Ideation Phase
Define the Problem Statements

Date	01 NOV 2025
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Project Name	Lease Management System

Customer Problem Statement Template:

Property managers, tenants, and landlords face challenges in efficiently managing lease agreements, renewals, and payment tracking. Manual processes often result in missed deadlines, incomplete records, and compliance risks. It becomes difficult to maintain transparency and ensure timely communication among all parties. They need a centralized digital solution that automates lease tracking, payment reminders, and document management. This system should ensure compliance with lease terms, provide alerts for renewals, and maintain accurate, accessible records. Such a solution would improve operational efficiency, reduce human error, and strengthen trust between stakeholders.

Problem	Description	Solution	
Lease Tracking Err	Manual tracking of lease start and end date often causes missed renewals and unplanne vacancies.	Automate lease tracking with ale for upcoming renewals and expirations.	
Payment Management Issu	Rent and deposit payments are not consistently recorded, leading to financial discrepancies.	Integrate automated payment reminders and transaction logs fo accurate tracking.	
Document Mismanagement	Paper-based or scattered digital documents make it hard to locate lease agreements.	Centralize document storage with search and version control featur	
Compliance Risks	Missing documentation or expired leases cause legal and compliance issues.	Implement compliance checks an mandatory documentation verification.	

Communication G	Delays in updates between landlords and tenants create misunderstandings.	Add a notification system and sha dashboard for transparent communication.

Problem & Solution Table

Example:

Problem Statement (I	I am (Custom	I'm trying	But	Because	Which makes feel
PS-1	A Property Manager	Track lease renewals	the system doesn't notify me in time	there's no automated reminder for lease expirations	stressed and disorganized
PS-2	A Tenant	Keep payme records	payments are hard verify	the system doesn't show clear payme history	confused and uncertain

☑ **Problem Statement PS 1:**
As a property manager, I'm trying to track lease renewals and ensure all contracts are updated on time. However, the current system doesn't alert me before leases expire, causing delays and potential revenue loss.
This makes me feel stressed and disorganized as I need to manually check multiple records. An automated reminder and renewal workflow would save time, reduce errors, and ensure business continuity.

☑ **Problem Statement PS 2:**

As a tenant, I want to verify my rent payments and track my deposit status easily. However, the system lacks clear visibility into my transaction history, making it difficult to confirm payments.

This causes confusion and uncertainty. A transparent digital record with automated receipts and alerts would help build trust and prevent disputes.