|  |  |  |
| --- | --- | --- |
| User Story No | User Story | Tasks |
| 1 | As a renter, I want to submit an online rental application and provide necessary documents securely. | * **Develop a dynamic online form with conditional logic:** This is crucial for creating an intuitive application process that can adapt based on user input, making it easier for renters to submit their applications and necessary documents. * **Secure document upload feature:** Ensuring that applicants can securely upload necessary documents is vital for protecting sensitive information and complying with data protection regulations. * **Automated notification system:** Setting up automated notifications confirms receipt of applications to renters and alerts property managers to new submissions, streamlining the application review process. |
| 2 | As a renter, I want to submit maintenance requests online and track their status. | * **Develop an intuitive interface for submitting maintenance requests:** A user-friendly interface is essential for encouraging tenants to report maintenance issues promptly, ensuring that properties are maintained efficiently. * **Implement a request tracking system:** A system that allows tenants to track the status of their maintenance requests in real-time fosters transparency and trust between tenants and management. * **Create a scheduling tool within the maintenance staff dashboard:** Efficiently allocating maintenance tasks among staff and scheduling repairs is critical for minimizing downtime and keeping tenants satisfied. |
| 3 | As a maintenance staff member, I want to assign maintenance tasks to staff members and track their progress. | * **Task assignment dashboard**: Develop a comprehensive dashboard for maintenance supervisors to assign tasks to team members, set deadlines, and track progress. * **Mobile app for maintenance staff**: Create a mobile application that allows maintenance staff to receive notifications of new tasks, update task status, and report completion. * **Inventory management integration**: Integrate an inventory management system that alerts staff when supplies are low and tracks usage per maintenance task. |
| 4 | As a property manager, I want to generate detailed reports on property performance. | * **Automated report generation**: Develop a system that automatically generates detailed performance reports for properties, including occupancy rates, maintenance costs, and tenant satisfaction scores. * **Customizable report filters**: Implement filters that allow managers to generate reports based on specific criteria, such as time period, property type, or geographical location. * **Visual analytics dashboard**: Create a dashboard with visual analytics, including graphs and charts, to help property managers quickly understand performance trends. |
| 5 | As a property manager, I want to access financial reports and track rent payments and expenses for each property. | * **Comprehensive financial dashboard**: Build a dashboard that provides an overview of financial metrics, including rent collection rates, outstanding balances, and expense tracking. * **Automated rent payment system**: Implement an automated system for collecting rent payments online, offering multiple payment options and automatic receipt generation. * **Expense management module**: Develop a module for tracking property-related expenses, categorizing them, and integrating them into financial reports for comprehensive financial oversight. |
| 6 | As a property manager, I want to communicate with tenants and maintenance staff efficiently through the system. | * **Development of a communication module**: Create a centralized communication module within the system for direct messaging between tenants, maintenance staff, and property managers. * **Notification system integration**: Integrate an instant notification system to alert users of new messages or updates within the platform, ensuring timely communication. * **Email and SMS functionality**: Implement functionality for sending and receiving emails and SMS messages directly through the platform for external communication needs. |
| 7 | As a renter, I want to view detailed information about available rental properties. | * **Interactive property listings**: Design and implement an interactive listing feature that allows renters to browse through available properties with detailed filters (e.g., location, size, price). * **Virtual tours integration**: Integrate virtual tour capabilities for each property, allowing potential renters to explore properties online. * **Dynamic information updates**: Ensure that property information is dynamically updated in real-time as changes occur, such as availability status or new amenities. |
| 8 | As a renter, I want to make rent payments online securely and conveniently. | * **Secure payment gateway integration**: Integrate a secure, reliable payment gateway to process online rent payments, supporting multiple payment methods. * **Payment tracking and history**: Develop features for tenants to track their payment history, view outstanding balances, and receive payment confirmations. * **Automated payment reminders**: Implement an automated system for sending payment reminders to tenants before the due date, including options for setting up automatic payments. |
| 9 | As a renter, I want to sign my lease electronically and access a digital copy. | * **Digital lease management system**: Create a system for managing lease agreements digitally, including features for electronic signing and automatic renewal options. * **Tenant portal for lease access**: Ensure that tenants have access to their lease agreements within the tenant portal, including options to download or print. * **Change tracking and version control**: Implement version control for leases to track changes over time, ensuring both parties have access to the latest version of the agreement. |
| 10 | As a renter, I want to access a tenant portal to view my payment history and lease documents. | * **Comprehensive tenant dashboard**: Develop a dashboard within the tenant portal that provides an overview of payment history, lease documents, and other relevant information. * **Document storage and access**: Integrate secure document storage for lease agreements and related documents, ensuring easy access for tenants. * **Integration with payment and lease systems**: Ensure seamless integration between the tenant portal, the payment system, and the digital lease management system for a unified user experience. |
