BANANI APP

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SUMMARY

Banani is a 360-degree property technology solution for tenants, landlords and property managers.

Banani is on a mission to make real estate, real easy. No more paperwork, or multiple systems, just one app for all your property requirements. Manage rent payments, maintenance, admin and communications on one, easy to use, mobile app.

Banani App connects landlords and tenants in Kuwait, including, Al Ahmadi, Hawalli, Sabah Al Salem, Al Farwaniyah, Al Fahahil, Kuwait City, Al Riqqah, Al Manqaf, Al Ahmadi, Al Jahra, Al Fintas, Janub al Surrah and Al Mahbulah.

Objective

The primary **goal** to develop this **real estate mobile app** is to gain the attention of the users and make the process of selling and buying much smoother and convenient. The features of this platform support the three user roles: administrators, buyers, and agents.

Functional Requirements

Tenants can:

• Search for a property in Kuwait based on your location.
• Filter properties in Kuwait to match your specification
• View photos of properties in Kuwait.
• Follow properties in Kuwait, to receive notifications when units become available, immediately
• Pay rent using KNET payment gateway.
• Pay rent with a credit card
• Track cash payment offline
• Download and share invoices

Property Managers and Landlords can:

- Add a property manager
- List and advertise properties in Kuwait free from charge.
- Monitor performance of real estate portfolios, on the Landlord dashboard.
- Communicate directly with tenants looking to rent in Kuwait
- Onboard tenants without them accepting the invite and registering into the application
- Manage rent transactions with KNET payment gateway.
- Apply one time discount to the rent amount
- Track cash payment offline
- Download and share invoices
- Users can extend the rent contract end date
- Auto-payments and advance payment feature updated.
- For sale listing feature enabled
- Allow third party edit permissions for property listings, maintenance, transactions, reports and tenant management

Features / Application Flow

1, Splash Screen / Launch Screen

When the app loads first screen shows app logo on 5 seconds and navigate to Welcome screen

2, Properties Listing Page

In this page contains location , sign in button
Tap to see map : option to see map (current Location)

2 Tabbed Activités : For Rent and For Sale

Sort and Filter options
Recycler View / Table Views for listing properties
Card View Contains : Property image, Building name, vacant units, address , followers, distance, follow button, review, price, BR , BA

Bottom tabbed Activity : Home , Add Property and My units

3, Sign Up Page

In this screen contains app logo ,
Name : Text Field
Email : Text Field
Password : TextField
Confirm Password
Sign Up : Button
Sign Up with Google : Button
Sign Up with Facebook : Button
Already have an account Sign in : Button

4, Sign In Page

In this page contains app logo ,
Email : Text field
Password : Textfield
Forgot Password : UITextView
Don't have any account Sign Up : Button
Sign in with Google : Button
Sign in with Facebook :Button

5, Property Details Page

In this page contain
Action bar : title - Property details , back button , follow button
Property Image : Image View
PACI Number
Price Range : Text view
Available units from : Text view
Units , Gallery , Share : Buttons
Building Name , vacant units , Address : Text view
Km button shows map
Contact details mobile and WhatsApp : Text view
Rating and Reviews : Text view
Rating out of 10 : text view

Rate Now : Button

6, Landlord Dashboard Page

Navigation Drawer , Notification bell icon
Transactions : Text view
Revenue Amount : Text view
Past due collected in date amount , past due since date: Text view
Occupancy percentage and units : Text view
Tenants count
Maintenance details
Managers
Vacancy
Properties

Bottom tab activity contain : Properties , Add Property , My units

7, Maintenance Page

Action bar contains : back button , title - MAINTENANCES , option menu
Filter options
New , in progress , completed, etc in Horizontal Scroll View
Recycler View / Table view : Maintenance List
Card view contains : priority , issue , status , flag , open button, created by , date, time

8, Maintenance Detail Page

Action bar contains : back button , title - MAINTENANCE DETAIL , document icon, option menu
Priority flag : Image view
Priority : Text view

Complaint : Text view
Reg no : Text view
Status : Text view
Amount : Text view
Address : Text view
Created by , date , time : Text view
Call tenant : Button
Complaint description : Text view
Other documents : Text view
Upload : Icon
Calendar : Icon
Preferred date and time to visit : Text View
Maintenance Status : Text View
Maintenance tracker - date and current status

9, Transactions Page

Action bar contains : back button , title - Transaction
Filter : Button
Next : Button
Past due, pending , paid : Textview
Payment List : List view contains - Unit no, month, rent , status, action button

10, Record Payment Page

Action bar contains : back button , title - Record Payment
Calendar icon
Date : Text view
Taxn no : Text view
Unit no : Text view
Rent amount : Text view
Select Payment mode : Spinner
Comments : Edit Text
Upload supporting documents : Text view
Upload : Icon
Done : Button

11, Payment Mode Page

Action bar contains : back button , title - Payment mode
Cash : Textview , Radio button
POS : Textview , Radio button
Check : Textview , Radio button
Bank Transfer : Textview , Radio button

12, Payment Page

Building icon,Building name
Landlord
Month and year
Status
Due date
Rent amount
Choose payment method : Text view
Payment option icons : KNET , Master/Visa card (radio button)
Payment summary : Text view
Rent amount
Service charge
Total payable amount
PAY NOW : Button
Month, Rent, Status : Text view

13, Receipt

Receipt , month , year : Text view
Calendar icon , date : Text view
-Horizontal ruler-
Landlord : text view
Tenant : text view
Property : text view
PACI : text view
Unit : text view
-Horizontal ruler-
Receipts : icon and text view
-Horizontal ruler-
Rent period : text view

Rent amount : text view
Total rent amount : text view
Amount received : text view
-Horizontal ruler-
Payment info : icon and text view
-Horizontal ruler-
Method : text view
Check no : text view
Transaction : text view
Payment gateway reference : text view

14, Occupancy Page

Action bar contains : back button , title - Occupancy (%)
Building image : Image View
Building Name : Text view
Occupancy percentage : Text view
Units occupied : Text view
Units : List view
Card view contains -
Room image : Image view
Unit no : Text view
Occupied / not : text view
Tenant name : Text view
Amount / month : Text view
Bedrooms icon and text view
Bathrooms icon and text view
Mobile : Icon , Contact number : Text view
Email : Icon , email id : Text view
Discount tag

15, Manager Profile

Action bar contains : back button , title - Manager Profile
Permission to add property is enabled : Text view , toggle button
Properties Assigned Count : Text View , ADD : Button
Property Image : Image View
Property name : Text view , Close Icon
Permission : Text view , Edit icon

Add / Delete Bank account : Text view

16, Filter Page

Action bar contains : close button , title - Filter By , Reset : button
Select Area From the list : Text view
Area List : Spinner
OR : Text view
Search Location : Text View
Search box
Location Range : Text view
Slider
Check box , Show only vacant properties : Text view
Rent amount Range : Text view
From amount , To amount : Edit text
Slider
Select Facilities : Text View
Spinner
Cancel : Button
Apply : Button

17, Notification Page

Action bar contains : close button , title - Filter By , Reset : button
Notification List : Recycler View
Card view contains - Icon , heading , description , calendar icon , date, time

Technologies Used

	ANDROID	IOS
Programming launage	Kotlin	Swift
IDE	Android Studio	Xcode
SDK	Android SDK	iOS SDK
Front end	Xml,Kotlin	Xml,Swift
Back end	MYSQL	MYSQL

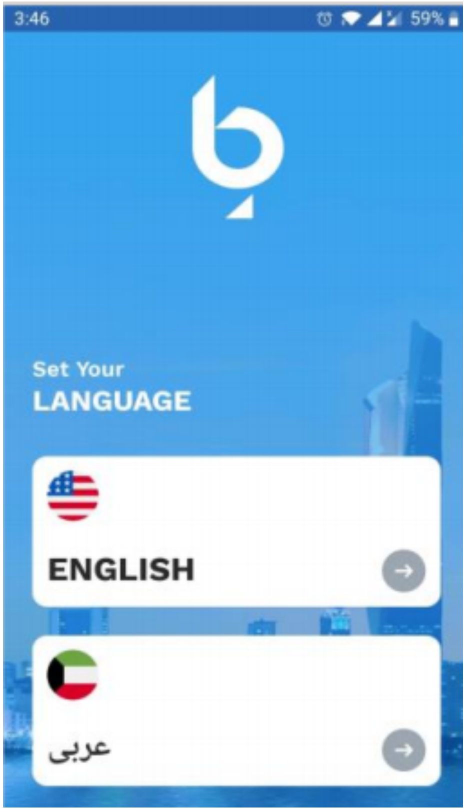
Reference Screenshot & App features

Following screenshots are attached, illustrating the functional modules listed above, for reference only. They do NOT indicate exact UI functionality of mobile app

1. Splash Screen

You can download and install the app either from Play Store (Android users) or from App Store (iOS users). Open the app and a splash screen welcomes you.

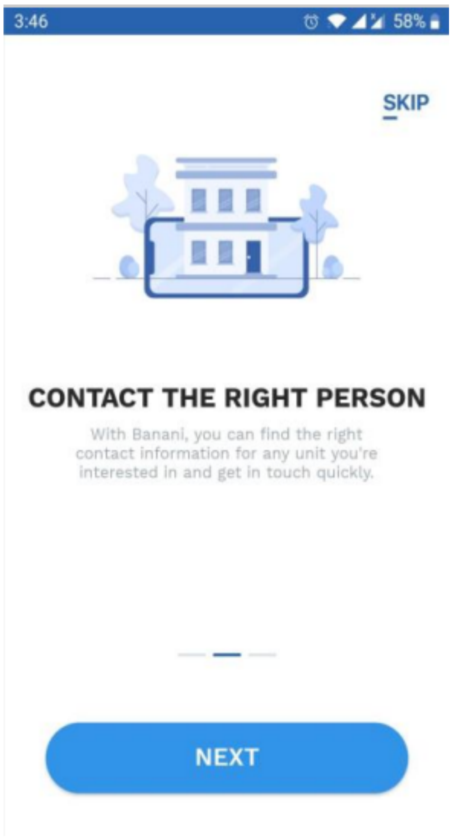
2. Language Screen

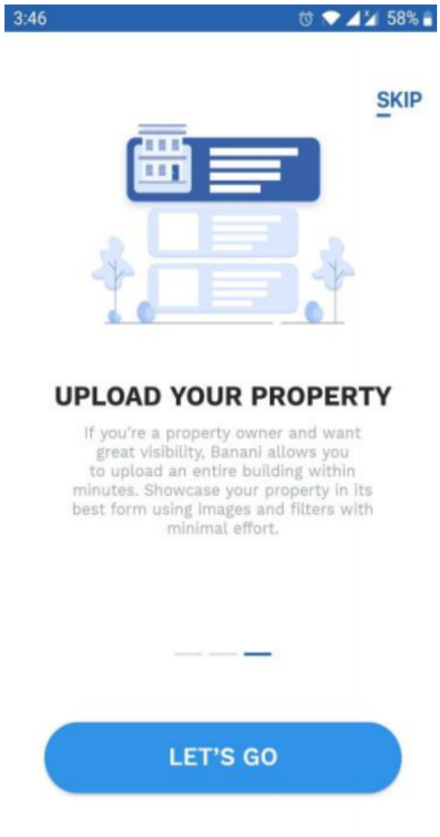


The app currently supports two languages: Arabic and English. Select the preferred language to proceed. You can also change your language preference later

3. Intro Screens

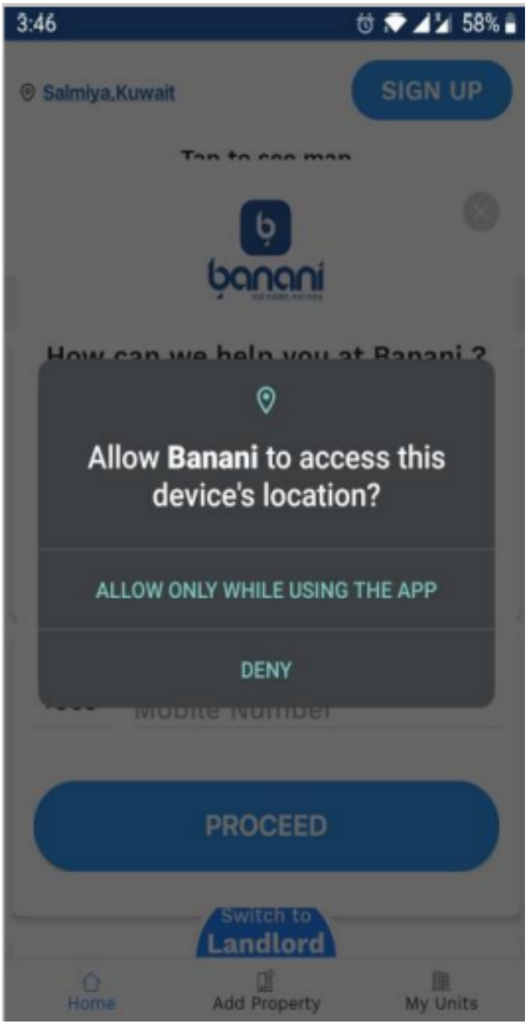
You will see three intro slides that give you a quick overview about the application. You can either tap on the NEXT button or slide over to read the information. Tapping on the LET'S GO button on the third slide will close the Intro. You may also skip the intro by choosing the option on the top right corner of each slide.





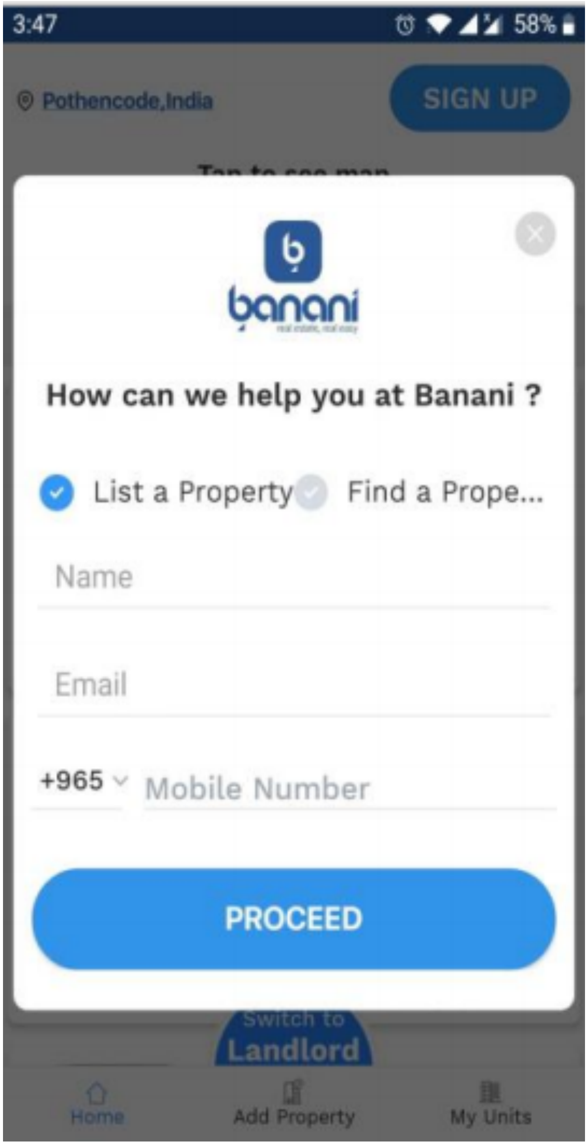
4. Access Location Screens

Banani App will now ask permission to access the device's location. Select 'ALLOW ONLY WHILE USING THE APP' option to proceed. This will help the app to show accurate results



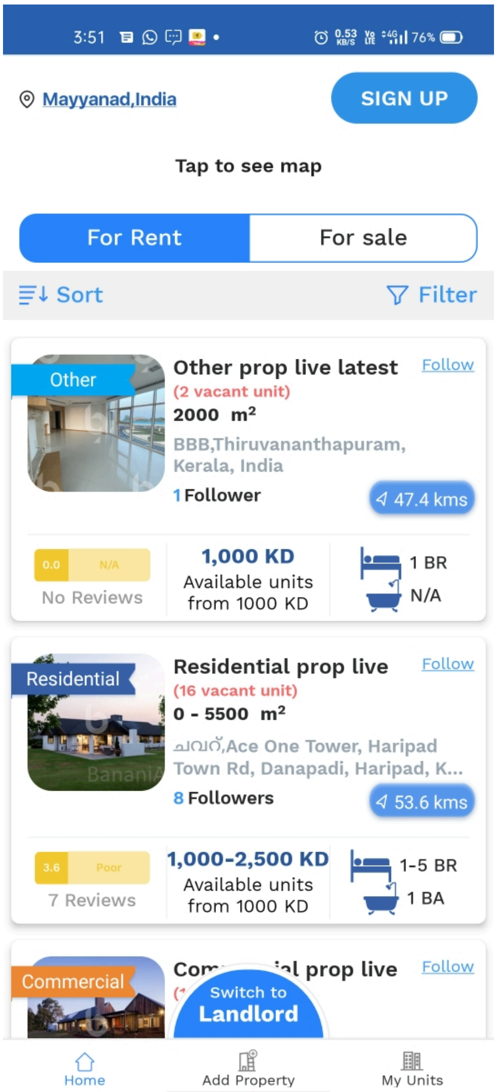
5. Contact Form Popup

Once you allow access, a contact form pops up. This helps the customer success team to better serve you as a landlord. If you do not wish to proceed, tap X at the top right corner of the popup.



