in negotiations for item exchanges or rental terms, providing professionals with the ability to tailor arrangements to their preferences.

**2.8 Receive Notifications about Exchange Offers**: Stay informed with timely notifications, ensuring that professionals are up-to-date on relevant exchange offers or accommodation listings.

**3 Property Owners/Landlords**

**3.1 Legal Responsibilities:** Understand and comply with local and national landlord-tenant laws.

Be aware of legal obligations related to property maintenance, safety, and tenant rights.

**3.2 Lease Agreements:** Clearly outline the terms and conditions in a comprehensive lease agreement.

Include details such as rent amount, due dates, security deposit, and rules for termination.

**3.3 Rent Collection:** Establish a reliable rent collection process, specifying due dates and accepted payment methods. Implement a system for tracking and documenting rent payments.

**3.4 Property Maintenance:** Regularly inspect and maintain the property to ensure a safe and habitable living environment. Address repair requests promptly and keep records of maintenance activities.

**3.5 Tenant Screening:** Screen potential tenants thoroughly, including background checks, credit reports, and rental history. Select tenants who meet established criteria to minimize potential issues.

**3.6 Communication:** Maintain open and effective communication with tenants. Provide clear channels for reporting issues and establish a process for addressing concerns.

**3.7 Insurance:** Secure appropriate insurance coverage for the property. Consider landlord insurance to protect against potential risks and liabilities.

**4 Sellers**

**4.1 Property Valuation:** Determine an accurate and competitive asking price for the property. Consider factors such as market trends, comparable sales, and the property's condition.

**4.2 Curb Appeal and Presentation:** Enhance the property's curb appeal to make a positive first impression. Ensure the interior is well-presented and decluttered for potential buyers.

**4.3 Marketing Strategy:** Develop an effective marketing plan to showcase the property. Utilize online platforms, professional photography, and other marketing tools to attract potential buyers.

**4.4 Negotiation Skills:** Be prepared for negotiations and understand the key terms that may be negotiated, such as price, closing costs, and move-in dates. Strive for a mutually beneficial agreement with the buyer.

**4.5 Legal Compliance:** Ensure all legal documentation is in order, including property disclosures and relevant paperwork. Work with a real estate professional or legal advisor to navigate the legal aspects of the selling process.