**PROPERTY MANAGEMENT SYSTEM USER JOURNEY**

**PROPERTY OWNER**

1. Name
2. Email
3. Phone
4. Or Login with gmail or facebook account

**PROPERTY OWNER DASHBOARD AND ACTIVITIES**

1. Add Tenant
2. Add Property Manager

Under Add Tenant Section

* Tenant name
* Phone
* Email
* Password
* Ghana card picture

Under Add Property Manager Section

* Property manager name
* Property manager email
* Property manager password
* Property manager Ghana card

1. Property Overview:

- List of owned properties

- Basic property details (address, type, size)

- Detailed information on each property in the owner's portfolio

-Historical data on property performance

2. Financial Summary:

- Income Overview (rental income, other earnings)

- Expense Overview (maintenance, property management fees)

- Detailed transaction history

- Breakdown of income and expenses

- Net Profit/Loss

3. Lease and Tenant Information:

- List of current tenants

- Lease details (start and end dates, rent amount)

- Tenant contact information

4. Payment History:

- Overview of rent payments received

- Pending payments and late fees information

5. Reports and Analytics:

- Financial reports (income statements, balance sheets)

- Property performance analytics

6. Communication Center:

- Messages and communication logs with property managers and tenants

- Announcement and notification center

7. Document Repository:

- Storage of important documents (leases, contracts, property-related paperwork)

8. Maintenance and Repairs:

- Overview of maintenance requests and work orders

- Maintenance history for each property

9. Legal Compliance:

- Notifications and updates on legal compliance requirements

- Access to legal documents and contracts

10. Task Management:

- Task assignments related to property management

- Calendar for important dates and tasks

-Invoices information(paid, overdue)

11. Access Controls:

- User management and permissions for shared access with property managers or other stakeholders

-Add Tenants

-Add Property managers

12. Emergency Information:

- Emergency contact details for tenants

- Emergency procedures and contacts

13. Tenant Portfolios:

- Overview of tenants across all owned properties

- Tenant history and communication logs

\*\*\*\*14. Integration with Accounting Software:\*\*\*\*

- Seamless integration with accounting tools for financial management