

# Rental & Services Management System

Rental & Services Management System is a way for customers/people and the management (person who is renting/providing service) to interact in such a way that it simplifies and organizes tasks related to their property. The system should encompass functionalities including, but not limited to, different rental items such as apartments, cars, boats and services such as plumbing, pest control and so on. More specifics about the rental & services management details would be described in the feature page. Also the website should have different views for management and customers. The website should also provide the way of interacting with customers & management. Customers should be able to rate the rented items or services.

For more details visit this website. Although this website contains a wide variety of options, you would be asked to build only some of the functionalities.

<https://us.sulekha.com/>

## Views:

### 1. The Renter:

- a. A customer can choose the item/place for rent e.g. Car, House, Boat, apply offers, make payments, cancel rental bookings, lodge complaints, apply for refund.

### 2. The Owner:

- a. The renter should be able to post the item for rent. View the information of the customer who rented the items/services.

### 3. The Admin:

- a. The Admin view should enable the admin to approve the item added for rent, accept customer complaints and route it to the appropriate renter, issue a refund to the renter.

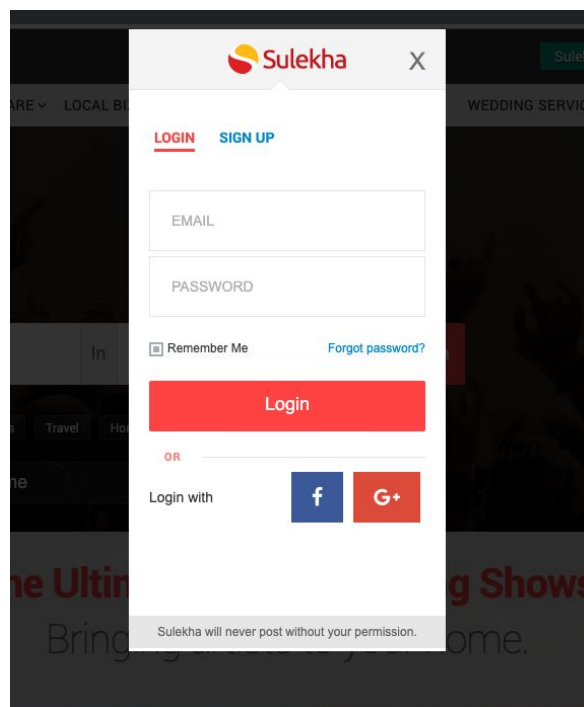
### 4. Public facing View:

- a. This is the landing page of the website where anyone can view the items for rent, search & filter and be able to see the ratings & reviews

## Core Features

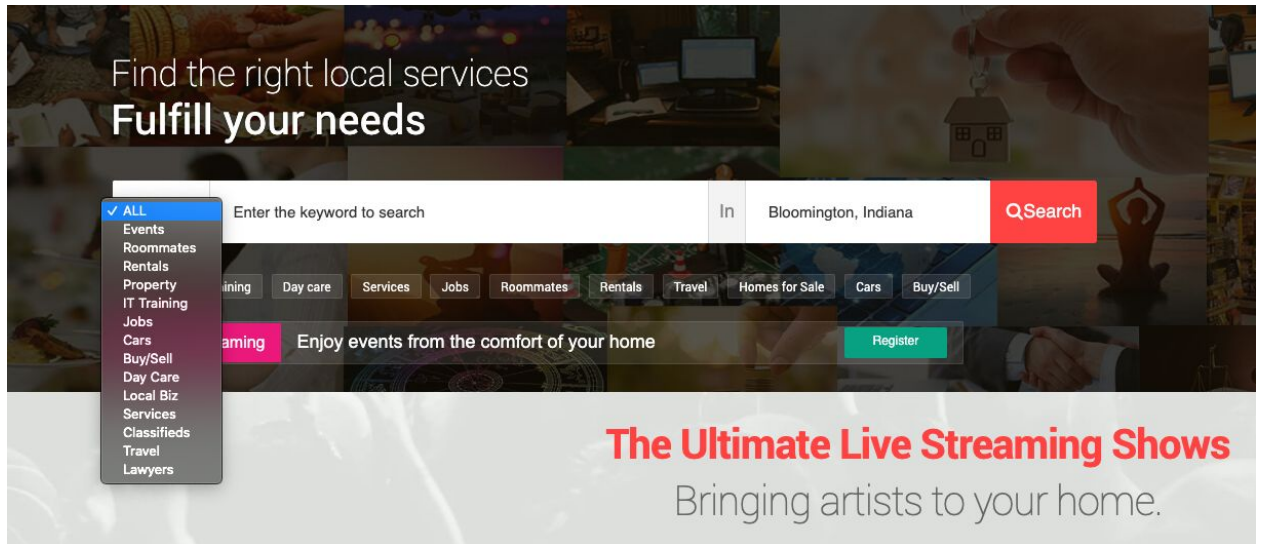
### 1. Login & Registration (User Specific)