6. Guest User Home Screen

Next, you will see the Home screen showing a list of properties in your location. Note that before signing up, you are a Guest User. You can browse through properties without signing up. In this page contains current location , sign up button , option to see map , tab switcher (For Rent & For Sale) it will redirected to corresponding page and below there is sort and filter option of property listing and property listing cell contains properties image, PACI number, Building name , vacant units, area of space in sq mtrs, address, followers, distance in kms, follow button , reviews, cost , available bedrooms and bathrooms and the bottom of the page contains a button for switching to landlord and tenant and bottom tab contains Home , Add Property and My Units it will redirected to corresponding page

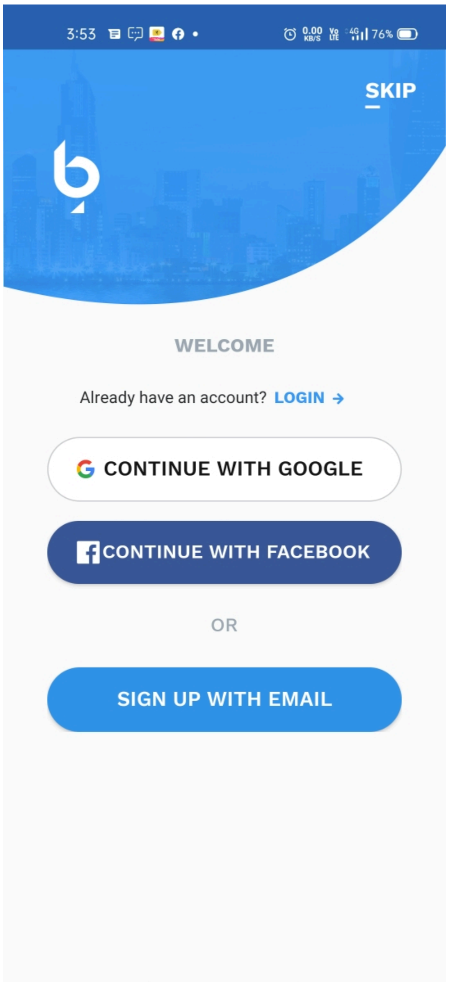


7. Sign Up Screen

The SIGN UP button is located at the top right corner of the Home screen.

The app gives three sign-up options: Using Google Account, Using Facebook, and With Email. If you are an iOS user, you can also sign up with your Apple account.

1. **Using Google Account** You can either select an already-logged-in Google account or enter new Google credentials to sign up. You will need to grant the app access to your Google account.
2. **Using Facebook** You can enter your Facebook login credentials to sign up.
3. **With Email** You could also create an account on Banani App using your email address

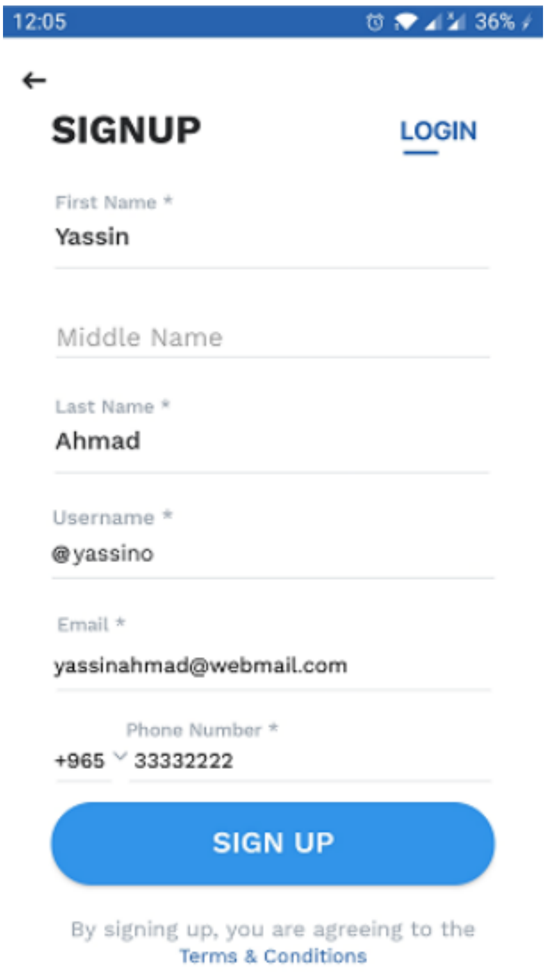


8. Sign Up Forms

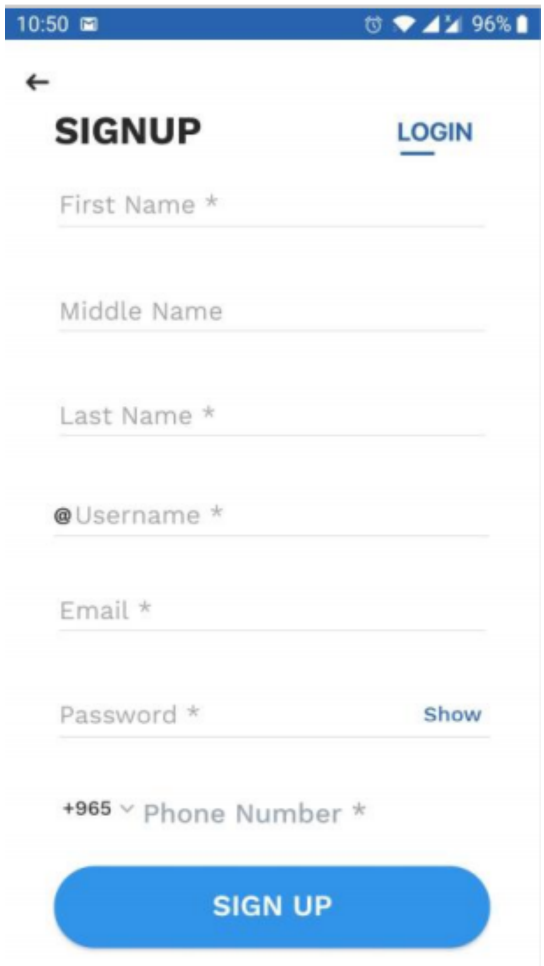
All these three options will take you to a form where you need to enter your:

1. First Name
2. Middle Name (Not mandatory)
3. Last Name
4. Your Preferred Username
5. Email Address
6. Mobile Number

While signing up with email, you will find an additional field to enter a password. The password you set now will help you log in to the app and can be changed later.



Using Facebook & Google

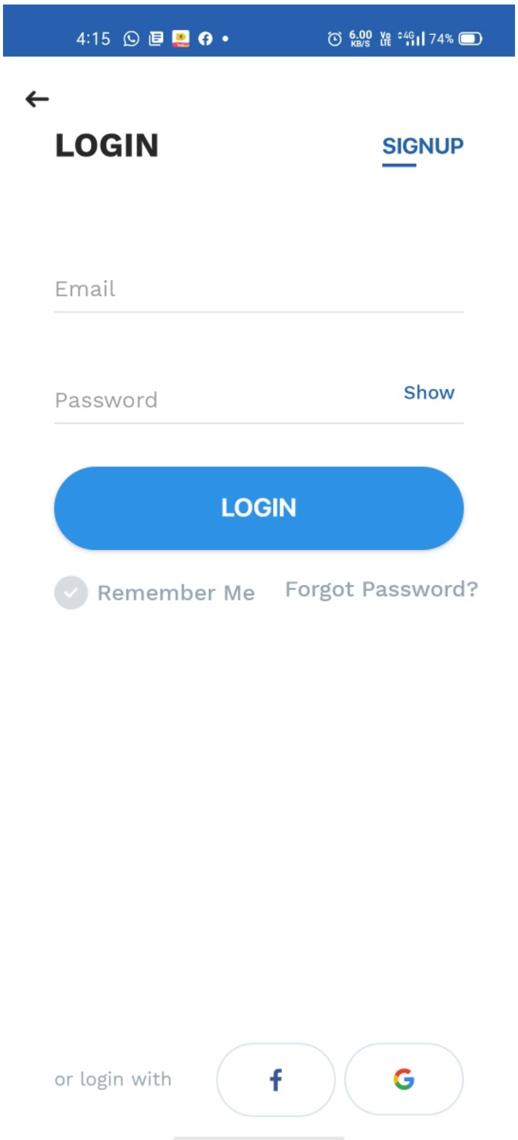


With Email

9. Login Form

Once signed up, you can log in by selecting the LOGIN button. If signed up with email, you can enter your email and password to log in.

The ‘Remember Me’ option can be used to save your login credentials. Alternatively, you can log in using Facebook, Google, or Apple (only for iOS users) accounts.



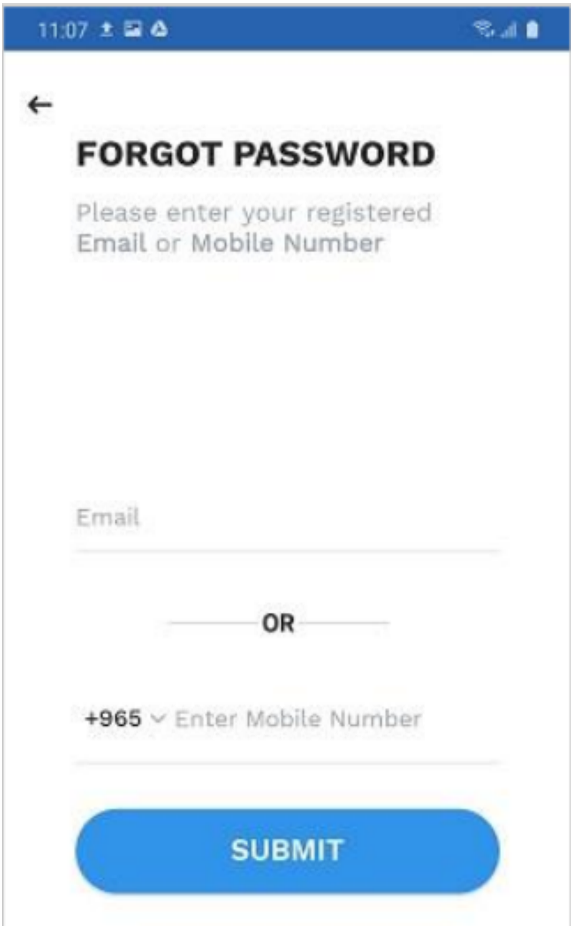
10. Forgot Password Screen

If you have signed up with your email address, you can reset the password by following the steps given below:

Step 1: Select the Forgot Password option located just below the LOGIN button. A new screen appears that asks you to enter either your registered email address or mobile number.

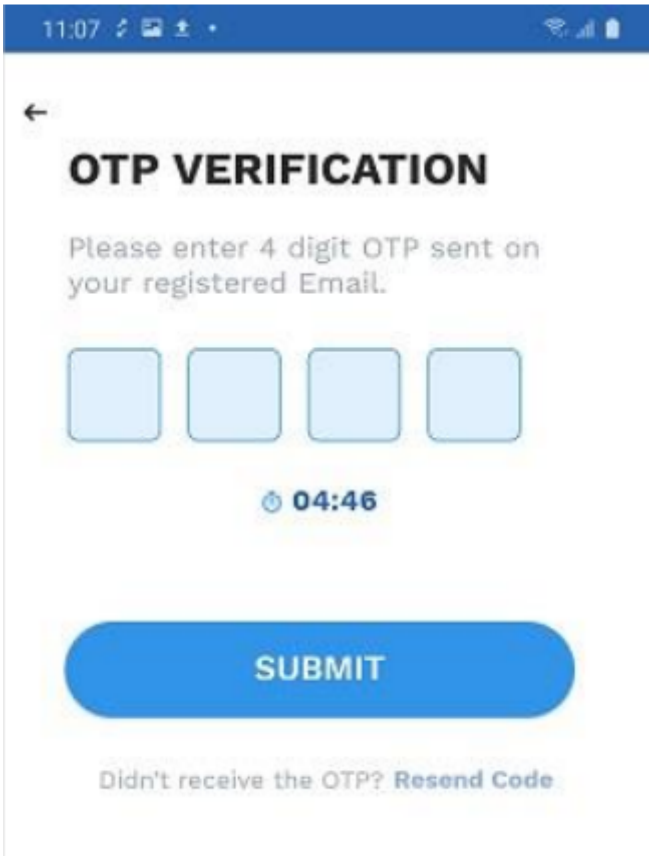
Step 2: Enter either your registered email address or mobile number, and select SUBMIT. Banani App will send you an OTP.

Step 3: Enter the 4-digit OTP you received via email or SMS on the OTP Verification form within five minutes. If you have not received the OTP, select Resend Code located below the SUBMIT button.



11. OTP Verification Screen

Step 4: Select SUBMIT after entering the OTP and a screen opens up where you can reset the password.

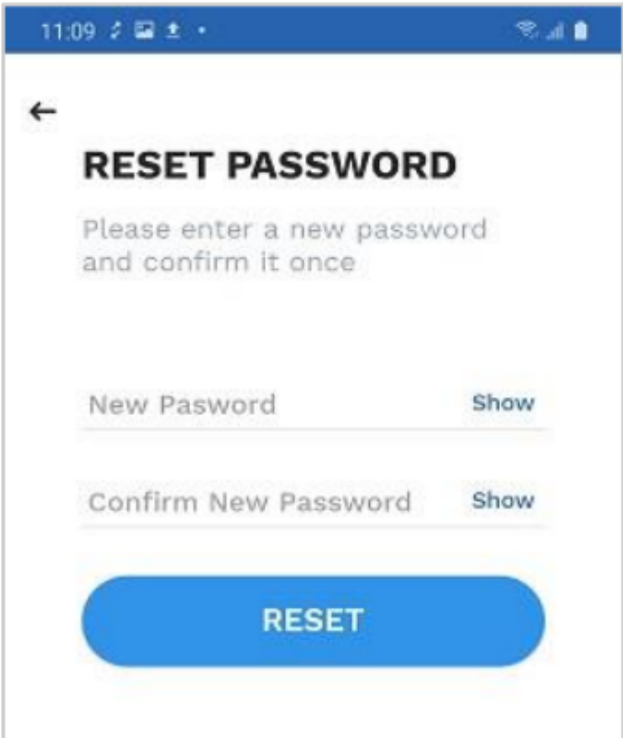


12. Reset Password Screen

Step 5: Enter the new password and re-enter it in the Confirm New Password field.

Step 6: Select RESET button and a popup message appears indicating that you have successfully reset your password.

Step 7: Select LET'S GO on the popup

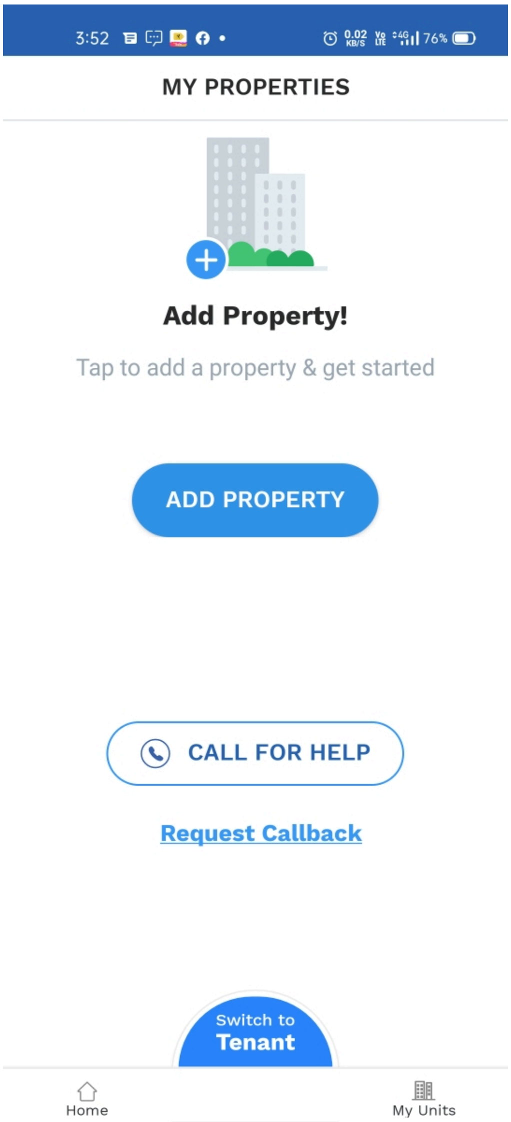


13. Add Property Screen

As a newly-logged-in user, your role will be that of a tenant. In order to switch to a landlord user role, you will have to verify your email address and mobile number. The steps to verify your email address and mobile number are indicated below:

Step 1: From the Home screen, select Switch to Landlord option at the bottom of the screen. You can also select Add Property from the tab bar at the bottom of the screen. Both these options will take you to an Add Property screen.

