Business Functionalities - Building Management

Common across Hotels, Rentals, PGs, Schools, and Other Building Types

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1. OCCUPANCY & UNIT MANAGEMENT

What it does: Track which units/rooms are occupied, available, or under maintenance.

- Mark units as available, occupied, reserved, or blocked

- View occupancy status in real-time

- Check occupancy rates by unit type, floor, or building

- Manage unit capacity and maximum occupancy

- Track which guest/tenant is in which unit

- Set unit status (operational, under renovation, closed)

- Manage furnishing status (furnished, semi-furnished, unfurnished)

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2. GUEST/TENANT/OCCUPANT MANAGEMENT

What it does: Register and manage information about people staying in units.

- Register new guests/tenants with personal details

- Verify identity (KYC) and background checks

- Maintain occupant profiles (name, phone, email, address, emergency contact)

- Track occupancy start and end dates

- Store occupant documents (ID, passport, visa)

- Maintain occupant contact information

- Track occupant communication preferences

- Manage occupant complaints and requests

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3. BOOKING & RESERVATION (Mainly for Hotels/Hostels)

What it does: Allow guests to book rooms in advance.

- Create and manage booking requests

- Show availability calendar

- Process online bookings

- Manage booking confirmations

- Track reservation dates and duration

- Handle walk-in check-ins

- Manage advance payments for bookings

- Track booking source (online, phone, agent, etc.)

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4. CHECK-IN & CHECK-OUT PROCESSES

What it does: Manage the arrival and departure of guests/tenants.

Check-in:

- Verify guest/tenant identity

- Assign room/unit to guest

- Distribute keys/access cards

- Collect deposits and payments

- Brief guest on house rules and amenities

- Record check-in time and date

- Conduct initial unit inspection

Check-out:

- Conduct final inspection for damages

- Check all keys/access cards returned

- Calculate final bills and charges

- Deduct damages from deposits

- Authorize refunds

- Document any issues

- Record check-out time

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5. DEPOSIT MANAGEMENT

What it does: Handle security deposits and damage deposits.

- Collect deposits from tenants/guests at check-in

- Hold deposits securely in bank/account

- Document deposit receipt and amount

- Inspect unit for damage during occupancy

- Deduct damage costs from deposit

- Calculate deposit refund amount

- Process refunds after checkout

- Handle dispute claims on deductions

- Track refund status (pending, processed, completed)

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6. LEASE & AGREEMENT MANAGEMENT

What it does: Create, manage, and renew rental agreements.

- Create lease agreements with terms and conditions

- Set lease duration (6 months, 1 year, 2 years, etc.)

- Define rent amount and payment schedule

- Add special clauses (pets, visitors, quiet hours, etc.)

- Get digital signatures on lease

- Store signed lease documents

- Track lease renewal dates

- Renew leases with updated terms

- Terminate leases and document reasons

- Track lease history

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7. RENTAL/BILLING & PAYMENT MANAGEMENT

What it does: Calculate charges, issue bills, and track payments.

- Calculate rent/room rate based on pricing rules

- Generate monthly/periodic invoices

- Apply discounts (advance booking, group, long-term, etc.)

- Add extra charges (parking, amenities, utilities, etc.)

- Calculate taxes (GST, VAT, etc.)

- Track payment due dates

- Record payments (cash, bank transfer, card, digital wallet)

- Identify overdue payments

- Send payment reminders

- Apply late payment penalties

- Generate payment receipts

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8. FINANCIAL MANAGEMENT

What it does: Track income and expenses, ensure profitability.

- Track all revenue (rent, fees, amenities, deposits)

- Track all expenses (maintenance, salaries, utilities, insurance)

- Reconcile payments and receipts

- Generate financial reports (P&L, cash flow)

- Compare actual vs budgeted spending

- Calculate profitability per unit/building

- Monitor outstanding dues

- Track payment collections

- Generate tax reports

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9. MAINTENANCE & REPAIRS

What it does: Schedule, track, and manage building maintenance.

