

**Michael Bahchevanov – Team leader (3806596)**

Aleksandar Todorov – Team member (3787842)

Kristiyan Strahilov – Team member (3807487)

Michael Groenewegen van der Weijden – Team member (3842401)

Contents

[Introduction 3](#_Toc29995273)

[Background 3](#_Toc29995274)

[Problem Statement 4](#_Toc29995275)

[Process & Results 4](#_Toc29995276)

# Introduction

The aim of the project is to create a software application easing the communication between landlord and tenants. The application’s goal is to enable communication and support both parties in their mission to maintain a household.

This report presents a solution on how to solve the problems with the house. The communication is solved with the help of a chatroom – for the tenants and complaint forms sent via email to the landlord. Moreover, the landlord can send announcements, preparing the tenants for an upcoming maintenance. In terms of chore separation and motivation, a calendar with the chores for the week is created. Each chore gives a certain amount of points, which in the end can be claimed to reap rewards.

# Background

Our team examined the problems within the household and addressed the potentially significant problems, resulting in the creation of a software application solving them. The proposed solution consists of six main points we have focused on – separate accounts for the landlord and the tenants, a calendar with chores and a separate interface for the chores taken, a chat room for the tenants, a point system, a complaint system via email and an announcement system. All these points are to smoothen the communication and allow an easier track of duties per week. The proposed accounts are to enable some hierarchy in this small ecosystem. The calendar is to help with the weekly organization. The chat is there to enable communication between the tenants. The point system is there to serve as a motivation to do the appointed chores with the possibility of a reward. The complaint system is a last resort measure, since it allows the landlord to interfere with inner operation of the house. Finally, the announcement system is to serve as a way of notifying the tenants of an upcoming maintenance, rent collection, etc.

# Problem Statement

In every student housing tenants are expected to maintain a clean and healthy living environment, through keeping personal items away from the common areas and cleaning them when used and/or needed. However in the case described in the project document it’s clear that this is not the case, as dishes are left dirty in the sink and the toilet is left dirty for an excessive amount of time. These acts of ignorance will lead to unlivable and life threatening conditions in the house for the tenants themselves. Further it will make cleaning the house very difficult for the landlord and may end up meaning the landlord will loose money not only for cleaning the mess, but also for not being able to rent the house as quick as he might have been without such trouble. This behavior of the tenants is caused from a lack of communication and motivation. These problems will be mitigated through the use of our application with the help of a pointing/reward system in order to motivate, a chat room to boost communication between the tenants, a calendar system in order to choose chores for a good work distribution, a complaint system so the tenants can address any problems that may occur and last the land lord can place announcements to inform the tenants at any given moment easy and fast, also the land lord can clearly see the current points of all the tenants. This solution will boost communication and motivation among the tenants and allow the landlord to have great control over the situation. It is crucial that the landlord implements this application as it will prevent health and economic risks and issues in the future for him and the tenants.

# Process & Results

Before taking action and writing code we held a meeting discussing the work environment. We soon concluded, in order to assure a high quality product, we need to work together on the same and/or different devices. This way we could discuss about things to implement and have a group input and effort.