Problem Statement for Quarters

James Anthony, Wenqiang Chen, Carolyn Chong, Kevin Ly

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The current technology used by landlords to communicate with their tenants is archaic and underdeveloped. Phone calls, emails, text messages and verbal messages are inefficient methods of communication. Landlords are faced with challenges when it comes to prioritizing issues and inquiries, organizing documents and contracts, and collecting payments, whereas tenants do not have an effective way to address and resolve liveability [Should be "livability" —DS] issues with the landlord.

Landlords have a responsibility to ensure all vital components of a home are fully functional. Tenants are their customers and it is up to the landlord to keep them comfortable and content. When landlords receive a high volume of requests from tenants, sometimes these requests go ignored or unacknowledged, leaving tenants feeling frustrated and forgotten. In addition, the current payment platform landlords use is slow and difficult in today's standards. Landlords need a platform that allows for reliable communication and more accessible payment options.

Tenants also require a reliable means of communication with other tenants and their landlord. Property, financial, and interpersonal issues all need to be addressed in a timely manner, or else they will propagate. With a centralized platform for planning responsibilities and chores, it would create a systematic solution for the tenants. Unfortunately even the most diligent people are limited by the communication tools available to them.

Developing a new software platform to serve as an intermediate between landlords and tenants will improve the quality of communication and create a more functional living environment for the occupants.

[Are landlords and tenants the only stakeholders? —DS]