| 11 | As a property manager, I want to view an overview of all rental properties, including occupancy rates and maintenance status. | * **Develop an analytics dashboard**: Create a dashboard for property managers to view real-time data on all rental properties, including occupancy rates, maintenance status, and financial performance. * **Implement data aggregation tools**: Integrate tools for aggregating data from various sources to feed into the dashboard, ensuring accurate and up-to-date information. * **Customizable view options**: Provide customizable dashboard views that allow property managers to select and prioritize the data most relevant to their needs. |
| 12 | As a property manager, I want to access historical data on tenant interactions and maintenance requests for analysis. | * **Tenant interaction log system**: Develop a system for logging all interactions with tenants, including communications, complaints, requests, and feedback. * **Searchable database implementation**: Implement a searchable database for historical data, allowing property managers to quickly find information on past tenant interactions. * **Data analysis tools**: Integrate data analysis tools to identify trends and patterns in tenant interactions, aiding in decision-making and strategy development. |
| 13 | As a property manager, I want to track lease expirations and send renewal notices to tenants. | * **Lease tracking system development**: Create a system that tracks the expiration dates of all leases and automatically flags those nearing expiration. * **Automated renewal notice dispatch**: Implement a feature to automatically send renewal notices to tenants and property managers ahead of lease expiration dates. * **Renewal process management**: Develop tools for managing the renewal process, including options for tenants to accept renewals online, negotiate terms, or indicate plans to vacate. |
| 14 | As a renter, I want to receive notifications and updates on the status of my rental application. | * **Application status tracking feature**: Develop a feature within the tenant portal that allows applicants to check the status of their rental application in real-time. * **Automated status update notifications**: Implement an automated system for sending notifications to applicants as their application status changes, including email and SMS options. * **Feedback and inquiry channel**: Provide a channel for applicants to give feedback on the application process or inquire about their application status directly through the portal. |
| 15 | As a property manager, I want to update property listings and vacancy information on the website in real-time. | * **Dynamic property listings page**: Create a dynamic webpage that displays up-to-date listings of available rental properties, automatically updating as properties are added or status changes. * **Property management integration**: Integrate the listings page with the property management system to ensure real-time accuracy of property information. * **User engagement tools**: Implement tools for potential renters to express interest, schedule viewings, or contact property managers directly from the listings page. |
| 16 | As a maintenance staff member, I want to update the status of maintenance tasks in real-time. | * **Develop a maintenance task tracking system**: Create a web-based platform for maintenance staff to log, track, and update the status of maintenance tasks in real-time. * **Implement push notifications for status updates**: Integrate a notification system to alert property managers and relevant tenants when the status of a maintenance request changes. * **Dashboard for maintenance overview**: Design a dashboard for property managers to view ongoing, completed, and pending maintenance tasks across all properties. |
| 17 | As a property manager, I want to receive notifications for new rental applications and review applicant details online. | * **Automated application receipt system**: Develop a system that automatically notifies property managers via email or SMS when a new rental application is submitted. * **Application review dashboard**: Create a dashboard where property managers can review, sort, and process new rental applications. * **Integration with tenant screening services**: Integrate the application process with third-party tenant screening services for background and credit checks. |
| 18 | As a property manager, I want to receive notifications for new maintenance requests and prioritize them. | * **Maintenance request evaluation tool**: Develop a feature within the maintenance management system for property managers to evaluate and prioritize new maintenance requests based on urgency and importance. * **Automated assignment to staff**: Implement an algorithm that automatically assigns prioritized maintenance tasks to the appropriate maintenance staff based on availability and skill set. * **Urgency-based notification system**: Create a notification system that alerts maintenance staff of high-priority tasks, requiring immediate action. |
| 19 | As a maintenance staff member, I want to report equipment failures or maintenance issues. | * **Maintenance issue reporting interface**: Design an easy-to-use interface for maintenance staff to report equipment failures or other maintenance issues. * **Integration with inventory management**: Link the reporting system to the inventory management system for automatic updates and ordering of replacement parts. * **Historical data analysis for preventive maintenance**: Utilize the collected data on equipment failures to develop a preventive maintenance schedule, reducing future breakdowns. |
| 20 | As a maintenance staff member, I want to request additional resources or support for complex maintenance tasks. | * **Resource request portal**: Create a portal within the maintenance management system for staff to request additional resources or support for complex tasks. * **Approval workflow**: Implement an approval workflow for resource requests, including notifications for both requesters and approvers. * **Resource allocation tracking**: Develop a tracking system for allocated resources, ensuring efficient use and return upon completion of tasks. |
