

Define the Problem statement

Customer Problem Statement Template:

Date	27 October 2025
Team ID	NM2025TMID03953
Project Name	Lease Management System
Maximum Marks	2 Marks

Property owners and tenants frequently struggle with the challenges of managing leases manually through spreadsheets and paper documents. This approach often results in **data inaccuracies, delayed payments, miscommunication, and limited visibility** into lease activities. In the absence of an automated solution, monitoring **lease durations, payment schedules, and approval workflows** becomes **inefficient, error-prone, and time-consuming**.



Example User Problem 1 – Property Owner’s Perspective

Property owners often face challenges in manually managing multiple tenants and lease agreements. Without automation, they may overlook **rent payments, lease expirations, or renewal notifications**, as there’s no system in place to alert them. This leads to **financial losses, communication delays, and uncertainty** about active and expired leases. To overcome these issues, owners require a **digital solution** that can **automatically monitor payment status, send timely renewal alerts, and maintain well-organized records** of all properties and tenants.

Example User Problem 2 – Tenant’s Perspective

Tenants frequently miss payment deadlines or don’t receive timely updates about **lease renewals and approvals**. With manual procedures, they often have to **repeatedly contact property owners** for payment confirmations or lease extensions, leading to **inconvenience and unnecessary delays**. An **automated system** is essential to provide **clear reminders for upcoming payments, simple tracking of lease details, and instant confirmation messages** once payments or approvals are processed.

