# 🔍 Detailed Problem Statement – Lease Management Project

**🧑‍💼 From the Property Manager’s Perspective:**

I am a **property manager** responsible for overseeing multiple properties and ensuring smooth operations regarding lease agreements, rent collection, and tenant satisfaction.

I’m trying to:

* Keep track of numerous lease agreements and their expiration dates.
* Automate rent reminders, late fee notices, and document handling.
* Maintain tenant records, legal compliance, and property documents in an organized manner.
* Provide timely service and support to tenants.

But:

* I’m currently juggling spreadsheets, physical files, phone calls, and emails.
* Lease expiries, rent due dates, and renewals are tracked manually, leading to missed actions.
* Tenant communication is inconsistent and inefficient.
* Document retrieval and compliance audits are time-consuming.

Because:

* There is no centralized, digital system that integrates all lease management functions in one place.
* Existing tools are either too complex, expensive, or not tailored for mid-sized property portfolios.
* Lack of automation causes extra workload and human errors.

Which makes me feel:

* Frustrated due to repetitive manual tasks.
* Anxious about potential legal consequences and missed deadlines.
* Overwhelmed by scattered data and inefficient communication workflows.
* Pressured by tenant expectations for faster, digital services.

**🧑‍💻 From the Tenant’s Perspective:**

I am a **tenant** renting residential/commercial space.

I’m trying to:

* Access my lease agreement and rent history easily.
* Get timely updates on payment due dates, renewal options, and maintenance requests.
* Communicate with the property manager without delays.
* Understand my lease terms, obligations, and any changes clearly.

But:

* I often receive updates late or not at all.
* Payment tracking and receipts are inconsistent.
* I have to call or email repeatedly to get information or support.
* There is no tenant portal or mobile access for self-service.

Because:

* The landlord/property manager uses outdated systems or manual tracking.
* Lease management is not transparent or accessible to me as a tenant.
* There is no automated system to push notifications or handle requests efficiently.

Which makes me feel:

* Disconnected and ignored during my tenancy.
* Uncertain about my payment history and lease terms.
* Dissatisfied with the rental experience and less likely to renew.

**✅ Summary of the Core Problem:**

**Both property managers and tenants face inefficiencies, lack of transparency, and poor communication due to the absence of a centralized, digital lease management system.** This leads to missed deadlines, tenant dissatisfaction, and operational burdens.