**ProManage**

**USER SPECIFICATION REQUIREMENTS**

**Rev 1.0**

Team TBD

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# 1.0 Introduction

## 1.1 Purpose

ProManage is a web portal for property managers, owners, and tenants for viewing and fostering the day to day workings that are involved in owning and managing rental properties. This application seeks to greatly reduce the amount of time property managers and maintenance workers need to spend filling out and worrying about paperwork. This will also reduce the need for micromanaging and having many face to face interactions with tenants. It seeks to make the tenants an active part of the rental process to make them feel as if they are the only customer that this company has.

## 1.2 Scope

The system is designed to allow both tenants and managers fill out and view maintenance work order requests. It also allows the user to view any number of properties that the company offers. The managers can view who has paid their rent and what tenants live in which units. They also can tell how long the tenants have occupied a unit and will get notifications to fill vacant spots. The app will also send out notifications to tenants to alert them that they have an upcoming rent payment.

## 1.3 Document Overview

The purpose of this document is to serve as a guideline for the development of ProManage. It will play a key role in validation of the developed software as well.

# 2.0 General Software Requirements

URS2.1: The user should be able to run the application in the supported browsers identified by the developers.

URS2.2: The application should be consistent across different platforms and browsers.

URS2.3: Help documents should be accessible for the user regarding System and how to manage it.

URS2.4: The web portal and database should handle up to 5 concurrent user sessions.

# 3.0 User Role Requirements

USR3.1: This System should have at least three user roles that any user could have. Users can be a part of one and only one.

USR3.2: There is an Admin role with sudo privileges. Manager with elevated privileges and tenant with simple privileges

USR3.3: The Admin can create other users. No other role can.

USR3.4: Mangers can add tenant users only

USR3.5: Admins have a view of every part of the system where other users can only view parts.

URS3.6: Admins will have the ability to adjust user roles (changing from Admin to Common user, and vice versa).

# 4.0 Work Order Requirements

URS4.1: Any user of the system can create a work order. Once it is created it will be saved to a database for later retrieval.

USR4.2: Users can view in-progress work orders relative to the view they have. Admins can see all and common tenants can only see ones that they have submitted.

USR4.3: Work orders can have one of three statuses: submitted, in-progress, or complete.

USR4.3.1: Once a Work Order is created by anyone, its status is set to submitted and can then be taken on as work.

USR4.3.2: Once a manager has taken on a Work order task it is up to them to set the task as in-progress.

USR4.3.3: Once the work is complete the manager must then set the work order to a complete status.

USR4.3.4: Managers can modify an open Work order to add additional information or to update its status.

USR4.4: Mangers have the ability to query for any existing work orders.

# 5.0 Rental Property Management Requirements

URS5.1: Admins have the ability to manage rental properties in the system, including the following functionality:

URS5.1.1: The addition/removal of rental properties

URS5.1.2: The modification of information pertaining to a rental property

URS5.1.3: The ability to view any tenant and lease information that has been attached to the property.

URS5.1.4: The ability to attach/detach (remove) a tenant and lease to/from a property

URS5.1.5: The management of utility information attached to the property

URS5.1.6: The management of relevant parking information

URS5.1.7: The ability to access Payments/Billing information relevant to a property.

URS5.2: There will be the ability to subdivide a property into unique identifiable units for the purpose of distinguishing individual apartments and assigning leases

USR5.3: There is the ability to query property information

# 6.0 Contact Management Requirements

URS6.1: Admins will have the ability to add / remove contacts and contact information from the system.

URS6.2: Contacts will have the ability to be assigned groups.

URS6.3: Admins will have the ability to create email templates.

URS6.3.1: Email templates will have the ability to be filled in using contact info and be sent to specific contact groups.

URS6.4: Contacts have the ability to be marked as tenants and then attached to a property or unit.

URS6.5: The application will send out text message notifications of rent due dates and amount to tenants.

# 7.0 Reporting Requirements

URS7.1: There will exist a document archive for rental agreements and other related documents.

URS7.2: Several categories of historical data and reporting functions will be added, including the ability to view the following information:

URS7.2.1: Rent data

URS7.2.2: Lease information

URS7.2.3: Utility charges (if applicable)

URS7.2.4: Property work history

URS7.2.5: Tenant income and other information

URS7.2.6: Accounting and asset information

URS7.2.7: Work orders

URS7.2.8: Vacancies.

# 8.0 Revision History

This table should be updated per document revision.

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| --- | --- | --- |
| **Date** | **Revision** | **Description** |
| 09/26 | 1.0 | Initial Document |
| 09/29 | 2.0 | Final Revisions |
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# 9.0 Document Approval

This document shall act as a binding contract to complete a product fulfilling the list ofrequirements sealed by the signatures below.

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| **Name** | **Signature** | **Date** |
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