**Renter User Stories:**

1. **As a prospective renter, I want to search for rental properties based on specific amenities and location preferences.**
   * User can enter desired amenities and location preferences in the search criteria.
   * Search results display properties matching entered criteria.
   * Filter options allow users to refine search results based on additional parameters.
   * Each property listing provides clear details about amenities, location, and rental terms.
2. **As a renter, I want to view detailed information about available rental properties, including photos, floor plans, and pricing.**
   * Property details page displays high-quality photos of the property.
   * Floor plans are available if provided by the landlord.
   * Rental pricing is clearly stated, including any additional fees or utilities.
   * Additional details such as square footage, number of bedrooms/bathrooms, and amenities are provided.
3. **As a renter, I want to submit an online rental application and provide necessary documents securely.**
   * Online application form includes fields for personal information, rental history, and references.
   * Secure document upload feature allows users to submit necessary documents such as ID proof, income statements, and references.
   * Confirmation message is displayed upon successful submission of the application.
   * User receives a confirmation email with the application details.
4. **As a renter, I want to receive notifications and updates on the status of my rental application.**
   * User receives email notifications for each stage of the application process (received, under review, approved, rejected).
   * Application status is also visible within the user's account dashboard.
   * Notifications include any additional actions required from the user.
5. **As a renter, I want to sign my lease electronically and access a digital copy for my records.**
   * Digital lease signing feature allows users to electronically sign the lease agreement.
   * User authentication ensures the legality of the signature.
   * Upon signing, user receives a digital copy of the signed lease agreement via email or within their account.
6. **As a renter, I want to view my lease agreement, including terms and conditions, online.**
   * Lease agreement is accessible within the user's account.
   * User can view the complete lease agreement, including all terms and conditions.
   * Lease agreement is presented in a clear and readable format.
7. **As a renter, I want to make rent payments online securely and conveniently.**
   * Online payment portal is available within the user's account.
   * Payment options include various methods such as credit/debit cards, bank transfers, or third-party payment processors.
   * Payment processing is secure and compliant with industry standards.
   * User receives a payment confirmation email after each successful transaction.
8. **As a renter, I want to set up automated rent payments and receive reminders for upcoming payments.**
   * User can set up automated recurring payments for rent.
   * Option to select payment frequency (e.g., monthly, bi-monthly) and preferred payment method is provided.
   * User receives email reminders before upcoming payment due dates.
   * User can easily manage or modify automated payment settings within their account.
9. **As a renter, I want to submit maintenance requests online and track their status.**
   * Online maintenance request form is available within the user's account.
   * User can describe maintenance issues with necessary details.
   * User receives confirmation upon submission of the request.
   * User can track the status of their maintenance request (e.g., pending, in progress, completed) within their account.
10. **As a renter, I want to access a tenant portal to view my payment history and lease documents.**
    * Tenant portal provides access to payment history, including dates, amounts, and payment methods.
    * Lease documents, including the signed agreement and any amendments, are accessible within the tenant portal.
    * User can easily navigate between different sections and documents.
    * Information is presented in a clear and organized manner for easy reference.