Step 2: Select the ADD PROPERTY button. A message pops up, asking you to verify your email address and mobile number.

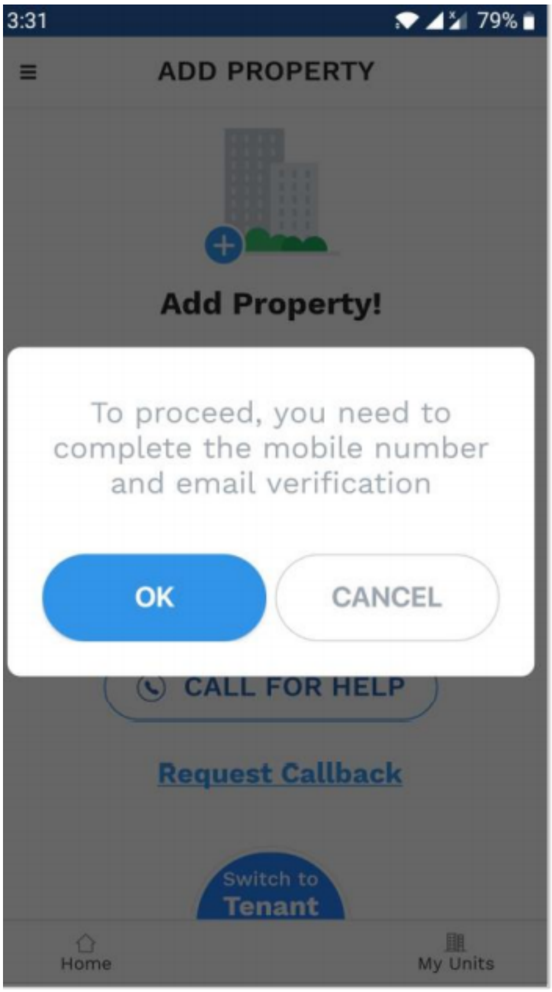


14. Verification Popup Screen

On the Add Property screen you have two other options:

1. **CALL FOR HELP** - Lets you make a call to the Banani App customer success team if you need any support or have any questions.
2. **Request Callback** - If you select this option, a Banani App customer service agent will contact you.

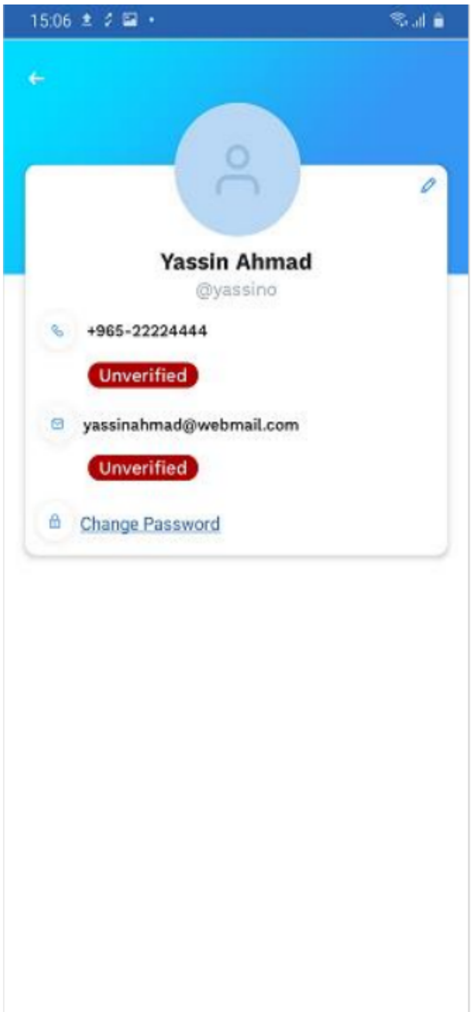
Step 3: Select OK on the popup message to proceed. You will be taken to your Profile screen, where you can see that your email address and mobile number are not verified.



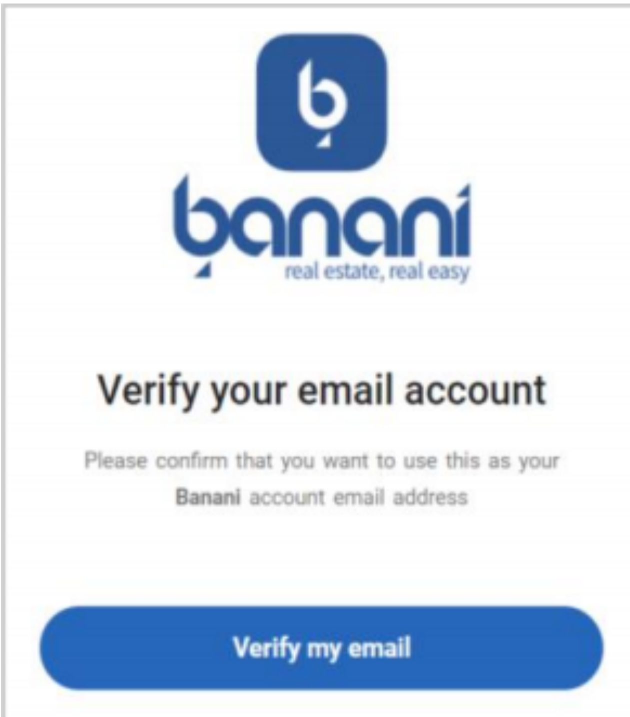
15. Profile Screen - Before Verification

Step 4: Select the 'Verify' links for both email address and mobile number. You will receive an email as well as an SMS message with verification links.

Step 5: Verify both your email address and mobile number by selecting the verification links you received via email and SMS.

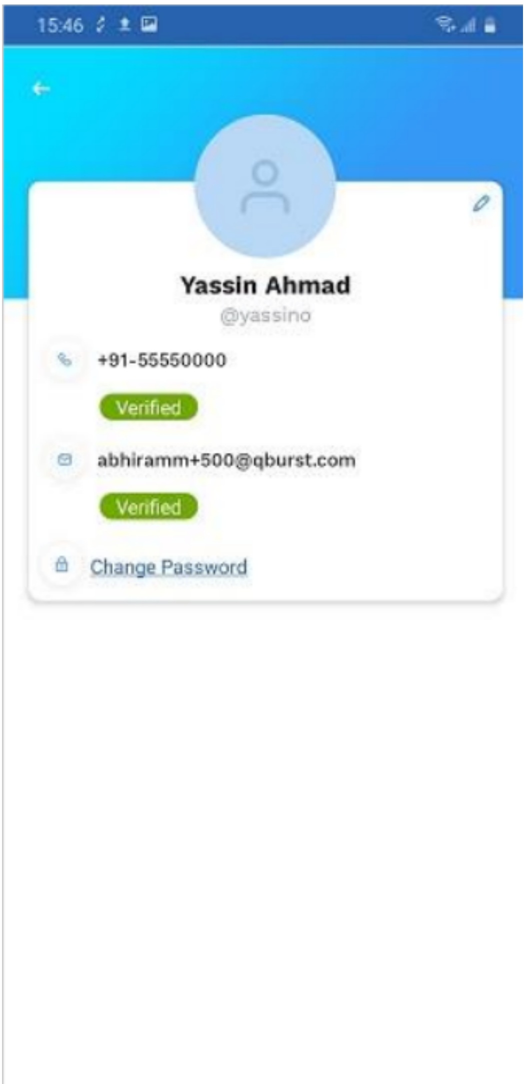


16. A Sample Verification Email



17. Profile Screen – After Verification

Once verification is complete, the screen will show ‘Verified’ against your email address and mobile number. Now, you can now easily switch between landlord and tenant user roles.



18. Profile Screen – After Verification

To change your language preference, follow the steps indicated below:

Step 1: Select the Change Language option from the main navigation menu and the language options (English and Arabic) will be displayed. The language selected already will be indicated with a blue circle next to the language name.

Step 2: Select your preferred language. The language will be changed immediately for iOS users. For Android users, a warning message will pop up, asking you to restart the app.

Step 3: If you are an Android user, select CONTINUE from the popup and the app will close. Once you reopen the app, you can see that the newly-selected language has taken effect.

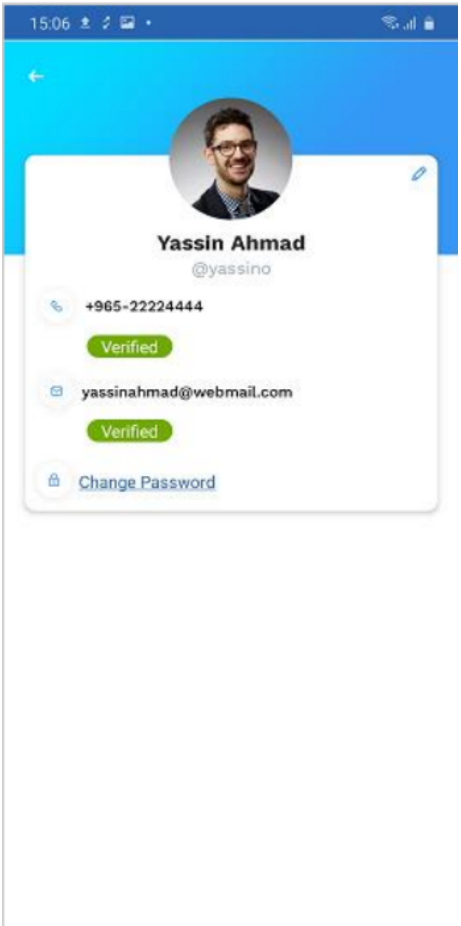
19. Profile Screen

After logging in, you can access your profile from the main navigation menu or by selecting your name or profile picture at the top of the screen.

The following actions can be done from your Profile screen:
1. Edit Profile
2. Change Password

You can update your personal information by following the steps indicated below:

Step 1: Select the edit icon located to the right of the profile picture placeholder. An Edit Profile screen opens up.



20. Profile Screen

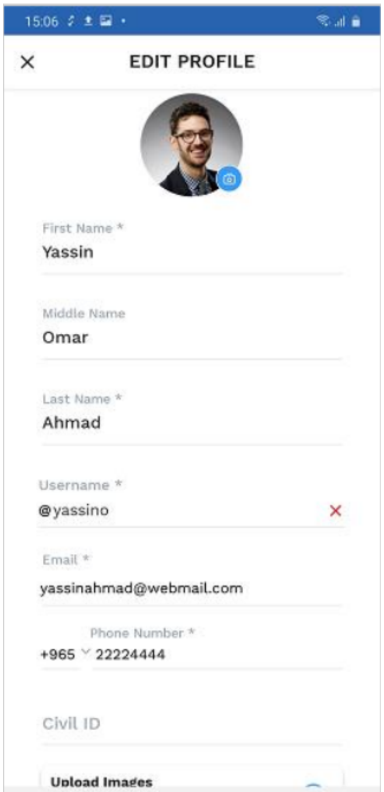
Step 2: You can update the following information:

- Profile Picture
- First Name
- Middle Name
- Last Name
- Username
- Mobile Number
- Civil ID
- Civil ID Document(s)

Mandatory fields are indicated with an asterisk.
If you enter a Civil ID, it is mandatory that an ID proof is also uploaded. You can upload up to two images as proof. JPG and PNG formats are supported for ID proof as well as profile picture.

Step 3: Select UPDATE button to save the changes. A message appears (for a few seconds) indicating that the profile has been updated successfully.

Note:
1. You cannot modify your registered email address
2. If you modify the mobile number, you will have to verify the new number.



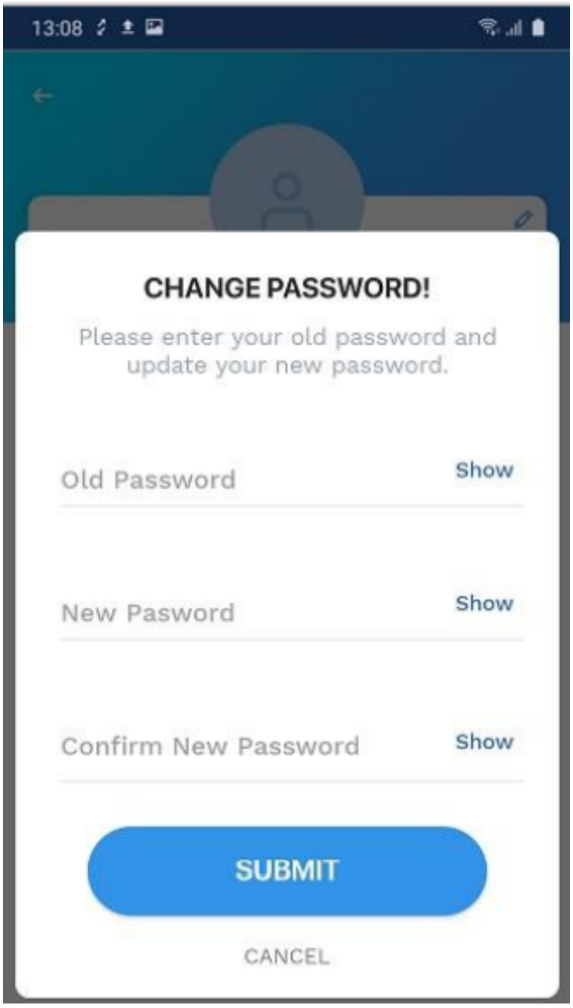
21. : Change Password Screen

You can change your password by following the steps indicated below:

Step 1: Select the Change Password link from the Profile screen. A popup screen appears where you can set a new password.

Step 2: Enter the old password followed by the new password in the respective fields. Re-enter the new password in the Confirm New Password field. Note that the new password must have at least 6 characters.

Step 3: Select SUBMIT button and a message will appear indicating that the password has been updated successfully.



22. : Navigation Menu

Terms & Conditions

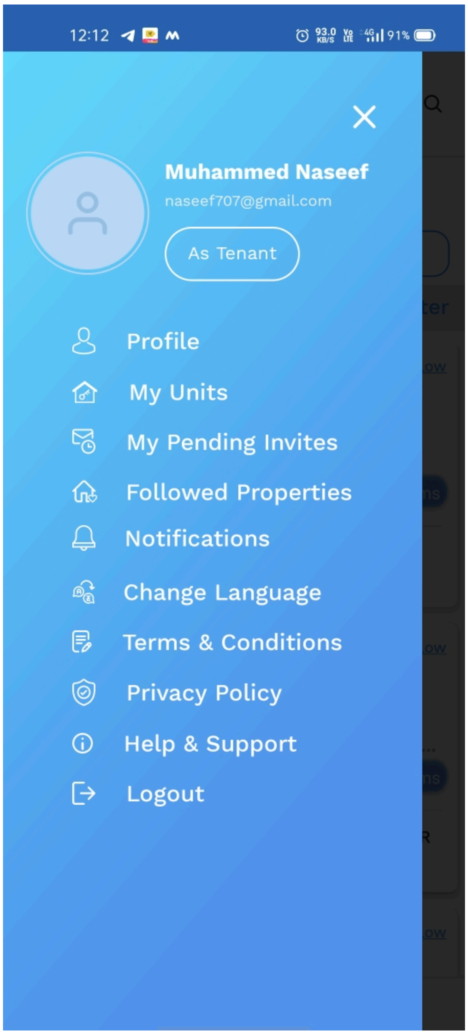
To read the Banani App terms and conditions, select the Terms and Conditions option from the main navigation menu.

Privacy Policy

You can find the link to Privacy Policy on the main navigation menu

Switch User Roles

You can easily switch between a landlord and tenant role on the app. To see your current role, select the main navigation menu. Your current role will be indicated below your email address.

