<u>ABSTRACT</u>

<u>Title:</u>

Apartment Maintenance & Complaint Portal

<u>Objective:</u>

The **Apartment Maintenance & Complaint Portal** is a web-based application to simplify the management of apartment maintenance activities and resident complaints. The system provides a digital platform for residents, committee members, and technicians to interact and manage apartment-related tasks efficiently.

<u>Description:</u>

The **Apartment Maintenance & Complaint Portal** is a web-based application to simplify the management of apartment maintenance activities and resident complaints. The system provides a digital platform for residents, committee members, and technicians to interact and manage apartment-related tasks efficiently.

Residents can log in to the portal to **submit complaints**, such as plumbing or electrical issues, and **track their resolution status** in real time. The **committee members (admin)** can monitor all complaints, assign them to appropriate technicians, and manage overall apartment operations including **maintenance billing, payments, and announcements**. Technicians can view and update the status of their assigned tasks, and ensuring better coordination.

<u>Modules:</u>

Main modules are:

1. Committee members (Admin)
   - Login
   - Basic data
   - Manage profile
   - Manage technicians
   - Manage complaints

- Manage announcements

2. Residents
   - Login
   - Manage profile
   - Add complaints
   - View announcements

3. Technicians
   - Login
   - Manage profile
   - View assigned works
   - Update work status

4. Guest
   - Resident registration
   - Technician registration

Technologies Used:

- Frontend: HTML, CSS, JS
- Backend: Python Django