

## LEASE MANAGEMENT

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Team ID	LTVIP2025TMID29567
Project Name	LEASE MANAGEMENT
Maximum Marks	

### CHAPTER -2

#### IDEATION PHASE

##### 2.1 Problem Statement:

Managing leases manually—whether for residential, commercial, or equipment assets—poses significant challenges that lead to inefficiencies, errors, and poor user experience. Property owners, tenants, and administrators often struggle with fragmented data, missed deadlines, and lack of transparency. These issues are compounded as portfolios grow and lease terms become more complex.

##### Key Challenges

- **Manual Record-Keeping:** Lease agreements, tenant details, and payment histories are often stored in paper files or spreadsheets, making them prone to loss, damage, or duplication.
- **Missed Deadlines:** Without automated alerts, lease renewals, rent due dates, and compliance checks are easily overlooked.
- **Limited Visibility:** Stakeholders lack real-time access to lease data, occupancy status, and financial metrics.
- **Compliance Risks:** Adhering to accounting standards like ASC 842, IFRS 16, and GASB 87 is difficult without integrated tools.

##### 2.2 Empathy Map Canvas:

# LEASE MANAGEMENT

Reference: Dave Gray, xplane.com

## EMPATHY MAP CANVAS

Name of Funding Program:	Target Grantee:	Date:	Version:
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The diagram is a large rectangle divided into seven numbered sections around a central face. The central face has a circle for the head, a horizontal line for the mouth, and a vertical line for the nose. The sections are:

- 1 WHO are we empathizing with?**  
Who is the person we want to understand?  
What is the situation they are in?  
What is their role in the situation?
- 2 What do they need to DO?**  
What do they need to do differently?  
What jobs do they want or need to get done?  
What decision(s) do they need to make?  
How will we know they were successful?
- 3 What do they SEE?**  
What do they see in the marketplace?  
What do they see in their immediate environment?  
What do they see others saying and doing?  
What are they watching and reading?
- 4 What do they SAY?**  
What have we heard them say?  
What can we imagine them saying?
- 5 What do they DO?**  
What do they do today?  
What behavior have we observed?  
What can we imagine them doing?
- 6 What do they HEAR?**  
What are they hearing others say?  
What are they hearing from friends?  
What are they hearing from colleagues?  
What are they hearing from second-hand?
- 7 What do they THINK and FEEL?**  
What are their fears, frustrations, and anxieties?  
What are their wants, needs, hopes, and dreams?

Below the central face, there is a line for the mouth and a note: "What other thoughts and feelings might motivate their behavior?"

An **Empathy Map Canvas** is a powerful tool used in design thinking to understand the users of a system by visualizing their thoughts, feelings, behaviours, and experiences. For a **Lease Management System (LMS)**, it helps teams empathize with key users—like tenants, property managers, and landlords—to build a solution that truly meets their needs.

### 2.3 Brainstroming:

Brainstroming is a creative problem-solving technique where individuals or groups generate a wide range of ideas to tackle a specific issue or challenge. The goal is to encourage free thinking and open discussion without judgment, so that innovative and unexpected solutions can emerge.

## LEASE MANAGEMENT

Technique	How it works in lease management
Mind mapping	Visually connects lease terms, clauses, and risks.
Swot analysis	Examine strengths, weaknesses, opportunities and threats.
Six thinking hats	Explore lease problems using logic, emotion and creativity
Round robin	Everyone shares ones ideas so everyone ensures Equal contribution.
Scamper	Modifying lease policies by the substitute , Combine and adapt etc.

### Benefits of Developing a Property and Lease Management System



## LEASE MANAGEMENT