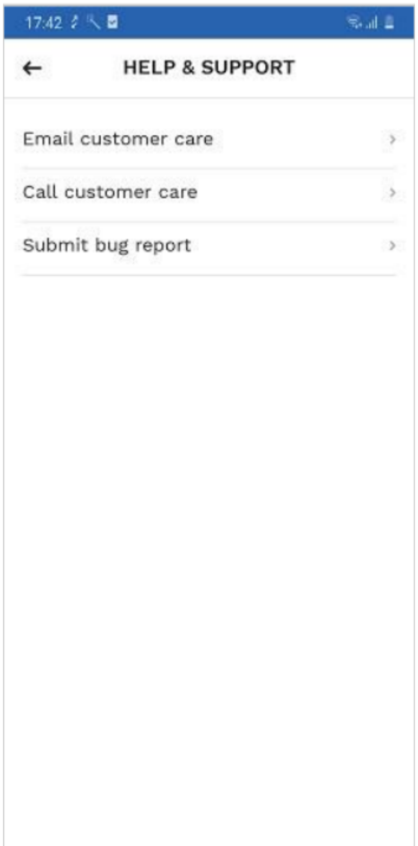


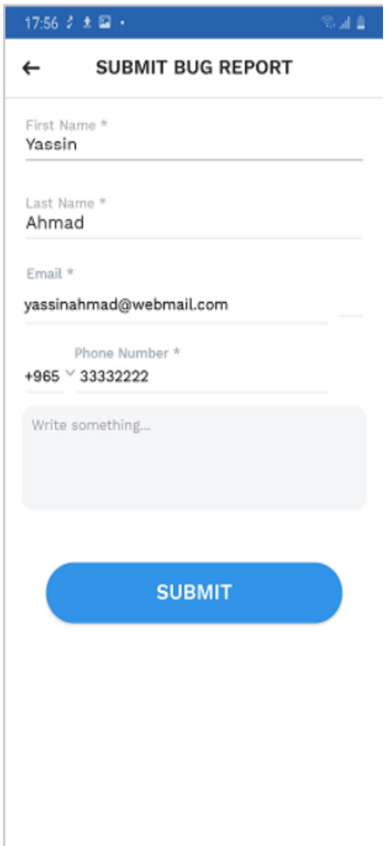
23. : Get help and support

Get Help & Support
If you need assistance on anything related to Banani App, select Help & Support from the main navigation menu. You will find 3 options to contact the customer care team:

1. Email customer care
2. Call customer care
3. Submit bug report

Step 1: Select Submit bug report option on the Help & Support screen. Your name, email address, and mobile number will be pre-populated in the form that opens up.
Step 2: Describe the kind of support you need from the customer care, on the form. You can modify your name and mobile number, if needed. Step 3: Tap SUBMIT button to send your support request to the customer care team.





24. Dashboard Screen

To switch from landlord to tenant role, you may select any one of the following options:

1. Select Switch to Tenant option that appears at the bottom of the dashboard.
   OR
2. Select Properties option from the tab bar at the bottom of the screen.
   OR
3. Select My Units option from the tab bar at the bottom of the screen.

You will see a message that appears briefly indicating that you have switched to tenant role. While switching to a tenant role using options 1 and 2 indicated above, you will be directed to a screen that lists properties 'For Rent' and 'For Sale'. Option 3 takes you to a list of units you currently occupy and the ones you occupied in the past.

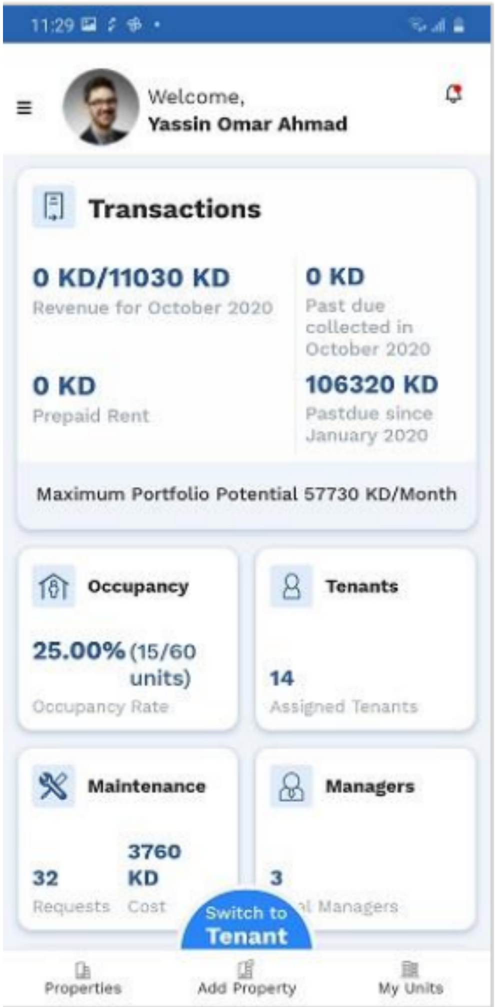
To switch to a landlord role, you may select any one of the following options:

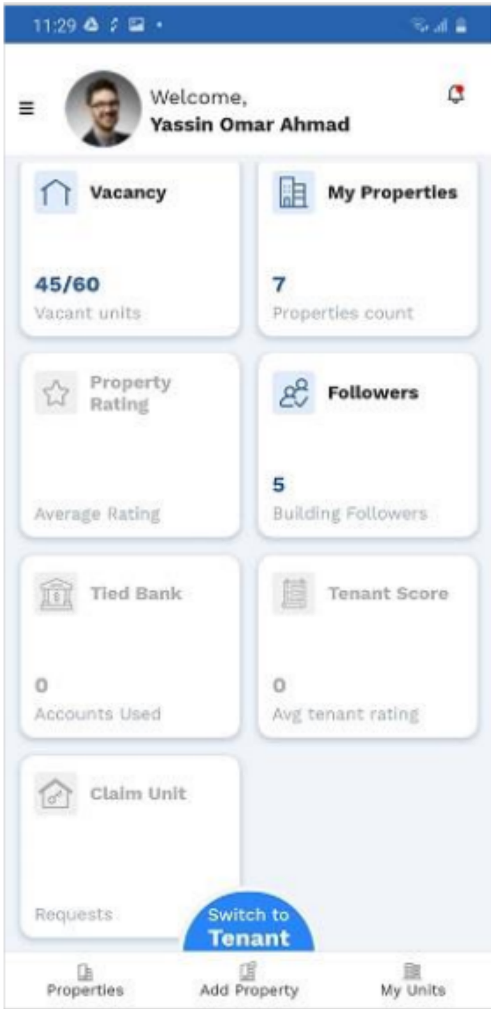
1. Select Switch to Landlord option that appears at the bottom of the dashboard.
   OR
2. Select Add Property option from the tab bar at the bottom of the screen.

You will see a message that appears briefly indicating that you have switched to landlord role. Option 1 will direct you to the dashboard and option 2 to a screen where you can add a new property.

Dashboard Features

The dashboard is the first screen you see when you log in as a Landlord user. It displays up-to-date and important information that helps you monitor and track your properties efficiently. You can also access My Dashboard from the main navigation menu





The landlord dashboard displays the following information in a tiled layout:

- Transactions
- Occupancy
- Tenants
- Maintenance
- Managers
- Vacancy
- My Properties
- Followers
- Property Rating
- Tied Bank
- Tenant Score
- Claim Unit

You can drill down further by tapping on each tile.

Transactions

The Transactions tile provides a summary of all properties added to your portfolio:

- Actual revenue/Expected revenue for the current month Actual revenue is the total rent amount received for the current month. Expected revenue is the total rent amount expected to be received for the current month for all occupied units.
- Past dues collected in the current month The total rent amount received in the current month, but recorded against past months.
- Prepaid rent received The total rent amount received for future months.
- Past due since earliest month The total rent amount that is due. This is computed starting from the earliest month for which rent is due.
- Maximum portfolio potential per month This is the potential revenue in a month from all your properties, assuming 100% occupancy. For computation of maximum potential revenue, the listed rent (market rent) is considered for units with no tenant associated, and the contractual rent, including the latest discount or increment applied is considered for units with a tenant associated.

  Tapping on Transactions tile takes you to the property-wise transactions page. Refer How to Manage Transactions section for more details.

  Occupancy

  Occupancy tile shows the percentage of occupied units across all your properties. It also shows the number of your property units currently occupied against the total number of units available. Tapping on Occupancy tile shows the property-wise list of all your occupied units.

  Tenants

  Tenants tile shows the current number of tenants associated with your properties. Tapping on Tenants tile shows the list of all your tenants.

  Maintenance

  Maintenance tile shows the total number of maintenance requests that are in Open and In Progress status. It also shows the total cost of maintenance requests completed. Tapping on

Maintenance tile shows the list of all maintenance requests raised against your properties and units.

Managers

Managers tile shows the number of property managers assigned to your properties. Tapping on the Managers tile shows the list of property managers that you have added.

Vacancy

Vacancy tile shows the number of property units that are currently vacant against the total number of units available. Tapping on Vacancy tile shows the property-wise list of all your vacant units.

My Properties

My Properties tile shows the total number of properties you own, as well as the properties for which you are the property manager. Tapping on My Properties tile shows the list of all your properties.

Followers

Followers tile shows the number of app users who follow your properties. Tapping on Followers tile shows the property-wise list of all followers. Property Rating, Tied Bank, Tenant, and Claim Unit are upcoming features.

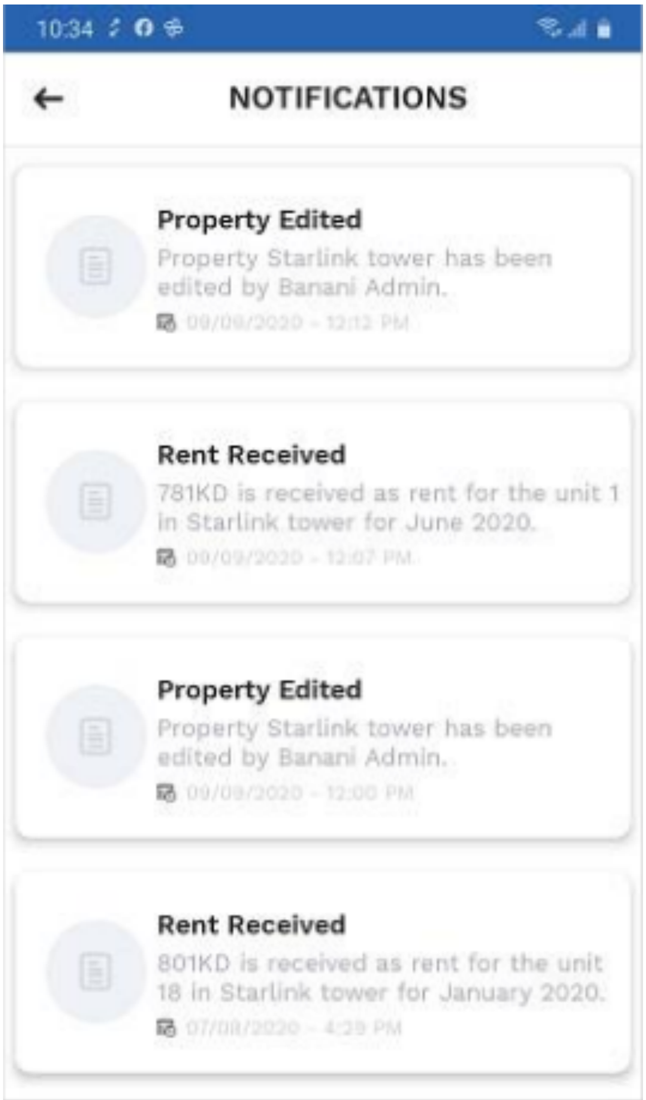
View Notifications

The Banani App sends push notifications for all major actions. These instantaneous notifications help you keep track of all property-related activities efficiently. You will receive notifications when your tenants, property managers and the Banani App administrator perform important actions on the app. Refer Appendix B for the list of push notifications that you can receive.

Tapping on a notification received on your mobile will open the Banani App and show you more details on the corresponding action. You can view all notifications received so far by selecting the bell icon on the top right corner of the screen. Notifications will be listed in reverse chronological order with the latest notification appearing first. Tap on a notification to see more details.

Appendix C lists push notifications triggered by your actions on the app and sent to tenants, property managers, and followers

25. Notification Screen



Log Out

To logout from Banani App, select the Logout option from the main navigation menu.

A popup message will appear asking you for confirmation. Selecting the LOG OUT button will log you out from the app. Selecting the Cancel button will keep you logged in.

26. Transaction Screen

Manage Transactions

As a landlord, you will be able to view all rent transactions against each of your properties. You will also be able to record payments offline and view and share rent payment receipts.

View Transactions

Tapping on the Transactions tile on the dashboard shows you all property-wise rent transactions.

The opening screen shows all transactions for one of your properties. The NEXT option on the top right of the screen takes you to another property. You can also find the total number of properties in your portfolio on the top left of the screen.

Header

The name of the property and its display image appear on the header along with a summary of transactions related to the property.

Listing Section

All rent transactions pertaining to units within the selected property appear here. The list is sorted by transaction status in the order: Past due, Pending, Open, and Paid.

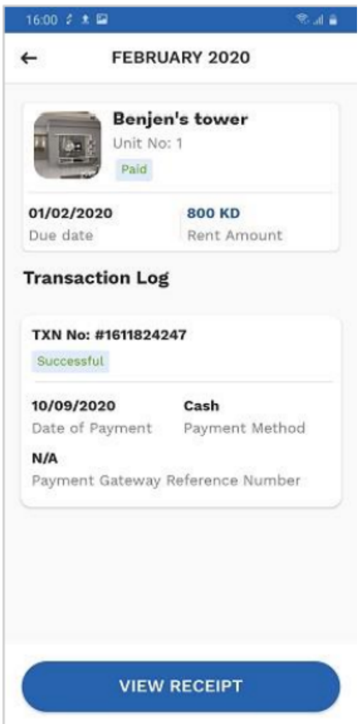
You can perform the following actions from this screen:

View Transaction Details

- View Transaction Receipt
- Record Offline Rent Payment
- Filter Transactions

View Transaction Details

Tapping on a transaction record will show details of the rent transaction.



Details shown for a transaction record include:
- Property name
- Unit number
- Display image of the unit
- Status of transaction record
- Due date
- Rent amount
- Payment details (transaction log)

  - Date of payment ○ Payment method
  - Transaction number (system generated)
  - Payment gateway reference number
  - Comments

The possible payment statuses include:
- Open (Payment due date is in the future)
- Pending (Current date is between due date and the 20th of the month)
- Pastdue (Current date is past due date and the 20th of the month)
- Paid (Rent amount is already paid)

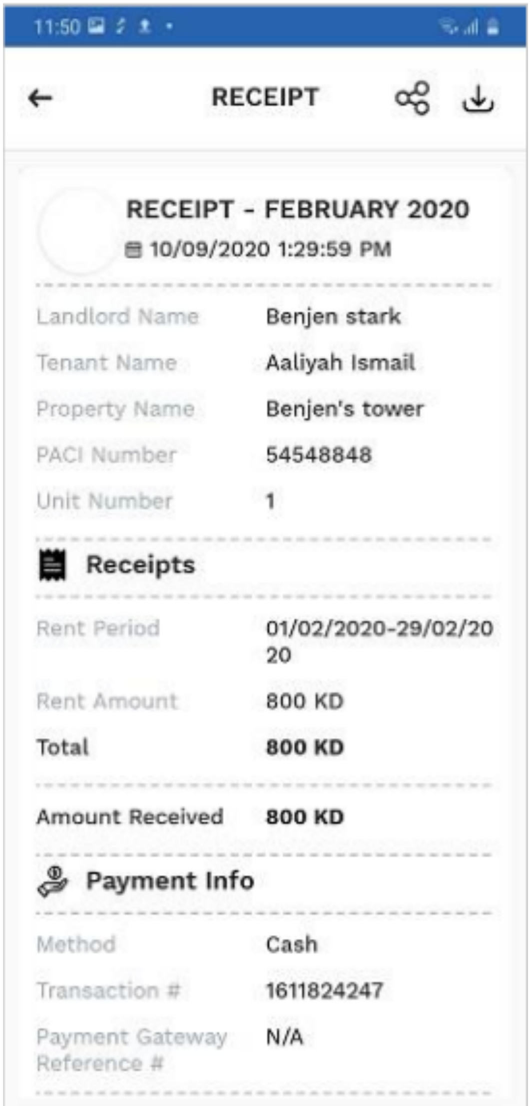
View Transaction Receipt

You will be able to view receipts of all Paid transactions. You can also download and share the receipts. The steps to view a payment receipt are indicated below:

Step 1: From the transactions screen, select the transaction (having status as Paid) for which you want to view the receipt.

Step 2: Select the Receipt option against the transaction to view details such as:
- Month for which payment has been made
- Date of payment
- Landlord name
- Tenant name
- Property name
- PACI number of the property
- Unit number

- Date range for which the payment is made
- Rent amount due
- Total rent amount due
- Amount received
- Payment method
- Transaction number
- Payment gateway reference number



Transaction receipts can be downloaded as PDF files and shared with tenants.

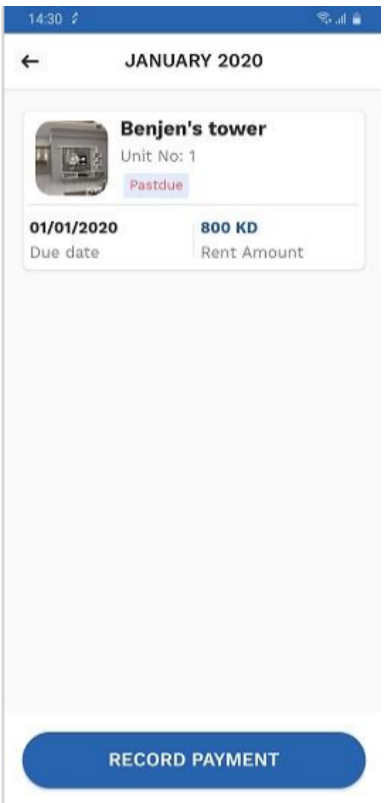
- To download the receipt, select the download icon located at the top right corner. A message will appear briefly, indicating that the receipt has been downloaded.
- To share the receipt, select the share icon located next to the download icon. The receipt will be downloaded and you will be able to share it with others via email, WhatsApp, or any other file-sharing app on your device.