- Log maintenance requests (from tenants/guests or staff)

- Categorize by type (preventive, corrective, emergency)

- Schedule maintenance at convenient times

- Assign maintenance work to staff/contractors

- Track maintenance progress and completion

- Record maintenance costs

- Schedule preventive maintenance (quarterly, annually)

- Track maintenance history per unit/system

- Get maintenance audit reports

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10. HOUSEKEEPING & CLEANING MANAGEMENT

What it does: Manage cleaning schedules and cleanliness standards.

- Create cleaning schedules (daily, weekly, monthly)

- Assign housekeeping staff to units

- Track cleaning completion status

- Maintain cleaning checklists (bathroom, kitchen, bedroom, etc.)

- Document cleanliness issues

- Manage cleaning supplies inventory

- Schedule deep cleaning

- Manage turnover cleaning after checkout

- Rate cleanliness quality

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11. UTILITIES MANAGEMENT

What it does: Track and manage water, electricity, gas, internet, etc.

- Record meter readings (electricity, water, gas)

- Calculate consumption per unit

- Track high usage alerts

- Manage utility billing (shared or individual)

- Apportion common utilities among units

- Track utility payment status

- Report on utility expenses vs usage

- Monitor for utility leaks/wastage

12. DEPOSIT & REFUND PROCESSING

What it does: Handle deposit collection, holding, and refunds.

- Collect security deposits and damage deposits at occupancy start

- Hold deposits in designated account

- Inspect for damages during occupancy

- Calculate deduction amounts for damages

- Generate refund statements

- Process partial or full refunds

- Track refund history

- Handle refund disputes/appeals

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13. COMMUNICATION & NOTIFICATIONS

What it does: Keep tenants/guests informed about important information.

- Send occupancy confirmations

- Send payment reminders and receipts

- Send maintenance/repair notifications

- Send house rule violations/warnings

- Send lease renewal notices

- Send checkout reminders

- Send emergency alerts

- Handle tenant/guest queries and complaints

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14. COMPLIANCE & REGULATORY

What it does: Ensure compliance with laws and regulations.

- Track licenses and permits (operating license, building permit, etc.)

- Monitor license expiry and schedule renewals

- Track regulatory certifications (fire safety, building approval, occupancy cert)

- Maintain audit compliance

- Document regulatory inspections

- Track compliance violations

- Generate compliance reports for authorities

- Maintain records for tax purposes

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15. SAFETY & INCIDENT MANAGEMENT

What it does: Manage safety issues and incident response.

- Log safety incidents (fire, flood, injury, theft, etc.)

- Categorize by severity (critical, high, medium, low)

- Track incident investigation

- Record corrective actions

- File police/authority complaints if needed

- Document incident evidence

- Generate incident reports

- Track follow-up actions

- Implement preventive measures

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16. SECURITY & ACCESS CONTROL

What it does: Manage building access and security.

- Issue access cards/keys to occupants

- Track key/card distribution

- Enable contactless access (RFID, mobile, etc.)

- Log access entries/exits

- Manage restricted areas

- Monitor unauthorized access attempts

- Track key returns at checkout

- Generate security reports

- Manage visitor access

17. AMENITIES MANAGEMENT

What it does: Manage shared amenities and their usage.

- Track amenity availability (gym, pool, parking, WiFi, etc.)
- Set amenity operational hours
- Create amenity usage schedule/booking
- Charge additional fees for amenity usage
- Track amenity maintenance
- Generate amenity usage reports
- Manage amenity capacity limits

18. PARKING MANAGEMENT

What it does: Manage parking spaces and charges (if applicable).

- Allocate parking spaces to units/occupants
- Track parking availability
- Apply parking charges (included or separate)
- Track parking violations
- Manage parking payments
- Generate parking reports

19. POLICIES & RULES ENFORCEMENT

What it does: Define and enforce house rules.

