**Key Features – Detailed Breakdown**

**1. Maintenance & Service Requests**

**What it is:**  
A system that allows tenants to report problems and request repairs through the platform, with automated workflows for resolution.

**How it works:**

* Tenants use web portal to submit maintenance issues (e.g., broken heater, plumbing problems).
* They can attach photos/videos and describe the issue.
* The platform notifies the property manager and logs the issue with a timestamp and priority level.
* Property managers can:
  + Assign tasks to contractors or staff.
  + Track progress (e.g., "Requested" → "In Progress" → "Resolved").
  + Communicate updates directly in the system (like a chat).
* Tenants are notified of progress and completion status.

**2. Compliance with City Bylaws (AI-Powered)**

**What it is:**  
An AI tool that reads and interprets Windsor’s municipal bylaws related to rental housing. It then generates custom compliance checklists for each property.

**How it works:**

* The platform uses Natural Language Processing (NLP) to analyze legal documents and extract relevant requirements (e.g., zoning laws, occupancy limits, fire safety).
* Based on the type, location, and use of a property, the system generates a tailored checklist. For example:
  + Student housing might require extra smoke detectors or emergency exits.
  + Certain neighborhoods may have stricter noise or waste disposal rules.
* The landlord receives ongoing alerts and compliance reminders (e.g., “Fire extinguisher inspection due this month”).
* Optionally, the system can auto-generate reports for city inspections.

**3. Seamless Rent Collection**

**What it is:**  
A digital payment system integrated into the property management platform, allowing tenants to pay their rent easily and landlords to receive payments securely.

**How it works:**

* The platform partners with trusted financial institutions or payment gateways (e.g., Stripe, Plaid, Interac).
* Tenants can pay using credit cards, debit cards, or direct bank transfers.
* Landlords can track payments in real time via a dashboard and receive automated notifications when rent is paid or missed.

**Types of users:** Tenants, Landlords and Property managers

**1. Tenants:**

**Goal:** Live comfortably, pay rent easily, and get issues resolved promptly.

**Key Features:**

* **Rent & Payments:** View rent amount and due dates
* **Maintenance:** Submit service/repair requests. Track status updates. Communicate with managers
* **Documents:** View/download lease agreements. Submit required documents (e.g., ID, insurance)
* **Notifications:** Receive alerts for rent reminders, repairs, announcements
* **Profile:** Edit contact details. View rental history
* **Communication:** Chat or message landlord/property manager
* **Checklists:** View property-specific compliance or move-in checklists

**2. Landlords:**

**Goal:** Manage properties and tenants, collect rent, and ensure profitability.

**Key Features:**

* **Tenant Management:** View current tenants per property. Approve/decline tenant requests
* **Lease Agreements:** Upload/manage lease documents per unit
* **Analytics:** Revenue summaries. Occupancy trends. Maintenance cost analysis
* **Compliance (AI):** Use AI-generated checklists to comply with Windsor bylaws for rental units
* **Notifications:** Updates on payments, compliance, maintenance
* **Communication:** Message tenants or property managers

**3. Property Managers:**

**Goal:** Handle day-to-day operations and be the bridge between tenants and landlords.

**Key Features:**

* **Property Listings:** Add/update property info (address, rent, photos). View/manage properties.
* **Maintenance Requests:** Receive and triage tenant requests. Schedule repairs. Close tickets.
* **Task Tracker:** Daily/weekly task list from landlords or system.
* **Document Handling:** Upload lease copies, inspection reports, etc.
* **Compliance Monitoring:** Check AI-generated checklists. Flag violations
* **Tenant Communication:** Contact tenants about maintenance, inspections, updates
* **Reminders & Alerts:** Reminders for expiring leases, unresolved issues, inspections

**Description of different pages:**

**TENANT ACCOUNT PAGES**

**1. Dashboard**

* Overview of rent status (e.g., “Rent Due: $900 by June 1”)
* Recent maintenance updates
* Upcoming checklist items (e.g., compliance or move-out tasks)
* Recent messages or announcements

**2. Maintenance**

* Form to submit a new maintenance request (title, description, photo upload, priority)
* View list of submitted requests (status: Requested, In Progress, Resolved)
* Option to chat with assigned staff or property manager
* Update request if more details need to be added

**3. Documents**

* Download lease agreement, insurance, move-in/move-out checklist
* Upload documents (e.g., updated ID, proof of insurance)
* Document version history and timestamps

**4. Rent and Payments**

* View current rent amount, due date, late fee policy
* Pay rent online (integrated with Stripe or other gateway)
* Payment history and receipts
* Notifications for missed or upcoming payments

**5. Communication / Messages**

* Inbox for direct messages with landlord/property manager
* Threaded conversation view
* Notifications or announcements from property management

**6. Profile**

* View/edit personal information (name, contact, emergency contact)
* View lease period and rental history
* Optional: Change password or delete account

**LANDLORD ACCOUNT PAGES**

**1. Dashboard**

* Overview of occupancy, rent collection rates, upcoming lease expirations
* Highlight urgent issues (maintenance backlog, overdue payments)
* Quick links to most active properties or tenants

**2. Maintenance (View Only)**

* View all active tickets for owned properties
* Sort/filter by status, property, urgency
* Read progress notes or communications

**3. Properties**

* List of owned properties (with photos, address, unit count)
* Add/edit property details
* View occupancy and rental rate per property

**4. Tenants**

* View tenants by property/unit
* Tenant details (lease, contact, payment status)
* Approve/decline tenant applications (if included in future)
* Track tenant history and past issues

**5. Financials / Reports**

* Rent collection summary (paid/unpaid/late)
* Export reports (monthly, quarterly, annually)
* Maintenance cost tracking per unit/property
* Income/expense analysis dashboard

**6. Communication / Messages**

* Message tenants or property managers
* Send bulk announcements to tenants by property
* View message history by tenant or topic

**7. AI Compliance**

* View property-specific AI-generated compliance checklist
* Mark items as completed (with optional photo/proof upload)
* Receive alerts/reminders for expiring certifications, inspections, etc.
* Generate PDF reports for inspections

**PROPERTY MANAGER PAGES**

**1. Dashboard / Task Center**

* Today's task list (e.g., “Inspect Unit 201”, “Schedule Pest Control”)
* Overdue tasks and pending tickets
* Maintenance requests summary
* Notes from landlords or previous shifts

**2. Maintenance Requests**

* Full CRUD interface for all tickets
* Assign tickets to staff/contractors
* Add resolution notes and status updates
* Upload images or receipts

**3. Properties**

* View and manage all properties
* Edit property details
* See which tenants are in which units
* Upload images, inspection reports, etc.

**4. Communication / Messages**

* Message tenants and landlords
* Group messages (e.g., “All tenants at 101 King St.”)
* View conversation history

**5. Task Tracker**

* Calendar or Kanban-style view of upcoming, in-progress, and completed tasks
* Assign tasks to self or other managers/staff
* Set due dates and task priority

**6. Reports**

* Maintenance report summaries
* Tenant issue trends (e.g., high maintenance rate in a specific building)
* Exportable reports for landlord review