Record Offline Rent Payment

You can record offline rent payments for the properties you manage whenever a tenant pays by Cash, Point of Sale, Cheque, or Bank Transfer. This option will be enabled only if you have an approved bank account connected to the app. The steps to record offline payment are:

Step 1: From the transactions screen, select the Record option against the transaction for which you want to add a payment. A screen opens up where you can see details of the rent due.

Note that the Record option is enabled against a transaction only if the rent for all prior months has been paid.

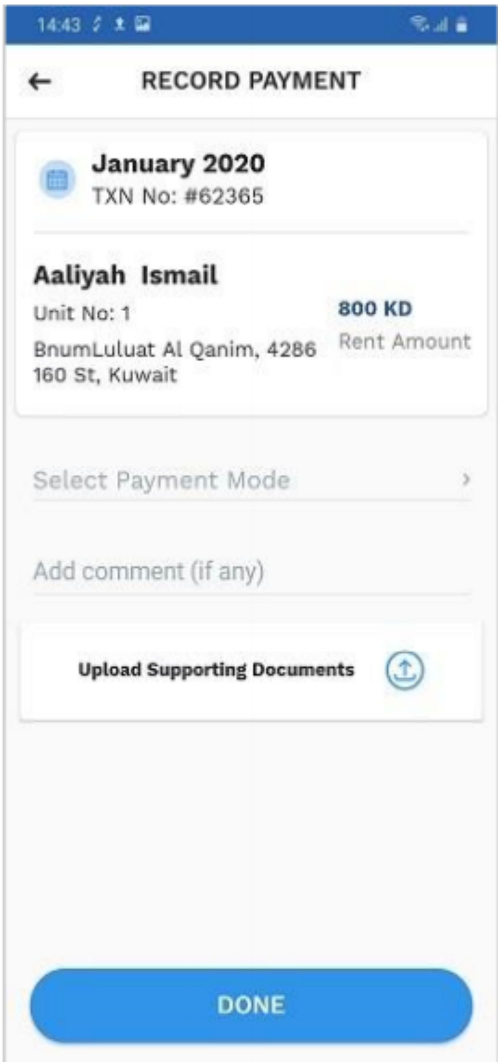


27. Transaction Screen

Step 2: Select RECORD PAYMENT button at the bottom of the screen.

Step 3: On the new screen, choose mode of payment from the drop-down list. You can also enter comments and upload supporting documents. Documents can be in PDF, DOC, JPG, and PNG formats.

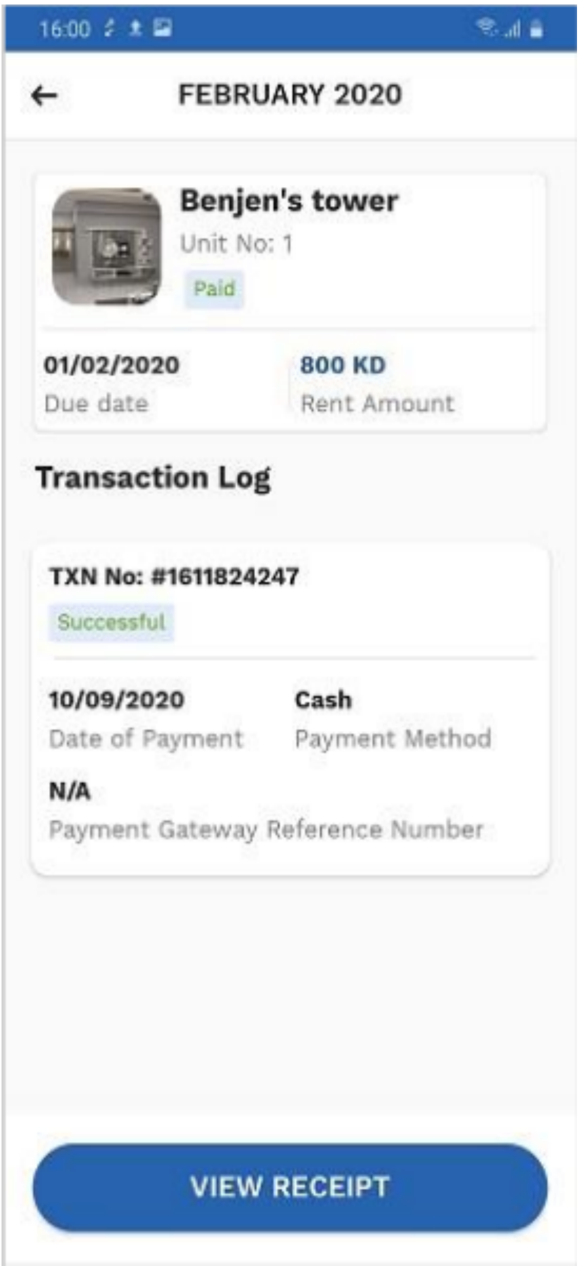
Step 4: Select DONE button at the bottom of the screen and the payment will be recorded. You will then be taken to the transaction details screen.



28. Paid Transaction Details

Step 5: Select VIEW RECEIPT button if you wish to view the receipt. Once an offline payment is recorded,

- Transaction will be marked as 'Paid'
- Receipt will be sent to the tenant via email
- Property managers with rental management privileges for the property will be notified via email and push notification.



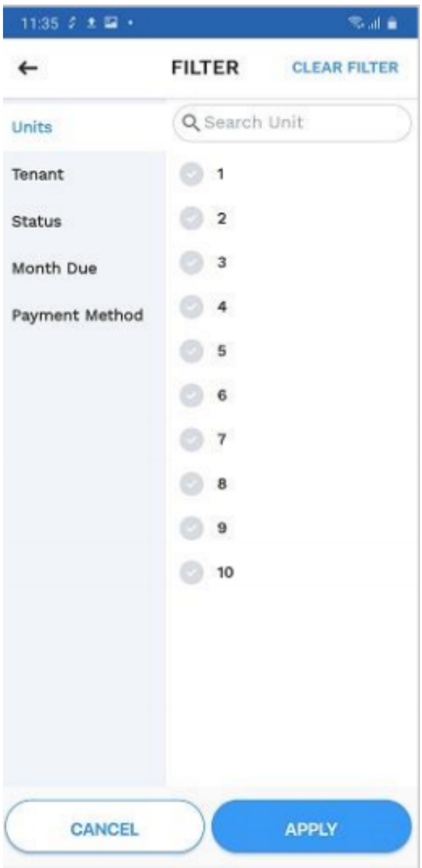
29. Filter Transaction Screen

You can view a narrowed-down list of transactions by specifying filter criteria.
Step 1: Select the Filter option located at the top of the screen and a filter screen appears
Step 2: Specify the filter criteria:

1. **Unit** From the list, select one or more units. You can also search for units using the search box.
2. **Tenant** From the list, select one or more tenants. You can also search for tenants using the search box.
3. **Status** From the list, select one or more statuses.
4. **Month** due Specify the range of months for which the rent payment is due.
5. **Payment** method From the list, select one or more payment methods.

Selected items on the list will show a blue circle with a tick mark. You can deselect by tapping on a selected item again. Tapping on CLEAR FILTER located on the top right corner will clear any filter criteria specified.

Step 3: Tap on the APPLY button after you have finished selecting the filter criteria. You will now see the filtered list of transactions

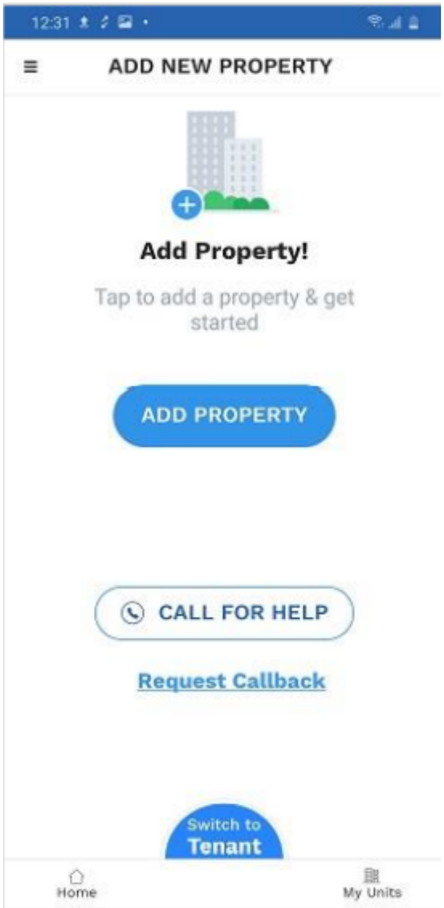


30. Add New Property Screen

Manage Properties As a landlord, you can view and manage all your properties as well as units within the properties using the Banani App

Add a New Property While adding a new property, you enter property details first, followed by details of units within the property. The steps are as follows:

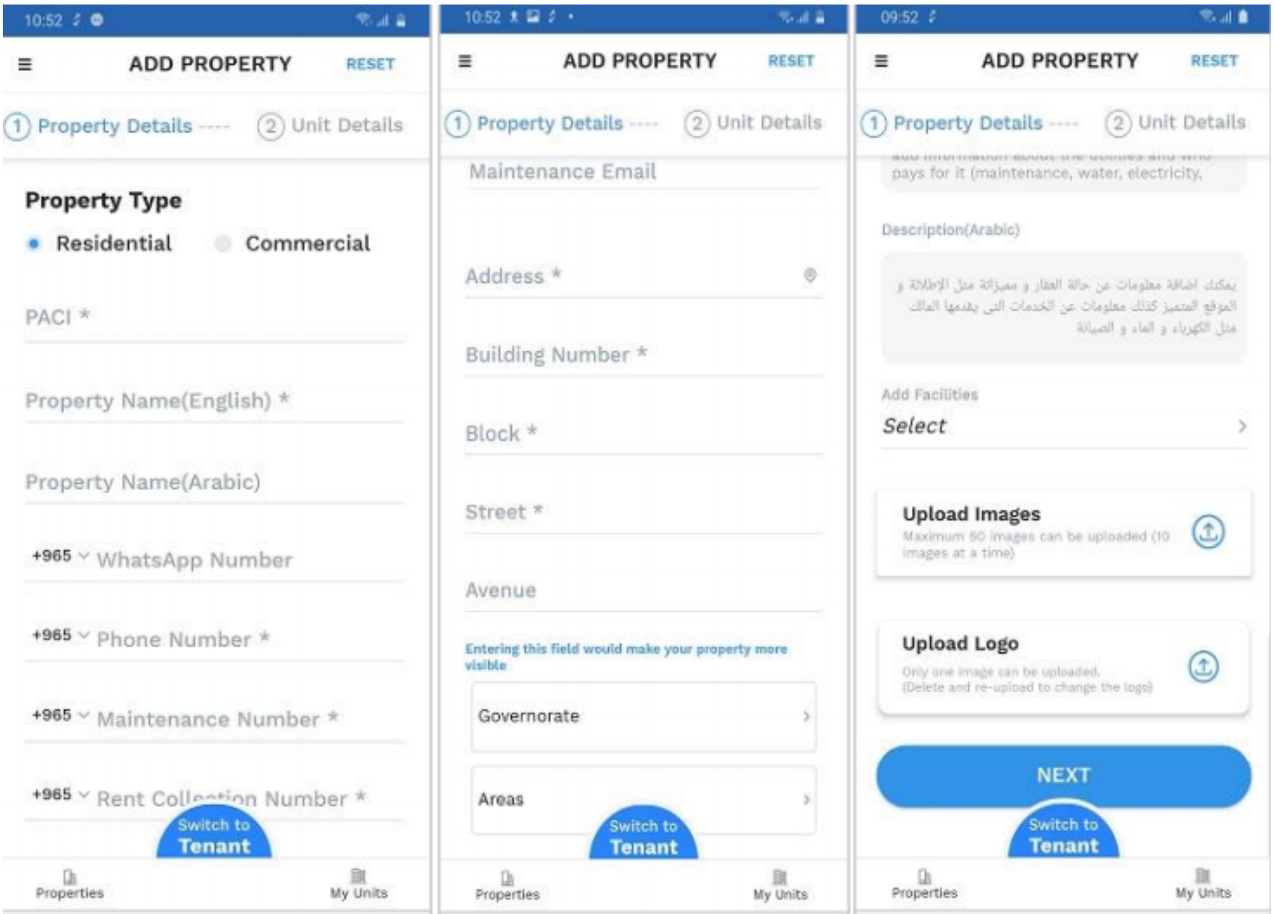
Step1: Select Add Property from the tab bar located at the bottom of the dashboard screen.
a. If you do not have any properties added, an Add New Property screen appears



Select ADD PROPERTY button to enter details of the new property. If you need any help, you may call the customer care or request a call back.

b. If you already have properties added or assigned to you, the Add Property screen opens up with a form to enter details of the new property.

31. Add Property Details Screen



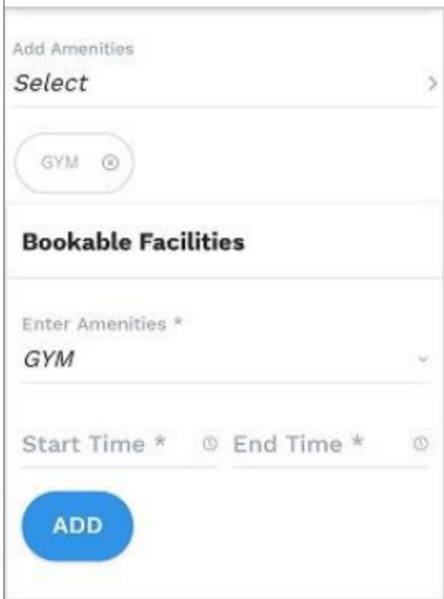
Alternatively, you can add a new property by selecting My Properties from the dashboard.

a. If you do not have any properties added, the Add New Property screen appears. You can then select ADD PROPERTY button to proceed.

b. If you already have properties added or assigned to you, select the + button at the bottom right of the screen to open the Add Property Details screen.

Step 2: Enter your property details in the Add Property Details screen. The details include:

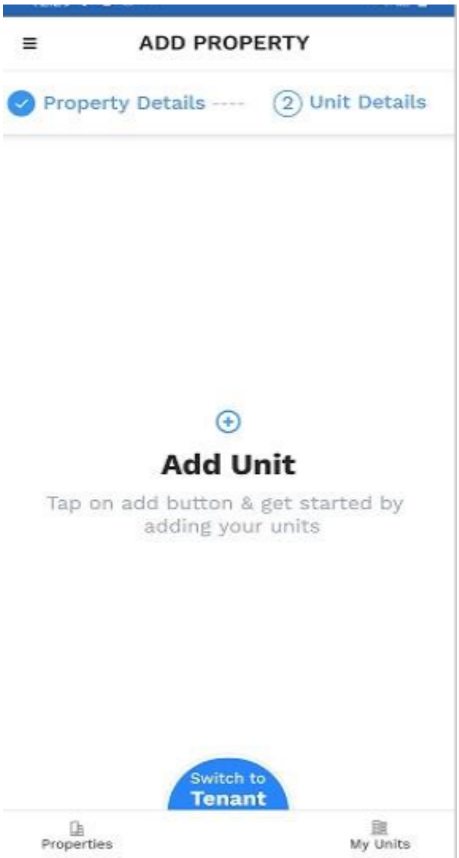
#	Name	Description
1	Property Type	Residential or commercial property type
2	PACI	PACI number of the property (8 digit number)
3	Property Name (English)	Name of the property in English
4	Property Name (Arabic)	Name of the property in Arabic
5	WhatsApp Number	Your WhatsApp number
6	Mobile Number	Main contact number
7	Maintenance Number	Telephone number for maintenance enquiries
8	Rent Collection Number	Telephone number for rent collection
9	Maintenance Email Address	Email Address Email address for maintenance enquiries
10	Address	Address of the Property Tapping on the Address field will open a screen where you can either search for a specific location or have the app auto detect your location. Selecting a location will take you back to the Add Property Details screen and you can see that the field is automatically populated with the selected address.
11	Building Number	Unique number of the property
12	Block	Block where the property is located
13	Street	Street where the property is located
14	Avenue	Avenue where the property is located
15	Governorate	Governorate under which the property falls. To add a governorate, 1. Tap on the Governorate field. 2. Select a governorate from the list. 3. Select DONE on the top right of the screen to save the selection. You will be taken back to the previous screen. Your selection will appear as a tag below the Governorate field.

