Homeowner Association and Property Management Applicaiton

Week 1

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Our project is based on the idea of a mobile application that allows its users to submit work requests, such as architectural improvements and maintenance repairs, to Property Managment Companies or Homeowners Associations (HOA) for approval. An application like this has several benefits in today’s business environment. First, we believe it will expedite the work request process making homeowner’s more likely to use the application. Second, we believe it will offer a better way for Property Manager’s and HOA’s to manage work request and complete tasks. Lastly, we believe that the application could be a platform for contractors to bid on projects or even advertise their services.

A key part of Homeowner Associations has been the communication between the members (tenants) with the management/supervisory board. Excluding financial exchange for membership, there exists a need for members to communicate with the HOA to obtain approval for changes to the exterior and interior of their homes. This is traditionally done using phone communication and paper forms that need to be submitted for processing by the HOA. The HOA may also need to communicate policy changes to the HOA members, which is typically done through placing a notification in the members mailbox or taped to their door.

This process is inefficient and error prone, as physical copies can be lost, the member has no record of when their form was sent and the progress of the approval. The HOA must spend time to keep track of all requests and any physical notifications to their members may also be lost. Implementing an application to handle communication between members and managers will provide a digital record that can be tracked by all parties and cannot be lost. It will nearly eliminate the need to maintain and track any physical paperwork and allow all members access to the most current policies.

These issues also apply to the needs Property Managers, communicating to their tenants. Excluding financial exchange for rent, the tenant may need to notify the landlord of issues with the property that need repair or maintenance. This communication is usually done by phone. Once the call has been made there is no record that the tenant can check to ensure that the issue is being resolved. If the Property Manager receives a request, if not immediately recorded, then the request can be forgotten or misunderstood. If there are several requests from several properties, then organizing these requests can become time consuming. Implementing an application to handle these types of communications will provide a digital record that can be referenced by both tenant and Property Managers. This can greatly increase the efficiency with how this communication occurs.

The objective of this Homeowners Association and Property Management application, from the customers perspective, will provide a streamline ability to submit and view work requests. The work requests submitted by tenants might include, but are not limited to, changes in yard configuration and upkeep, the maintenance or replacement of light fixtures and outlets, and the repairing or replacement of appliances. The work requests submitted will be reviewed by management/supervisory board for approval. Upon approval, any outsourcing that will require a bidding process can be pursued. Once work requests are approved and a bid has been accepted, a notification of final approval will be provided.

The scope of the Homeowners Association and Property Management (PM) application is relatively straight forward. The application will require the user, tenant, to login to the application. The login will establish the identity of the tenant and there residence. Once logged in, the user will be able to not only create new work requests but also view there requests, its status, as well as provide and receive feedback about the job performed. Additionally the user will be able to cancel there requests at any time during the process. Not only will the HOA/PM application provide tenants with a portal for making requests, but management will also be able to log in to review requests, provide feedback to tenants, assign any third party contractor or on site maintenance worker, and ultimately approve or deny requests.

For the Homeowners Association and Property Management application, the stakeholders of the project are the owners, Home Owners Association or Property management organizations, onsite management/supervisors, maintenance workers and agile team. Communication will be maintained with homeowners and tenants on issues of concern or type of problems they want to commonly report to the HOA management/Property Management team. In addition the homeowners and tenants can also tell communicate with the agile team on how to best serve their needs of communication with the maintenance and management groups. The management team will be provided a portal that allows the tracking of work orders and its progress, as well as functionality to provide feedback. Ultimately we expect the management team to be the end customer and financially support the development of this application. Lastly maintenance workers need to communicate how they would like to interact with the service requests i.e. indicating if a project is in progress versus if it is done and if things like taking images or notes would be useful as well as a billing system. Having these three groups interact with their portion of the system will help us define if there are any overlapping portions between the groups that we as agile developers must account for during planning.