- Define check-in/check-out times and policies
- Set pet policies and associated charges
- Define visitor policies and hours
- Set quiet hours and noise policies
- Define smoking/alcohol policies
- Define guest capacity per unit

- Track policy violations

- Issue warnings for violations

- Document violations for dispute resolution

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20. REPORTING & ANALYTICS

What it does: Generate insights from operational data.

- Occupancy rate reports (daily, monthly, yearly)

- Revenue reports (per unit, per month, trend analysis)

- Expense reports and budget variance

- Tenant/guest profile reports

- Payment collection reports (received, pending, overdue)

- Maintenance history reports

- Compliance status reports

- Safety incident reports

- Financial P&L reports

- Forecasting (occupancy, revenue projections)

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21. TENANT/GUEST PROFILE & HISTORY

What it does: Maintain historical records of all occupants.

- Store complete occupancy history

- Maintain occupant behavior records (complaints, violations)

- Track multiple stays (for returning guests)

- Record payment history

- Store references (for future applications)

- Document ratings/feedback from tenants/guests

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22. RATE & PRICING MANAGEMENT

What it does: Manage different pricing models.

- Set base rates per unit type

- Create seasonal rates (peak, off-season)

- Apply promotional rates

- Set corporate/bulk rates

- Apply group discounts

- Set early bird discounts

- Apply long-term occupancy discounts

- Weekend/holiday surcharges

- Extra guest charges

- Discounts by booking source

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23. DOCUMENT MANAGEMENT

What it does: Store and manage all building-related documents.

- Store lease agreements

- Store registration documents (deed, ownership proof)

- Store compliance certificates (fire safety, building approval)

- Store licenses and permits

- Store insurance policies

- Store audit reports

- Store floor plans and blueprints

- Store occupant documents (ID, passport)

- Store maintenance records

- Version control on documents

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24. NOTIFICATIONS & ALERTS

What it does: Send timely alerts for important events.

- Alert on overdue payments

- Alert on lease expiry for renewal

- Alert on upcoming maintenance schedules

- Alert on license/permit expiry

- Alert on compliance violations

- Alert on high occupancy/vacancy

- Alert on safety incidents

- Alert on meter reading cycles

- Alert on insurance renewal

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25. EMERGENCY PROCEDURES

What it does: Manage emergency situations.

- Maintain emergency contact list

- Define emergency procedures (evacuation, lockdown)

- Track emergency incidents

- Coordinate emergency services response

- Document emergency actions taken

- Generate post-emergency reports

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26. REPORTING TO AUTHORITIES

What it does: Generate compliance reports for government/authorities.

- Generate tax reports (property tax, GST returns)

- Generate occupancy reports to municipality

- File compliance audit reports

- Report incidents to police

- Report accidents to labor department (if applicable)

- Maintain regulatory documentation

BUSINESS TYPE SPECIFIC FUNCTIONALITIES

HOTELS/HOSTELS:

- Booking and reservations
- Check-in/check-out automation
- Housekeeping management (daily cleaning)
- Online guest feedback/ratings

RENTALS:

- Lease management
- Long-term deposit handling
- Tenant background verification
- Notice period management

PGs/HOSTELS:

- Shared amenities management
- Co-occupant management
- Short-term stay management
- Utility sharing and billing

SCHOOLS:

- Classroom/facility scheduling
- Student attendance in classrooms
- Staff scheduling
- Academic calendar management
- School event management

COMMERCIAL/OFFICE:

- Corporate tenant management
- Corporate lease agreements
- Shared office space management
- Business hours policies

SUMMARY

These 26 functionalities cover the complete lifecycle of:

- ✅ Unit/Space occupancy

- ✅ Guest/Tenant management

- ✅ Financial transactions

- ✅ Maintenance operations

- ✅ Compliance and safety

- ✅ Communication and notifications

- ✅ Reporting and analytics

All building types (Hotels, Rentals, PGs, Schools, etc.) use these functionalities to different degrees based on their business model.