16	Areas	Area where the property is located To add an area under the selected governorate, 1. Tap on the Areas field. 2. Select an area from the list that appears. 3. Select DONE on the top right of the screen to save the selection. You will be taken back to the previous screen. Your selection will appear as a tag below the Areas field.
17	Description (English)	Details about the property in English
18	Description (Arabic)	Details about the property in Arabic
19	Add Facilities 	Facilities available at your property To add facilities, 1. Tap on the Add Facilities field. 2. Select facilities you need from the list. Scroll down to see the full list. Selected facilities will show a blue circle with a tick mark on the left. 3. Update the data available on the right hand side for each selected facility. 4. Select DONE on the top right of the screen to save your selection. All the facilities you selected will appear as tags below the Facilities field. Note: A Bookable Facilities section can be seen for some facilities among the selected ones. You will have to specify a time range for those facilities. To add a selected bookable facility, 1. Select facility from the Enter Amenities dropdown field. 2. Enter start time and end time based on availability. 3. Select the ADD button. 4. Repeat steps 1 to 3 for each selected bookable facility.
20	Images	Images associated with the property You can upload a maximum of 50 images for a property. Up to 10 images can be uploaded at a time. JPG and PNG image formats are supported.
21	Logo	Company logo The logo you upload here will show up on your receipts. You can upload only one image as the logo. If you want to change, you need to delete the existing one and upload a new one.

Mandatory fields are marked with an asterisk.

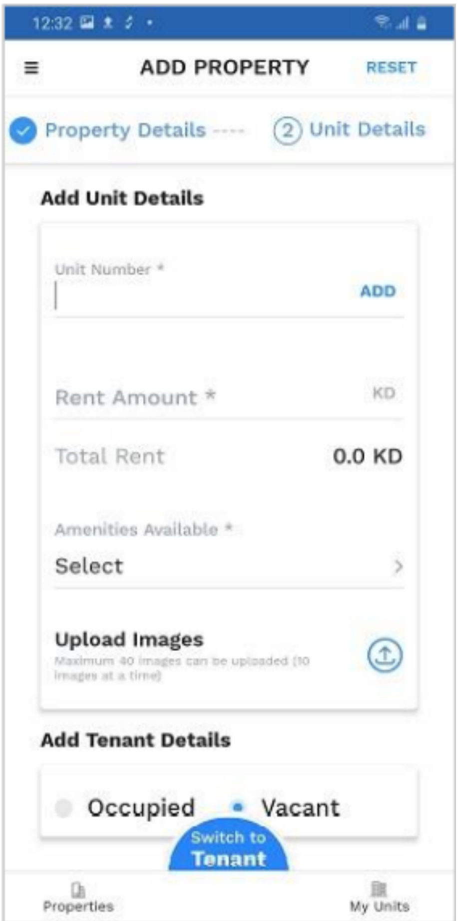
If you wish to clear all the entered details and start all over again, select RESET option located at the top right corner of the screen. A confirmation screen will appear, where you can select OK.

Step 2: Select NEXT button after you have entered all the details. A message appears briefly indicating that the property has been added successfully. You can now add units to the property



Step 3: Tap on the ADD UNIT button and a screen appears where you can enter details of units within the property.

31. Add Unit Details Screen



The following details can be entered:

#	Name	Description
1	Unit Number	Number associated with the unit To add unit number(s), 1. Enter a unit number in the field 2. Select the ADD option located at the right hand side of the field. If you move on to the next field without adding the unit number, a popup message appears: “Did you forget to add the Unit number?”. Select ADD on the popup and the unit number will be added as a tag below the field. Select CANCEL if you do not wish to add the unit number. 3. 3. Repeat steps 1 and 2 if you wish to add more units

#	Name	Description
2	Rent Amount	Rent amount per month
3	Amenities Available	Amenities available for the unit To add amenities for the unit, 1. Tap on the Amenities Available field. 2. Select applicable amenities from the list. You can scroll down to see the full list of amenities. Selected amenities will show a blue circle with a tick mark to its left. 3. Update the data values available on the right hand side for each selected amenity. 4. Select DONE on the top right of the screen to save your selection. All amenities you selected will appear as tags below the Amenities field.
4	Images	Images associated with the unit You can upload a maximum of 40 images for a unit. Up to 10 images can be uploaded at a time. JPG and PNG image formats are supported.
5	Tenant Details	Tenant occupancy status of the unit You can indicate whether the unit is currently occupied or vacant.

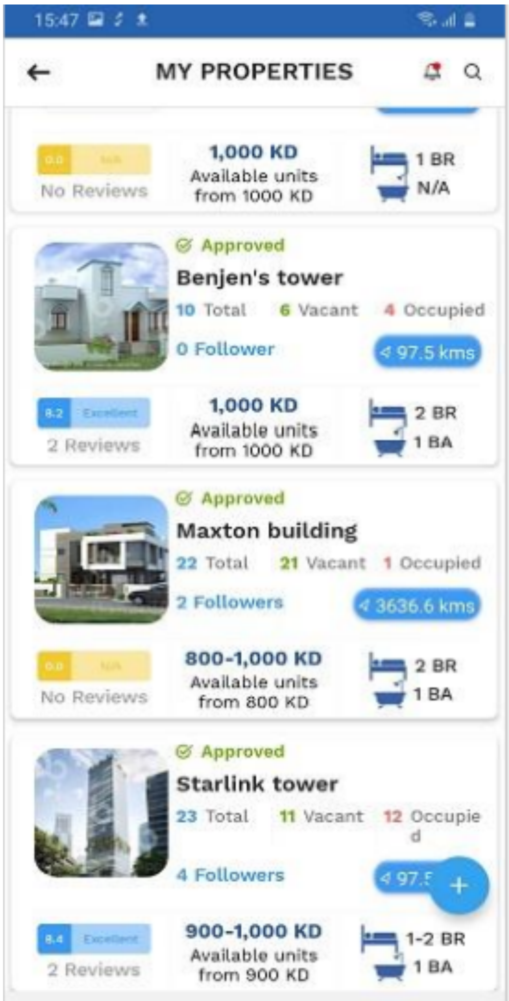
Mandatory fields are marked with an asterisk.

Step 4: Select SUBMIT after you have finished adding unit details. You can now see a list of unit(s) that you added

32. : Newly Added Property's Units Screen

Step 5: To finish adding the new property, select SUBMIT button that appears below the list of newly added units. My Properties screen opens up where you can see the full list of your properties.

33 : My Properties Screen



Newly-created properties will show status as Pending Approval. Once the Banani App administrator approves the property listing, the status will change to Approved.

View List of Properties

To view all your properties, select My Properties tile from the dashboard. My Properties screen shows you all properties that you have added, as well as properties for which you have been assigned the role of property manager.

Each property listed will have:

- Property image
- Property status
- Property name
- Total number of units in the property
- Number of units that are vacant
- Number of units that are occupied
- Number of users who are following the property
- Distance from your current location to the property
- Average rating given by users for the property
- Total number of reviews added by users
- Monthly rent amount for units in the property

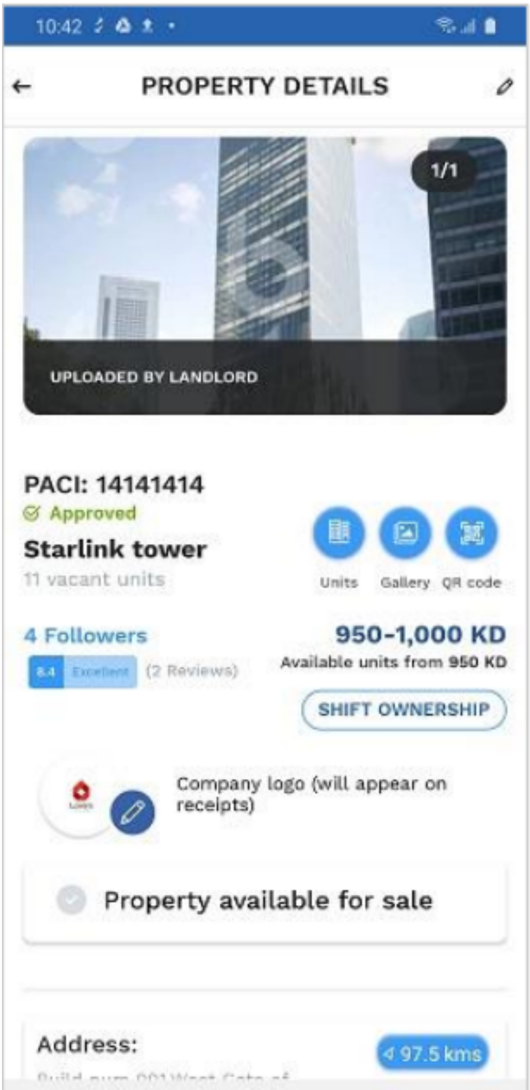
If all units in the property do not have the same rent amount, a range of values will be shown. E.g. 800-1,000 KD

- Number of bedrooms available in the units If all units in the property do not have the same number of bedrooms, a range of values will be shown. E.g. 3-4 BR
- Number of bathrooms available If all units in the property do not have the same number of bathrooms, a range of values will be shown. E.g. 1-3 BA

View Property Details

To view complete details of a particular property, select the property from My Properties screen.

34 : Property Detail Screen



The Property Details screen shows:

- Display picture of the property
- PACI number
- Status of the property

- Property name
- Number of vacant units
- Number of followers
- Monthly rent amount
- Company logo
- An indication whether the property is on sale
- Full address of the property
- Distance from your location to the property
- Bank account details
- Contact details
- Rating and reviews
- Description
- Facilities

Your property could be in either of the following statuses:
- Pending Approval (Newly-created property awaiting approval from the Banani App team)
- Approved (Properties reviewed and approved by the Banani App team) •
- On Hold (Shift ownership request raised by the landlord)

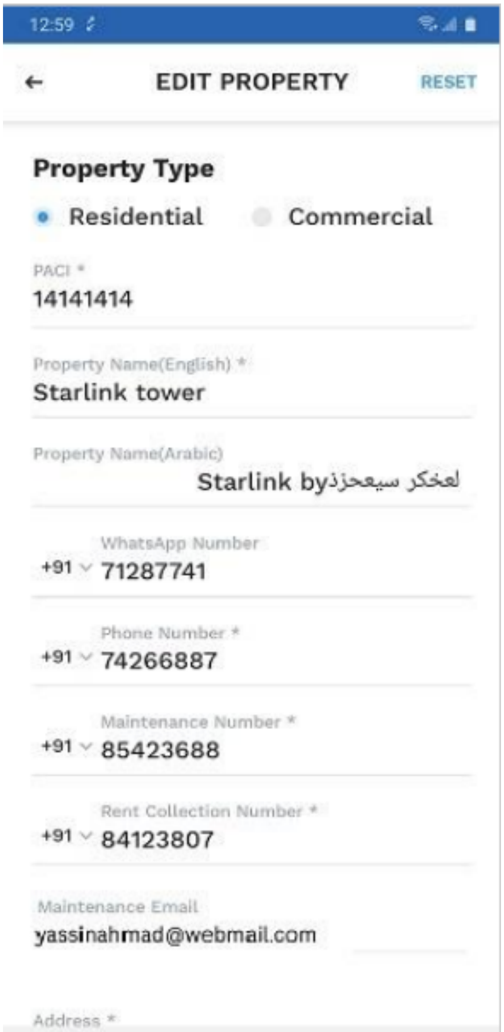
From the Property Details screen, you will be able to perform the following actions:
- Edit property details
- View units within the property
- View unit details
- Add or edit units
- View image gallery
- Download QR code
- Request shift ownership
- Add bank account
- Mark property for sale

35 : Edit Property Screen

Edit Property Details
You can edit details of properties that you have added. Follow the steps below:

Step 1: Select the edit icon located at the top right corner of the Property Details screen. An Edit Property screen opens up where you can update the desired property details.

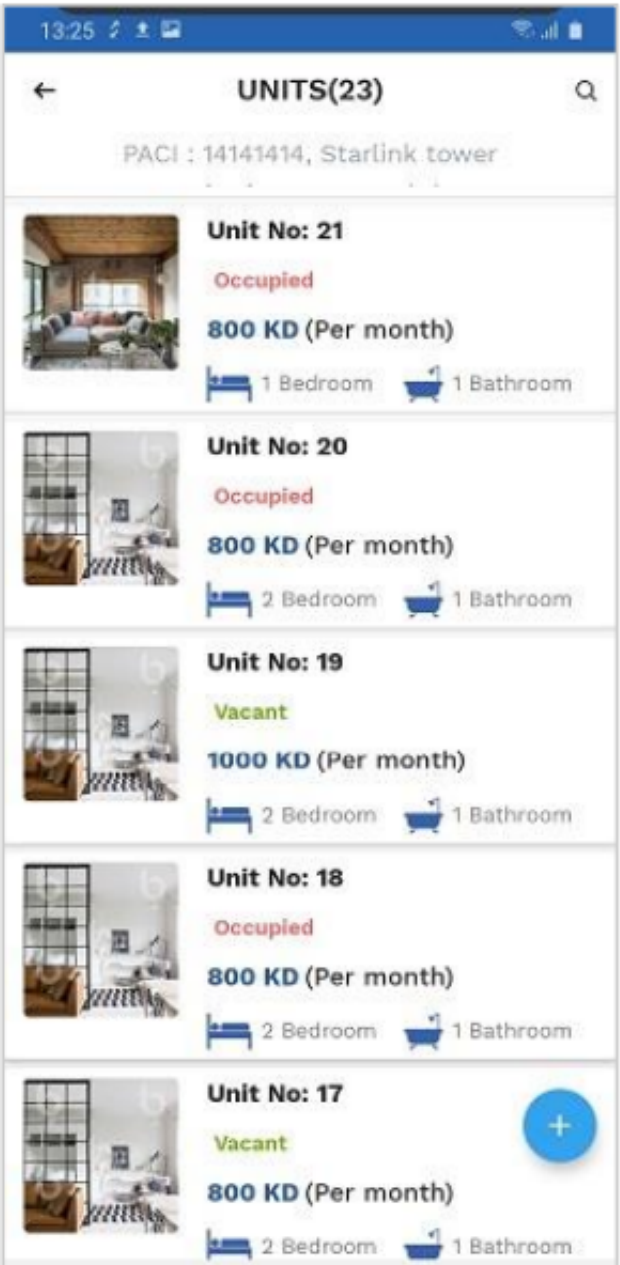
Step 2: Select SUBMIT button once done. The details you entered will be saved and you will be taken back to the Property Details screen.



36 : Unit Listing Screen

ToView Units of the Property

You can view all units associated with a property from the Property Details screen. Select the Units icon located next to the property name and you will see a list of all units within the selected property



36 : Property Gallery Screen

To View Images of a Property

To view images uploaded for a property, select the Gallery icon (second icon next to the property name) on the Property Details screen. You will see a thumbnail view of images

You can enlarge images by tapping on thumbnails.

To upload a new image, tap on the + icon located on the top right corner of the screen. You can upload a maximum of 50 images for a property and up to 10 images at a time. JPG and PNG image formats are supported.

37 : Property Image Enlarged View

Swipe the screen to the right and left to see next and previous images respectively. Tap X at the top left corner to close the enlarged view.

To Delete a Property Image
You can delete an image by selecting the delete option located at the bottom of the enlarged view.

Set Display Picture for a Property
You can set a display picture for a property by selecting the Use as Display Picture option at the bottom of the enlarged view. A message will appear briefly stating that the display image has been set successfully.

38 : Download QR code Popup

Download QR code

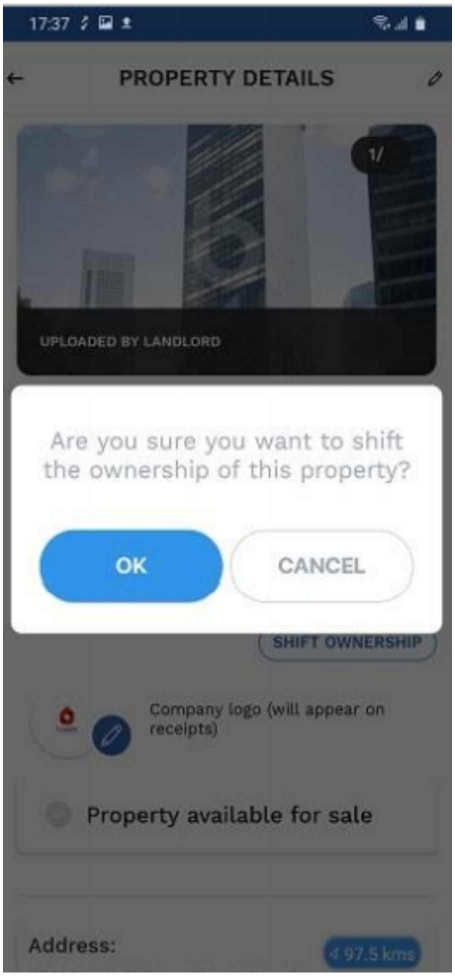
The Banani App generates a QR code against each property. You can use this code in your marketing campaigns to improve customer engagement.