| 21 | As a renter, I want to set up automated rent payments and receive reminders for upcoming payments. | * **Develop an automated payment system**: Integrate a secure, automated system for processing rent payments, allowing tenants to set up recurring payments. * **Customizable payment reminder notifications**: Implement a feature that sends customizable reminders to tenants about upcoming rent payments via email and SMS. * **Payment history and receipt generation**: Provide tenants with access to their payment history and automatically generate receipts for each payment made. |
| 22 | As a maintenance staff member, I want to access manuals and documentation for equipment and repair procedures. | * **Create a digital library of maintenance manuals**: Compile and digitize manuals and documentation for equipment and repair procedures, making them accessible to maintenance staff through the system. * **Search and bookmark capabilities**: Implement search functionality within the digital library, allowing staff to quickly find the information they need and bookmark frequently used documents. * **Training module integration**: Develop a training module that links directly to relevant manuals and documents for on-the-job guidance and support. |
| 23 | As a property manager, I want to access detailed information about maintenance tasks. | * **Maintenance task detail portal**: Design a portal where property managers can view detailed information about each maintenance task, including assigned personnel, task status, expected completion time, and any associated costs. * **Real-time update feature**: Ensure that the information in the maintenance task portal is updated in real-time as maintenance staff log progress and complete tasks. * **Historical maintenance data analysis**: Integrate tools for analyzing historical maintenance data to identify trends, potential areas for improvement, and planning for future maintenance needs. |
| 24 | As a maintenance staff member, I want to track inventory levels for maintenance supplies and equipment. | * **Implement an inventory management system**: Develop a system for tracking inventory levels of maintenance supplies and equipment, with features for low-stock alerts and automated reordering. * **Maintenance task inventory usage tracking**: Integrate the inventory system with the maintenance task portal to track the usage of supplies for specific tasks, aiding in accurate inventory management and cost allocation. * **Supplier database and order management**: Create a supplier database within the system for easy ordering of new supplies and equipment, including order tracking and history. |
| 25 | As a renter, I want to search for rental properties based on specific amenities and location preferences. | * **Develop an advanced property search feature**: Create a feature that allows potential renters to search for rental properties based on specific criteria, such as location, price range, amenities, and property type. * **User preference profile creation**: Allow users to create profiles where they can save their search preferences, view history, and receive personalized property recommendations. * **Interactive property map and comparison tool**: Integrate an interactive map displaying available properties and a comparison tool that helps users evaluate properties side by side based on their preferences. |
| 26 | As a renter, I want to view my lease agreement online. | * **Secure lease document storage**: Implement a secure, cloud-based storage solution for storing lease agreements, ensuring they are encrypted and backed up. * **Tenant portal integration for lease access**: Provide tenants with a feature within their portal to view, download, or print their lease agreements anytime. * **Version control and amendment tracking**: Include version control for lease documents to track changes or amendments over time, ensuring tenants and property managers always have access to the most current version. |
| 27 | As a property manager, I want to access financial reports and track rent payments and expenses. | * **Comprehensive financial dashboard**: Develop a detailed financial dashboard for property managers, offering insights into rent payments, overdue accounts, and overall financial health. * **Automated rent collection and reconciliation**: Integrate an automated system for rent collection that directly updates financial records, minimizing manual entry and reducing errors. * **Expense tracking and budgeting module**: Implement an expense tracking system within the financial dashboard to monitor property-related expenses and assist with budget planning. |
| 28 | As a property manager, I want to assign maintenance tasks to specific technicians and track their completion. | * **Task assignment system with technician profiles**: Create a system where maintenance tasks can be assigned to technicians based on their skills, experience, and availability, including profiles for each technician. * **Mobile app for task management**: Develop a mobile application for technicians to receive task assignments, update progress, and mark tasks as completed. * **Feedback and rating system for task completion**: Include a feedback mechanism for property managers and tenants to rate the completion of maintenance tasks, contributing to technician performance reviews. |
| 29 | As a property manager, I want to schedule routine property inspections and track findings. | * **Inspection scheduling tool**: Develop a tool for property managers to schedule routine property inspections, including recurring appointments and one-off checks. * **Digital checklist and report generation**: Implement digital checklists for inspections that can be filled out on a tablet or mobile device, automatically generating inspection reports upon completion. * **Inspection history and compliance tracking**: Maintain a history of all property inspections, including any issues identified and actions taken, to ensure compliance with housing standards and regulations. |
| 30 | As a renter, I want to view property listings and vacancy information on the website. | * **Dynamic property listing page**: Design a dynamic webpage that automatically updates with current property listings and vacancy information, featuring high-quality images and property details. * **Tenant interest and inquiry management**: Include a system for potential tenants to express interest in properties or inquire for more details directly through the listing page, streamlining communication with property managers. * **Analytics and performance tracking**: Integrate analytics to track the performance of listings, including views, inquiries, and conversion rates, to optimize the marketing of vacant properties. |