- a. Automatically generate unique ID (username) for each user
- b. Login using either email address or username
- c. Provide login using OAuth providers (Google, Facebook etc)
- d. Forgot Password/username feature
  - i. Show Security Questions
  - ii. Send a one-time password (OTP) either through email, text message, 3rd party OTP provider (like Duo)
  - iii. Prompt for setting new password, if successful
  - iv. If a user changed the password recently, show the image captcha for the next login



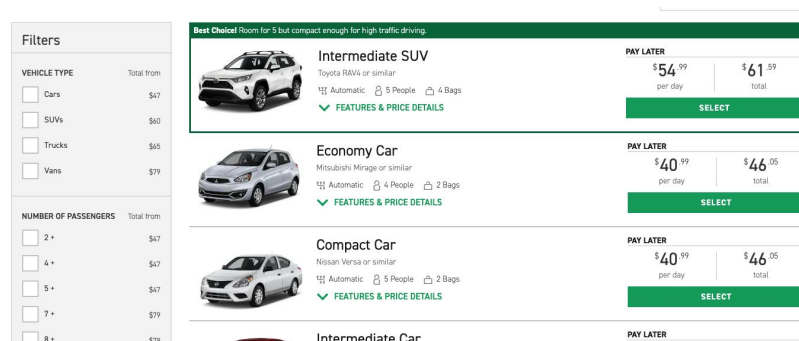
## 2. Search, Filter & Recommendation

- Users should be able to search for Rental items or services by applying the filters such as ratings, distance, owner, category, brand etc.,
- Recommendation should be done to the users based on the rented items



## 3. Maps & Multimedia

- The person who is viewing the page should be able to locate the place of the item to be rented
- Owner should be able to upload the images/video of the item and customers should be able to view them
- Similarly, owner should be able to view the location of the customer in the maps



#### **4. View specific functionalities**

- a. The public view remains the same for the users and the person who is just browsing through.
- b. Once the user logs in, the user should be able to rate & review the item, view the past rented items, lodge complaints etc.,
- c. The Admin view should enable the admin to approve the item added for rent, accept customer complaints and route it to the appropriate renter, issue a refund to the renter.
- d. The renter should be able to make the payment for the item/services
- e. Email notifications to the renter and the owner when the payment is made
- f. Option to apply coupon codes for the renter
- g. Lodge the complaint and request for refund (Ticket system)

#### **5. Messaging & Chat**

- a. The renter should be able to chat with the owner
- b. The renter should be able to chat with the admin (you can simulate using the bot)
- c. Ability to view the message/person status (online, delivered, read, typing, etc.)
- d. Group chat with the Admin/Owner/Customer

### **Additional Features**

#### **1. Chat Bot**

- a. Chat bot for admin to respond to requests using NLP libraries

#### **2. Dashboard for the Admin & Owner**

- a. Admin should be able to view various statistics such as most rented item/service, customers who complained the most, owner who received most complaints etc.,
- b. Owner should be able to view the most rented items if the owner has multiple items and so on

#### **3. Voice activated search**

- a. The users should be able to search using their voice