To view QR code of a property, select the third icon next to the property name on the Property Details screen.

You can download the code by tapping on the Download QR Code option. It will be saved to the Images folder on your mobile phone.

39 : Shift Ownership Request Confirmation Popup

If you wish to shift ownership of your property to another landlord, you can raise a request to the Banani App team. You can find a Shift Ownership option in the property details screen. Select it, and a popup message will appear asking for confirmation.



Select OK to confirm your request. You will receive a message indicating that your request has been submitted. The status of the property will now change to On Hold.

Once the Banani App team approves your request, all bank accounts and property managers associated with the property will be removed and you will no longer see it on your listing.

If you wish to cancel the shift request, you may contact the Banani App team.

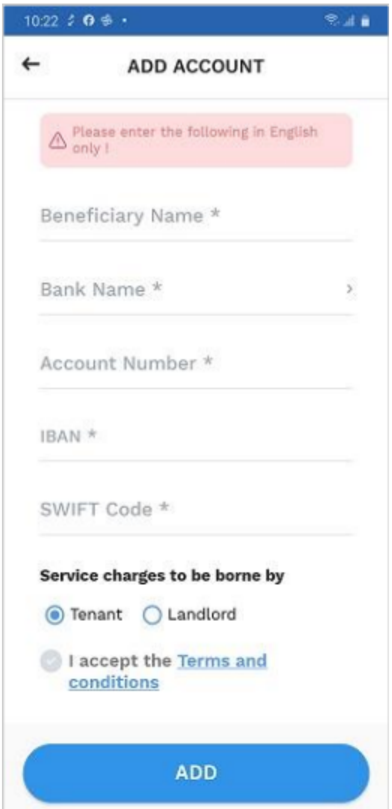
40: Add Bank Account Screen

Manage Bank Account

The Banani App lets you associate a bank account with your property and collect rent through the app. However, the Banani App Administrator needs to approve your account.

Add a Bank Account

Select ADD ACCOUNT from the Property Details screen.



Step 1: Enter account details in English, in the form that opens up. The form collects the following details:

	Name	Description

	Name	Description
1	Beneficiary Name	Name of the beneficiary
2	Bank Name	Name of the bank To enter a bank name, 1. Select the Bank Name field. 2. Select your bank from the list that appears. You can also search for the bank using the search option on top. 3. Select DONE.
3	Account Number	Bank account number
4	IBAN	International Bank Account Number
5	SWIFT Code	Bank identifier code
6	Service charges to be borne by	Indicates whether service charges applied on the monthly rent will be borne by you as a landlord, or the tenant If Tenant is selected, the rent amount + service charge will be debited from the tenant's account. If Landlord is selected, the tenant will only pay the rent amount. Service charge will be deducted from the rent and the remaining amount will be credited to the property's account.
7	I accept the Terms and conditions .	Acceptance of the terms and conditions To read terms and conditions, select the Terms and conditions link

Mandatory fields are marked with an asterisk.

Step 2: Select ADD button after you have filled in the details. A message pops up, indicating that your request has been sent for approval. Only after the added bank account is approved by the Banani App administrator will you be able to collect rent online or record offline payments through the app.

Delete a Bank Account?
Step 1: Select DELETE ACCOUNT from the property details screen. Note that the option to delete the account will not be available if approval is pending. A popup message appears asking for confirmation.

Step 2: Select YES on the popup message and the bank account will be deleted

Mark a Property for Sale

To mark a property is for sale, tap on the field named 'Property available for sale' on the Property Details screen. A blue circle with a tick mark appears, indicating that the property is for sale. You will also see a message that says the property details can be viewed only by Banani's brokerage venture. This means that your property's details can only be seen by Banani's brokerage team. App users would only see specific details related to the property such as area, expected sale price, additional info (entered by Banani App Admin), and total number of units.

The property will now be listed under the 'For Sale' category.

Mark a Property as Not for Sale

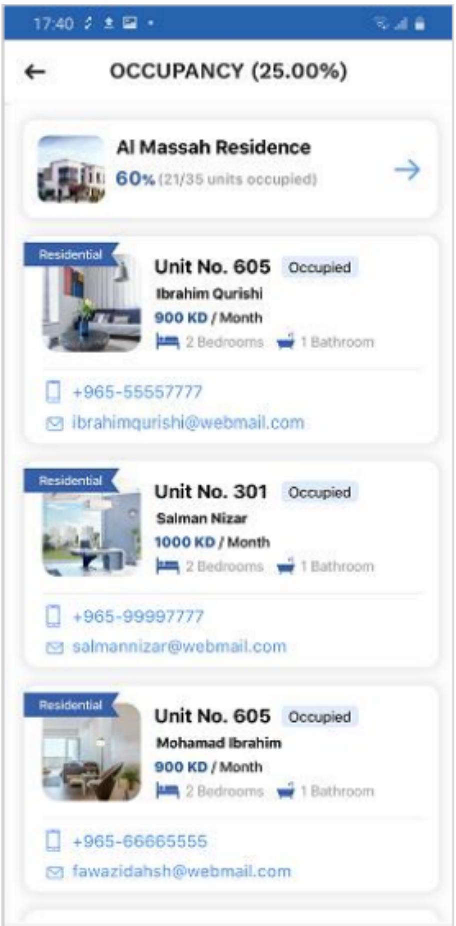
If you wish to indicate that a property is not for sale, select the blue circle with a tick mark next to the field named 'Property available for sale'. The blue circle changes to a grey circle and a message appears briefly indicating that the property is no longer for sale. The property will no longer be listed under the 'For Sale' category

41: Occupancy Screen

You can view all your currently occupied units property-wise, by following the steps below:

Step 1: Select Occupancy tile from the dashboard and you will see a list of occupied units under the first property in your list.

The percentage of occupancy across all your properties is indicated next to the OCCUPANCY header. Property-wise occupancy percentage is indicated below the property name.

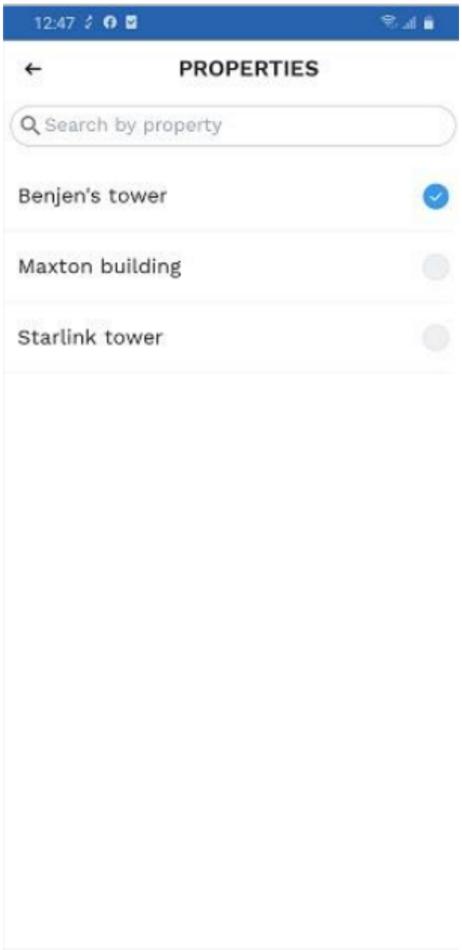


42: Properties with Occupied Units

Step 2: To view occupied units of another property, select the arrow icon to the right of the property name. You will see a list of your properties that have occupied units

Step 3: Select another property and you will see a list of all its occupied units.

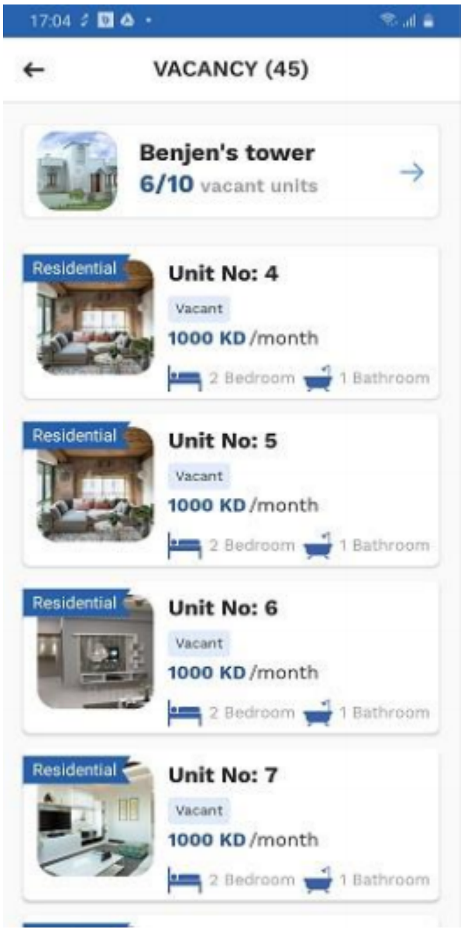
Step 4: Select any occupied unit to view its details.



43: Vacancy Screen

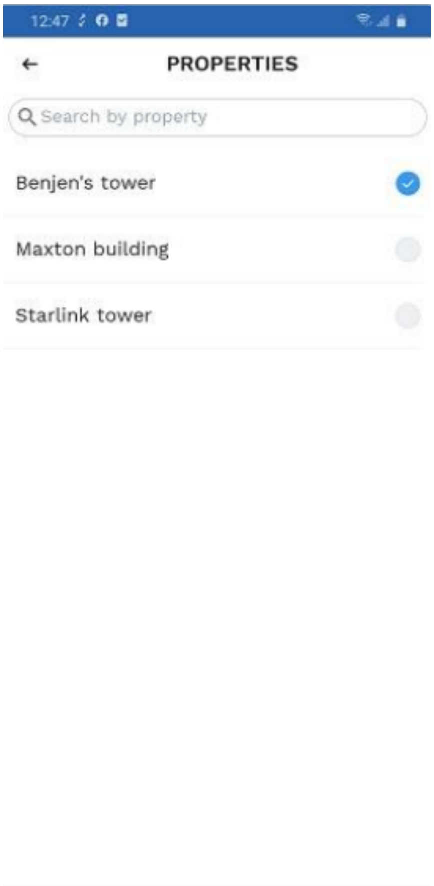
View All Vacant Units

To view all your currently vacant units property-wise, follow the steps below: Step 1: Select Vacancy tile from the dashboard and you will see a list of vacant units under the first property in your list.



The vacancy percentage across all your properties is indicated next to the VACANCY header. The number of vacant units against the total number of units available for the property is shown below the selected property's name.

Step 2: To view vacant units of another property, select the arrow icon to the right of the property name. A list of your properties having vacant units is displayed.

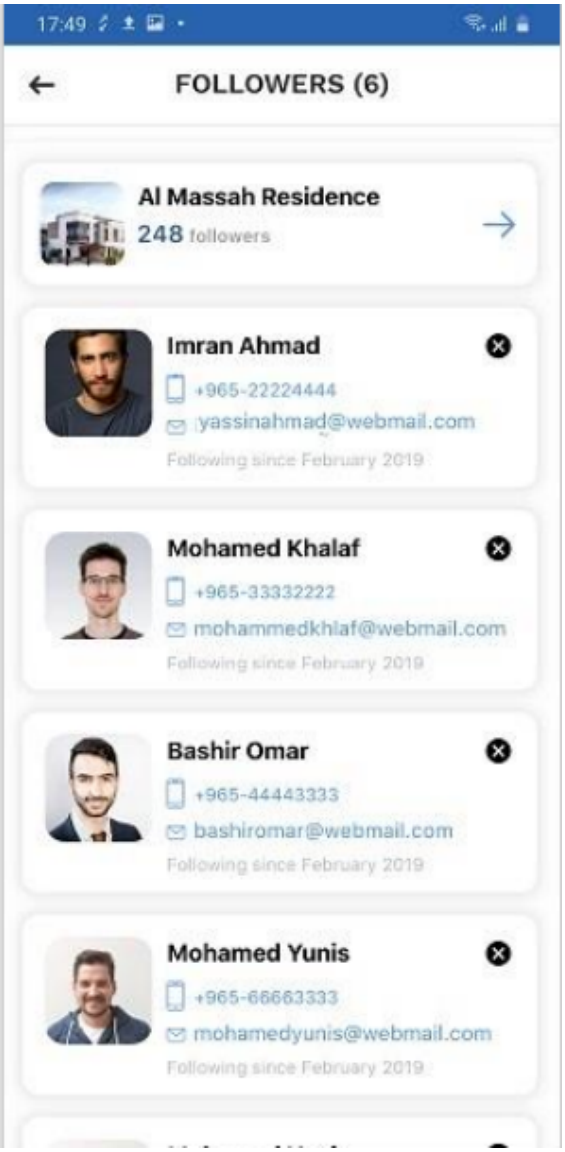


Step 3: Select another property from the list and you will see a list of its vacant units.

Step 4: Select any vacant unit to view its details.

View Followers Property-wise
To view property-wise listing of all followers, follow the steps below:

Step 1: Select Followers tile from the dashboard and you will see a list of followers for the first property in your list.



The total number of followers across all your properties is indicated next to the FOLLOWERS header. The property-wise number of followers is indicated below the property name.

Step 2: To view followers of another property, select the arrow icon to the right of the property name. A list of your properties that are being followed by at least one user is displayed.

Step 3: Select another property from the list and you will see all its followers.

Remove Followers

To disallow or remove a user from following a property, follow the steps below:

Step 1: Select the X icon next to the name of the user on the Followers screen.

Step 2: Select YES on the confirmation popup that appears. The user would be removed from the follower's list for the selected property.

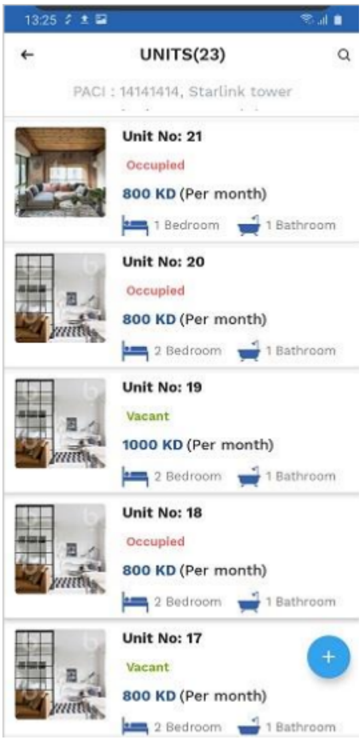
44: Units Listing Screen

Manage Units of a Property
You can manage all units within your properties. You can add new units, edit units, invite tenants, update rent, raise maintenance requests, and more on the app.

View Units of a Property
To view units of a particular property, follow the steps below:
Step 1: Select My Properties tile from the dashboard to view all your properties.

Step 2: Select a property and the Property Details screen opens up.

Step 3: Select the Units icon located next to the property name in the Property Details screen. You will see a list of all units in the selected property.



You can perform the following actions from the Units Listing screen.

- Add new units
- Filter units
- View unit details

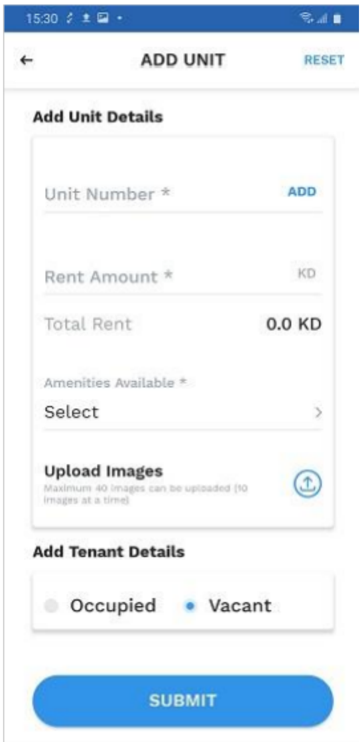
45: Add New Unit Screen

Add New Units to Property

You can add new units to the selected property by following the below steps.

Step 1: From the Units Listing screen, select the blue + icon towards the bottom right of the screen. You will see two options:

1. Filter
2. 2. Add Unit
   Step 2: Select Add Unit option. The Add Unit screen opens up.



	Name	Description
1	Unit Number	Number associated with the unit To add unit number(s), 1. Enter a unit number in the field 2. Select the ADD option located on the right hand side of the field. If you move on to the next field without adding the unit number, a popup message appears with the following message. “Did you forget to add the Unit number?”. Select ADD on the popup and the unit number will be added as a tag below the field. Select CANCEL if you do not wish to add the unit number. 3. Repeat steps 1 and 2 if you wish to add more units.
2	Rent Amount	Monthly rent amount (Market rent amount)
3	Amenities Available	Amenities available for the unit To add amenities for the unit, 1. Tap on the Amenities Available field. 2. 2. Select applicable amenities from the list. Selected amenities will show a blue circle with a tick mark to its left. 3. 3. Update the data values for each selected facility 4. Select DONE on the top right of the screen to save your selection. All amenities you selected will appear as tags below the Amenities field.

