Student House BV

Project Plan

INTRODUCTION - CLIENT

- Student Housing BV is a company that offers accommodation to students who study in the Netherlands. They have multiple buildings with 7 rooms each displayed on 2 floors and some shared facilities such as a kitchen, 2 bathrooms, a living room and a storage space. They can be contacted through both the telephone and email, but also at the restaurant during the working hours.
- They started receiving complaints from clients about people not cleaning the shared facilities, disposing of the garbage on time or paying for the shared supplies. Moreover, unannounced parties and gatherings kept happening as well as random guests staying for entire weeks.

CURRENT SITUATION

Since they started receiving more and more complaints about serious problems, Student Housing BV believes that there are even more minor issues that are not being communicated by the students. As an extra service, they want to deliver an application the clients could use to make agreements between them, file complaints or see the house rules without directly contacting the company. The application should have different levels of security for different users and will be checked regularly by some members of the staff.

OUR TEAM

- Ciupercă Diana – Team leader
- Draganova Denitsa – Developer
- Garkov Aleksandar– Developer
- Garboutchev Antonio – Developer

PROBLEM DEFINITION

- **Cleaning the common spaces**
  - Shared facilities (living room, kitchen, bathrooms etc.) are not being cleaned on time, or are cleaned by the same people over and over again. **Why?**
  - Because people are forgetting or are disinterested. **Why?**
  - Because they don't have a schedule or some rules to follow.

- **Payment for shared supplies**
  - People are buying supplies for the whole building such as dish soap, toilet paper, cleaning products etc. and they don't receive their money back from their housemates, even though the products are for general use. **Why?**
  - Because people often forget what was bought, who bought the products or they are not even aware that supplies have been bought at all. **Why?**
  - Because it is difficult to inform an entire building and keep track of every purchase that has been made.

- **Garbage disposal**
  - Garbage is not disposed of on time (the days on which the garbage truck comes). **Why?**
  - People don't know the schedule of the garbage truck. **Why?**
  - They are not given all the information or don't know what to ask.

- **Unannounced parties**
  - People are throwing parties and have people over without informing the other housemates or getting their approval. **Why?**
  - They don't care about what their housemates think or they don't know about their boundaries. **Why?**
  - They don't talk to them to each other in order to arrange agreements.

- **Lack of proper communication**
  - People don't properly discuss between them and often problems appear because of that. **Why?**
  - They are not comfortable with each other and don't spend enough time together in order to get to know each other better. **Why?**
  - They have different friend groups and can't find time to sit together due to their different schedules. **Why?**
  - They don't have the means necessary to easily organize meetings.

PROJECT GOAL

The team will create an IT solution, which will solve the communication problems between the housemates as well as creating a more organized environment in which each member has to do tasks. It will make the accommodation more welcoming for new tenants.

- Assign tasks for each member of the house
- Give possibility to send public or private complaints
- Create a space for making proposals
- Possibility of creating agreements between tenants
- Offer information and present house rules
- Offer contact info for each tenant as well as the supervisor(s) of the building
- Create a friendly and organized environment
- Improve quality of living

DELIVERABLES – MOSCOW PRIORITIZATION

- **Must have:**
  - Project Plan
  - Figma prototype
  - Planning
  - Windows form application (login form, student's form, manager's form)
  - Database
  - Account creation
  - Different security levels
- **Should have:**
  - Images and icons for buttons
  - Own logo
  - Gant chart
  - Contact information
  - Styling
- **Could have:**
  - Sound signals
  - Manual page
  - Notification bell
- **Will not have:**
  - Mobile application

RISK ASSESSMENT

Potential risks	Probability of occurrence	Potential impact on the workflow	Actions to prevent such risks
Inaccurate estimates	Low Medium High	In terms of time management and assignment planning, the probability of setbacks does really exist. The problem can occur especially when there is a lack of good organization and communication.	Not knowing ourselves or each other is the main reason for this problem. If we are sincere, exchange ideas and ask for help, it becomes easy to overcome.
Under-communication	Low Medium High	Good communication is absolutely crucial for group projects, because all the group members can exchange information, ideas, report progress and mistakes. That's why it's absence will lead to a negative impact on the progress.	This can be easily avoided by always staying in touch and communicating every problem we encounter, be it personal or professional.
Low team motivation	Low Medium High	When team members have no motivation, they will do the bare minimum. A team member with no motivation is content to let the others take the bulk of the work and becomes easily distracted by non-work activities, such as talking on the phone or surfing the internet.	Meeting each other in real life and discussing problems is the best way to keep the members motivated. Also, when someone does something extra, with a big impact for the project, they should be recognized for it. This gives the feeling of usefulness, which will make the person strive for more and work harder.
Executive support disregarding project meetings	Low Medium High	Without any assessment or feedback on the project from the teachers, we won't know if we are on the right track regardless of our efforts. We might fail to provide a good solution simply because we weren't conducted in the right direction.	We make weekly team meetings with the teachers to show them our progress and ask for constant feedback.

Much space for interpretation	Low Medium High	Since we have little information on the subject, we have room for interpretations and we might get lost in the process and not follow the main path. Since we are really creative we want to implement many features we consider interesting and in the end it might not be the solution we were asked to provide.	We need to devise what is mandatory to implement and think from both the tenant's and the supervisor's perspective in order to come up with a good design.

COMMUNICATION METHODS

- **Trello** - We assign tasks for each member in Trello and we decide how long it takes to complete said tasks. We expect that each member will do their work in the designated timeframe and we expect professionalism and hard-work in order to finish the best version of our project on time.

- **What's app** – We send here our work and we ask for feedback. We send any answers and ideas we have. We announce when we are late or if anything unplanned happens so that we know how to adapt to each situation.

- **GitLab** – It's the workspace we'll use in order to send the work to different devices and work on the same code. This way, we can efficiently add new functions to the same program and see which part was done by which member. It will help us coordinate and figure out what parts are missing and improve the final product.

- **Discord** – When we want to implement things together and properly discuss about the project, we use discord, because as it's the easiest way to share your screen, send materials and ask for feedback.

USER STORIES

As a student, I want to be able to:
- See the rules and the boundaries of the place I'll live in;
- Contact my fellow housemates in case anything happens;
- Contact the supervisor of the house in case something breaks or there's a problem;
- Find out more about the behavior of my housemates;

- Assign tasks to everyone in order to keep the house clean;
- Get to know my housemates better and spend some quality time together;
- Split money equally between us when we buy things for general use;
- Propose group activities;
- Report someone if they are not doing their tasks properly;
- Report to the agency any problem that may appear;
- Get notified when a new announcement or proposal have been made.

As a supervisor, I want to be able to:
- Set rules for the tenants;
- Contact the tenants in case I need to address them directly;
- Assign tasks for every tenant so they would be distributed equally;
- Get reports from the tenants in order to manage any internal issue;
- Send warnings to the tenants who are not doing their tasks properly or are stepping out of line
- See how many warnings a student has, in order to discuss with them about their behavior;
- Make announcements about important events that are involving the house or its residents.