**Property Manager User Stories:**

1. **As a property manager, I want to view an overview of all rental properties under my management, including occupancy rates and maintenance status.**
   * Dashboard provides an overview of all rental properties under management.
   * Information includes occupancy rates, upcoming lease expirations, and maintenance status for each property.
   * Property manager can easily navigate to individual property details for more in-depth information.
2. **As a property manager, I want to generate detailed reports on property performance, including rent collection, vacancy rates, and maintenance expenses.**
   * Reporting tool allows selection of desired metrics and parameters for generating reports.
   * Reports include detailed information on rent collection, vacancy rates, maintenance expenses, and other relevant performance indicators.
   * Reports can be customized based on specific time periods and property portfolios.
   * Generated reports are exportable in various formats for further analysis or sharing.
3. **As a property manager, I want to receive notifications for new rental applications and review applicant details online.**
   * Property management system sends notifications for new rental applications.
   * Notifications include applicant details and a link to review the application online.
   * Property manager can access applicant information securely within the system.
   * Application review process is intuitive and allows for efficient decision-making.
4. **As a property manager, I want to track lease expirations and send renewal notices to tenants in advance.**
   * System provides a list of leases approaching expiration within a specified timeframe.
   * Property manager can review lease details and tenant information for each expiring lease.
   * Property manager can send renewal notices to tenants electronically with customizable templates.
   * Confirmation of renewal notice delivery is recorded in the system.
5. **As a property manager, I want to communicate with renters and maintenance staff efficiently through the system.**
   * Communication module allows sending messages to renters and maintenance staff within the system.
   * Messages can be categorized by type (e.g., general inquiry, maintenance request).
   * Property manager can view message history and track responses within the system.
   * Communication interface is user-friendly and supports attachments if necessary.
6. **As a property manager, I want to assign maintenance tasks to staff members and track their progress.**
   * Property manager can assign maintenance tasks to designated staff members.
   * Assignment includes task details, priority level, and deadline.
   * Staff members receive notifications upon task assignment.
   * Property manager can track task
7. **As a property manager, I want to access historical data on renter interactions and maintenance requests for analysis.**
   * System provides access to comprehensive logs of renter interactions and maintenance requests.
   * Property manager can filter and search historical data based on various criteria (e.g., date range, property).
   * Data can be exported for further analysis or reporting purposes.
   * Historical data is stored securely and is accessible only to authorized users.
8. **As a property manager, I want to schedule routine property inspections and track findings and follow-up actions.**
   * Inspection scheduling feature allows property managers to set up routine inspections.
   * Inspection schedules include property details, inspection dates, and assigned inspectors.
   * Property managers can record inspection findings and any necessary follow-up actions within the system.
   * System provides reminders for upcoming inspections and follow-up tasks.
9. **As a property manager, I want to access financial reports and track rent payments and expenses for each property.**
   * Financial reporting tool provides access to detailed reports on rent payments and expenses for each property.
   * Reports include breakdowns of income, expenses, and net profit for specified properties.
   * Property managers can drill down into financial details for individual properties.
   * Reports are exportable in common formats for further analysis or sharing.
10. **As a property manager, I want to update property listings and vacancy information on the website in real-time.**
    * Property manager can update property listings and vacancy information in real-time on the website.
    * Changes include property details, rental prices, availability status, and amenities.
    * Updates are immediately reflected on the website for prospective tenants.
    * Website interface provides intuitive tools for managing property listings.

**Maintenance Staff User Stories:**

1. **As a maintenance staff member, I want to receive notifications for new maintenance requests and prioritize them based on urgency.**
   * Maintenance staff receive notifications for new maintenance requests.
   * Requests are categorized based on urgency levels (e.g., urgent, routine).
   * Staff members can prioritize tasks accordingly and take prompt action.
2. **As a maintenance staff member, I want to access detailed information about maintenance tasks, including location, description, and priority.**
   * Maintenance staff can view detailed information about each maintenance task.
   * Information includes task location, description of the issue, and priority level.
   * Task details are easily accessible from the staff member's dashboard or task list.
3. **As a maintenance staff member, I want to assign maintenance tasks to specific technicians and track their completion.**
   * Maintenance staff can assign tasks to designated technicians.
   * Task assignments include details such as description, priority, and deadline.
   * Technicians receive notifications upon task assignment.
   * Staff members can track task progress and completion status.
4. **As a maintenance staff member, I want to update the status of maintenance tasks in real-time and add comments or notes as needed.**
   * Maintenance staff can update the status of tasks in real-time.
   * Updates include changes in status (e.g., pending, in progress, completed) and any relevant notes.
   * Comments or notes can be added to tasks for clarity or additional information.
   * System reflects real-time updates for all users involved in task management.
5. **As a maintenance staff member, I want to access manuals and documentation for equipment and repair procedures.**
   * Access to an extensive library of manuals and documentation for equipment and repair procedures is provided.
   * Documents are categorized and searchable for easy retrieval.
   * Maintenance staff can access relevant documents directly from the task management interface.
   * Documents are regularly updated and maintained for accuracy.
6. **As a maintenance staff member, I want to report equipment failures or maintenance issues encountered during tasks.**
   * Maintenance staff can report equipment failures or maintenance issues through the system.
   * Reports include details such as equipment type, issue description, and location.
   * Urgency levels can be assigned to issues based on severity.
   * Reports trigger notifications to relevant personnel for prompt action.
7. **As a maintenance staff member, I want to track inventory levels for maintenance supplies and equipment.**
   * System provides an inventory management feature for tracking supplies and equipment.
   * Inventory levels are updated in real-time as items are used or restocked.
   * Minimum stock thresholds trigger notifications for reordering supplies.
   * Inventory reports provide comprehensive insights into usage and stock levels.
8. **As a maintenance staff member, I want to request additional resources or support for complex maintenance tasks.**
   * Maintenance staff can submit requests for additional resources or support.
   * Requests include details such as required resources, task description, and urgency level.
   * Requests are routed to the appropriate personnel for review and approval.
   * Status updates on resource requests are provided to the requesting staff member.
9. **As a maintenance staff member, I want to receive notifications for new maintenance requests and prioritize them based on urgency.**
   * Maintenance staff receive notifications for new maintenance requests.
   * Requests are categorized based on urgency levels (e.g., urgent, routine).
   * Staff members can prioritize tasks accordingly and take prompt action.
10. **As a maintenance staff member, I want to update the status of maintenance tasks in real-time and add comments or notes as needed.**
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