Proposal

PMtoGo

BY: Team Algorithmic Alchemist

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**ISSUED BY**

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https://github.com/abhay772/AA\_Senior\_Project

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**Introduction**

Most property management software provides property owners, managers, and landlords the foundation to keep track of their finances and business needs. These applications are tailored towards the residential bookkeeping and tenant management side of a property. However, what these applications lack, and overlook is arguably the most important factor of property management, the physical property.

Property management software mainly focuses on the accounting aspect of a business rather than the property itself. Property value and appearance need to be maintained, restored, and preserved. Algorithmic Alchemist proposes a web application that will allow property owners and managers to manage the services done to their property, services that need to be done, and much more. On the other hand, maintenance and property services companies will be able to incorporate and utilize this application to provide their customers with a tool to oversee and manage their services with that company such as canceling or requesting additional work to be done to their property.

# **Problem Scope:**

## What is the problem we want to fix?

Property managers and owners lack a foundation to effectively manage and improve their property appearance and value. Software for property management today focuses on residential businesses and the booking keeping aspect of a property. For instance, the top property manager application, Buildium allows its users to keep track of rental payments, vacancies, and accounting (Buildium). However, you need to attract and retain tenants first and foremost. For instance, Hales Property Managements published an article titled “8 ways to make your rental property more appealing to prospective tenants” in 2021 with each listing pertaining to the property’s appearance and upkeep. Property Manager to Go will allow for the common property owner and property managers to keep track of their properties and the maintenance services that are done to them. The appearance and value of a property are equally as important for reasons such as tenant attraction and retention, in addition to simply wanting a well maintained home. Thus, Algorithmic Alchemist proposes PMtoGo, an web application to meet these needs and provide a foundation for property services management.

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# **Our Product Value**

The value of our product in providing a service that organizes common tasks and services property managers use into one platform. Our goal is to provide software to solve a problem within property management. The software will focus on digitizing and organizing services that property managers use frequently for property upkeep and organize business transactions and needs. Our service provides property managers with one app that manages all their basic needs rather than property managers utilizing multiple apps. Our software also provides the feature to give services a rating based on performance. This also tells maintenance and property services companies what they can improve on and what they are doing well, improving the overall quality of work.

# Project Scope:

## **Target Audience:**

The target audience for PMtoGO will include homeowners, landlords, and property managers. These are the people who own or currently manage a residential space and need certain services to maintain or improve upon them. Secondary target audiences would be contractors, freelancers, and construction/cleaning/handyman companies. These are the people that would be providing the requested services such as cleaning, repairing, home improvement and maintenance on residential properties.

## Supported Culture:

Currently our app only supports en-US language. All transactions through the app will be in the US dollar. The current supported browser is Chrome version 104.0.5112.79 for Mac/Linux and Chrome version 104.0.5112.79/80/81 for Windows(Chrome Releases).

# Product Scope:

## Goals:

Main focus of the website will be to make the process of maintaining a property easy with an one stop website. Where the Contractors and Service Providers are able to upload their information in the forms of profiles. And, the property manager/owners are able to view these profiles, filter through them, compare, and put in a request for service. Property Manager/Owners are able to set intervals for the services.

## Limitations:

* At the initial stage the product will only be accessible from the web. Which in the future will be available as a **Mobile and Desktop/MacOS app**.
* **Payment Processing** is going to be added after the initial release, to make the payment process easier and cashless.
* At the initial deployment the app will only cover Contractors/Service Providers, and Properties in **California**.
* At the initial deployment the app will only support US-english.

# Feature Scope:

## Feature Descriptions:

For the rest of this proposal Algorithmic Alchemist will refer to property owners, managers and landlords as users and will refer to companies and organizations that provide maintenance and property services as clients.

**User Features:**

1. **Request Service:** Request service will allow users to request services from the client such as landscaping, street sweeping, janitorial, and steam cleaning or any other service the client provides.
2. **Show Services:** Show services will allow the user to view services and their status including ongoing, completed or canceled. Show services will also show the service details for each service such as the days a week a service is provided, the hours for each visit and the cost as uploaded by the client.
3. **Appointments:** Appointments will allow the user to schedule appointments with the clients representatives**.** Appointments will allow users to schedule meetings for more important requests or property walkthroughs.
4. **Cancel Service:** Cancel servicewill allow clients to request service cancellation. A request can be automatically completed or require further speculation from the client. The user will be updated according to the company's cancellation policy.
5. **Service Frequency Change:** Service Frequency Change will allow the user to request a change in the frequency of ongoing services such as times a week, bi-weekly, monthly, quarterly, or annually. The user should also be able to pick the day of the week they want their service done.
6. **Dashboard:** Dashboard will be where the users can find their upcoming appointments or service days sorted by the soonest to latest date.
7. **Service Rating:** Service ratings will allow users to rate their experience with the company and their performance.

**Client Features:**

1. **Dashboard:** Client representatives will also have a dashboard that shows their upcoming appointments with users sorted by the soonest to latest date.
2. **View Request:** View Request will allow for clients to see any request made by users such as adding, canceling or changing the frequency of a service.
3. **Update Service**: Update service will allow client representatives to update any changes to the user services such as the frequency change, cancellation status such as pending or accepted and service status such as ongoing or finished.
4. **Service Rating:** Service Rating will allow clients to rate their users after a service is provided or canceled as difficult or as pleasant and will work with again.

# **Competitors**

## Buildium

Buildium is a cloud-based solution for property managers to monitor and maintain their business from wherever they may be (*Buildium Reviews, Demo & Pricing - 2022*). It offers a myriad of features, such as online rent payments and vacancy listing, but important for comparison to our offering, Buildium also allows tenants or employees to submit maintenance requests. These requests can be set as recurring, and vendor payment for maintenance requests can be done through Buildium (*Buildium*).

## DoorLoop

DoorLoop prioritizes providing property owners/managers with analytics, presented in a clear, graphical format. Allowing for quick assessment of a property’s success anywhere, anytime. DoorLoop offers a space for tenants to submit maintenance requests as well (*DoorLoop Reviews, Demo & Pricing - 2022*). The property manager, or their staff, must still arrange for a vendor to address the request, but DoorLoop makes it easy for tenants to receive updates about their request (*DoorLoop*).

## RentRedi

RentRedi provides property owners/managers with a suite of features designed to make their work easier. They can collect remote rent payments, list properties on popular sites such as Zillow, and vet potential tenants (*RentRedi Reviews, Demo & Pricing - 2022*). For the tenants of a property that utilizes RentRedi, they can schedule rent payments and reminders, as well as make maintenance requests with short videos of the issue from their phone. RentRedi includes an optional feature to entirely automate maintenance requests. Their automated coordinator will allow tenants to select third-party service providers, with a budget set by the property owner, and will send updates to the tenant about their request (*RentRedi*).

**Our Vision**

**Evolution of our product:**

For the future, we plan to evolve our application to be accessible as a mobile application and be supported on many other platforms such as Desktop and MacOS. We would also like to incorporate a payment processing system to allow users to make payments online or through the app. We plan to add more language support in the future for the app i.e. Spanish. And also the app will cover more states in the future.

In the meantime, our product will provide users with peace of mind and around the clock access to the services provided by clients. This product will act as a medium that will expedite the process of getting services like cleaning, repairing, home improvement and maintenance provided. Our product will also increase response time for the common services changes and requests, all while alleviating and assisting client representatives' workload by redirecting them to the app. For homeowners, landlords, and property managers to get the services they need. For contractors, freelancers, and construction/cleaning/handyman companies to provide those services.

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