	Name	Description
4	Images	Images associated with the unit You can upload a maximum of 40 images for a unit and up to 10 images can be uploaded at a time. JPG and PNG image formats are supported.
5	Tenant Details	Tenant occupancy status of the unit You can indicate whether the unit is currently occupied or vacant.

Mandatory fields are marked with an asterisk.

Step 3: Select SUBMIT button after you have finished adding the unit details. You will be taken back to the screen listing the units of the selected property

46: Filter Units Screen

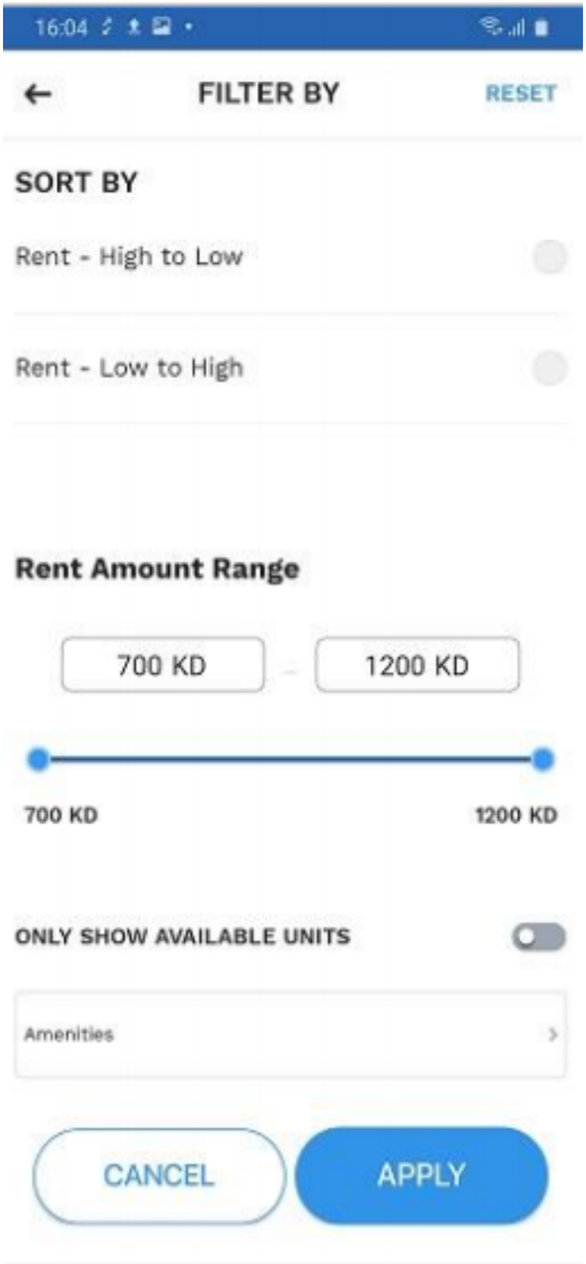
Filter Units of Property

To filter a specific set of units, follow the steps below:

Step 1: From the Units Listing screen, select the blue + icon towards the bottom right of the screen. You will see two options:

1. Filter
2. Add Unit

Step 2: Select Filter option and you will see fields by which you can filter the units.



Step 3: Specify the filter criteria.

1. Sort by monthly rent amount Select whether you need to list units in increasing or decreasing order of rent amount.

2. Range of monthly rent amount Move the slider to select the range of values you need.

3. Only show available units Select this option to see only available units.

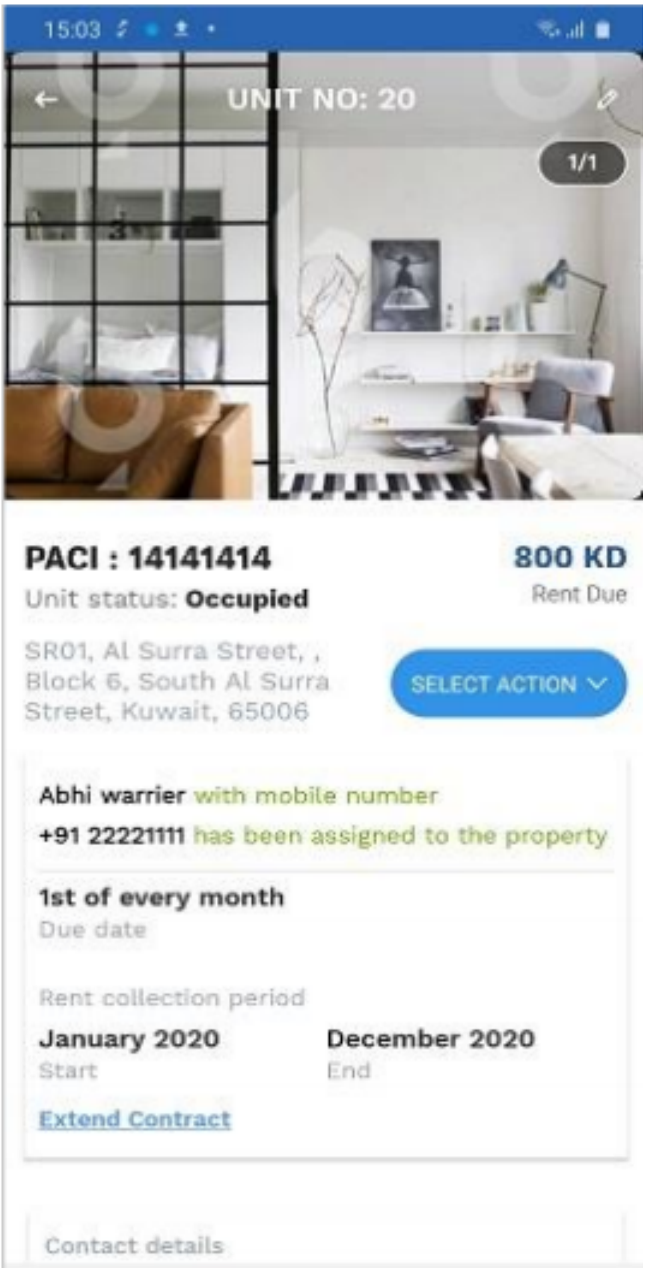
4. Amenities Select the amenities you want to filter by.

Step 4: Select APPLY button and you will see a list of units matching the specified filter criteria.

47: Unit Details Screen

View Unit Details

Select any one unit from the Units Listing screen to view its details



The unit details screen shows the following information.

- Display picture
- PACI number
- Unit status (Occupied or Vacant)
- Monthly rent
- Rent payment status (Due or paid)
- Full address of the property
- Tenant name and mobile number
- Day of the month on which rent is due each month
- Rent collection period (Start date and end date)
- Mobile number
- Telephone number for maintenance inquiries/requests
- Rent collection number
- Email address for maintenance inquiries/requests
- Amenities
- Rent transactions list
- Last rent payment details
- Maintenance requests (latest three maintenance requests will be shown)

You can perform the following actions from this screen.

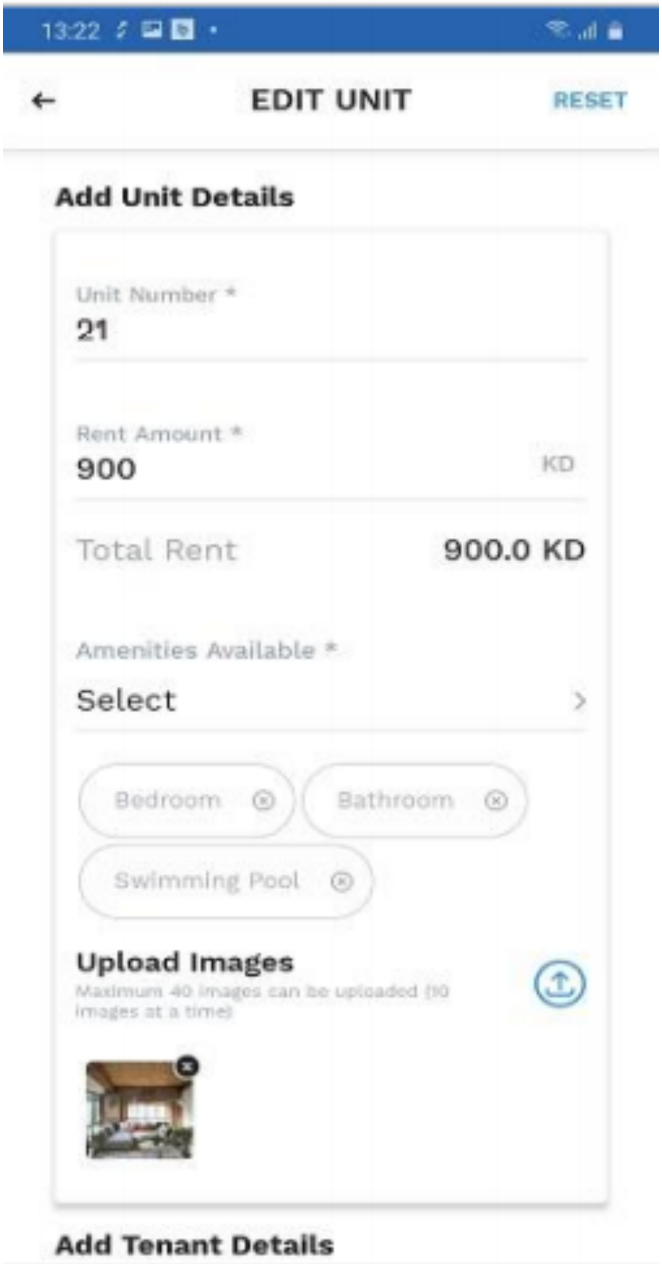
- Edit unit details
- Invite tenant
- Edit invite
- Update rent
- Resend invite
- Revoke invite
- Delete tenant
- Extend contract
- View all rent transactions
- View details of a rent transaction
- View rent receipts
- Record offline payment
- Add maintenance requests
- Decline maintenance requests
- Mark maintenance requests as complete

48: Edit Unit Screen

Edit Unit Details

To edit details of a unit, follow the steps below:

Step 1: Select the edit icon located at the top right corner of the Unit Details screen. The Edit Unit screen opens up where you can update the desired unit's details.



Step 2:
Edit the information you need.

Step 3: Select SUBMIT button to save the updated information. You will be taken back to the Unit Details screen.

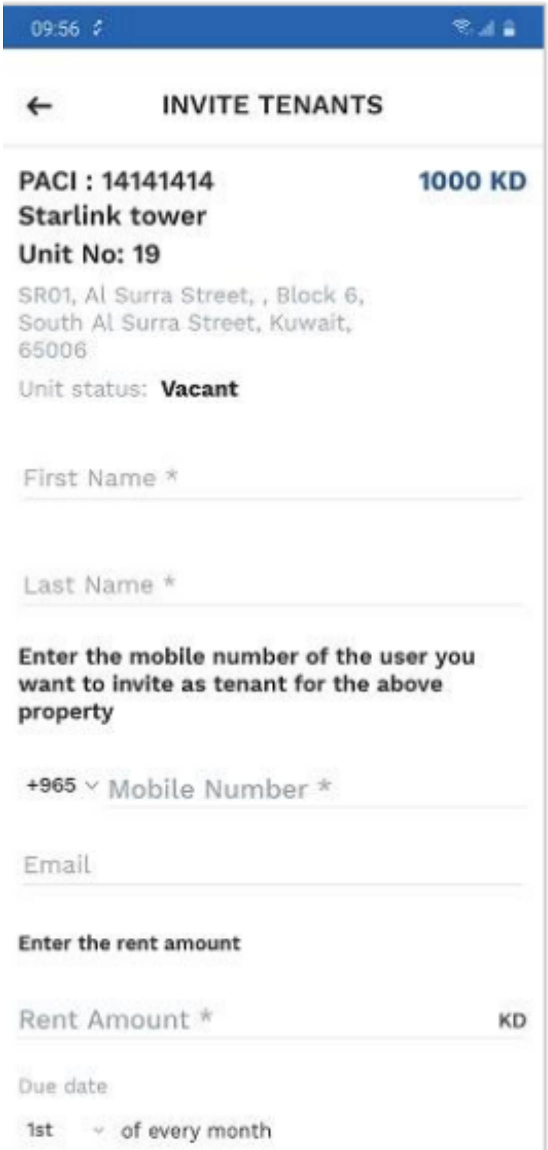
Note: If you have updated tenant occupancy status from Vacant to Occupied, upon submitting, a popup message appears asking if you would like to send an invite to the tenant. Select CONTINUE on the popup message if you would like to send an invite to the tenant. Select CANCEL if you do not want to send an invite to the tenant. You can send an invite to the tenant later.

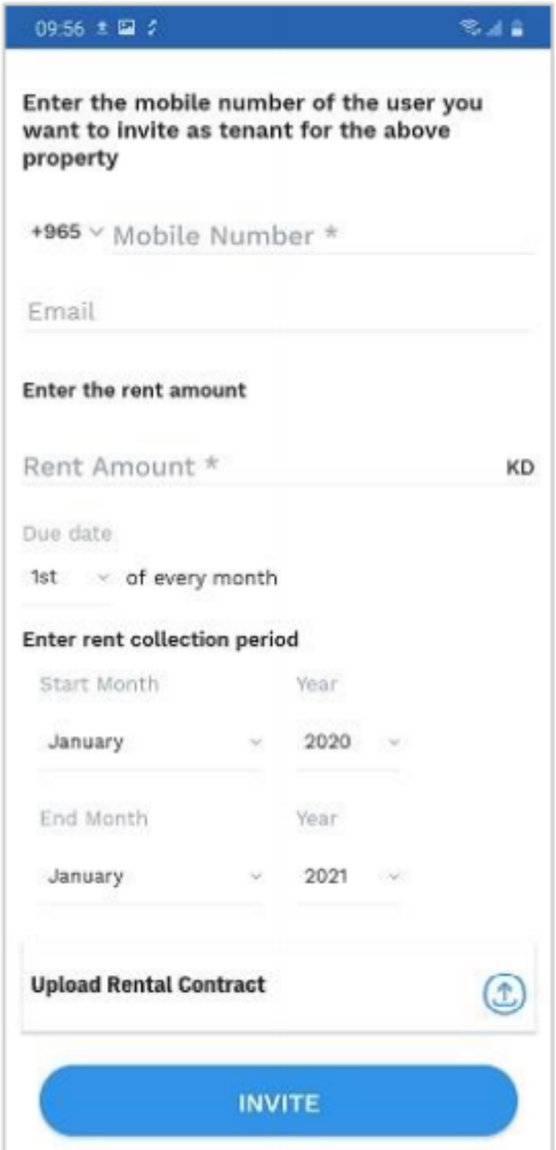
49: Invite Tenant Screen

Invite a Tenant

You can add or link a tenant to a unit by sending him/her an invitation. Tenant invitations can be sent regardless of the unit being vacant or occupied. Follow the steps given below to send an invite to a tenant.

Step 1: From the Unit Details screen, select Invite Tenant option from the SELECT ACTION dropdown box. A form appears to enter invitation details





Note: If a tenant is already tagged to the unit, prior to the Invite Tenant screen opening up, a popup message appears. The message asks for confirmation to delete pending transaction records for the existing tenant.

Select YES to delete all pending rent transactions for the existing tenant and proceed to the Invite Tenant screen.

- Transaction records in Open (Transactions for upcoming months) and Pending (Transactions for current month) statuses will be removed
- Transaction records in Past due status will be retained and offline payment can be done against these
- Transaction records in Paid status will be retained

Select NO to proceed to the Invite Tenant screen without deleting the pending rent transactions.

- Transaction records in Open status (Transactions for upcoming months) will be removed Transaction records in Pending status (Transactions for current month) will be retained and you can record offline payment against it
- Transaction records in Past due status will be retained and offline payment can be done against these
- Step 2: Enter following details in the Invite Tenant screen

#	Name	Description
1	First Name	First name of the tenant
2	Last Name	Last name of the tenant
3	Mobile Number	Mobile number of the tenant The invitation will be sent via SMS to this mobile number. If the mobile number matches the mobile number of a registered app user, upon saving, the first name and last name of the tenant will be updated with the first name and last name of the registered app user.
4	Email Address	Email address of the tenant Payment reminders and receipts are sent to this email address.
5	Rent Amount	Contractual monthly rent amount The contractual rent amount could be more or less than market rent amount.
6	Rent Due Date	Day of the month on which the rent is due Note that you will not be able to modify the value in this field.
7	Rent Collection Period	Period for which rent will be collected You can enter the starting month and year as well as the final month & year for rent collection Note: The starting month will be accepted only if there are no previous rent transactions recorded against it.
8	Rental Contract	Rent contract document This is an optional field. You can upload up to 10 contract documents or images. Formats supported include PDF, DOC, JPG, and PNG.

50: Unit Details Screen After Sending a Tenant

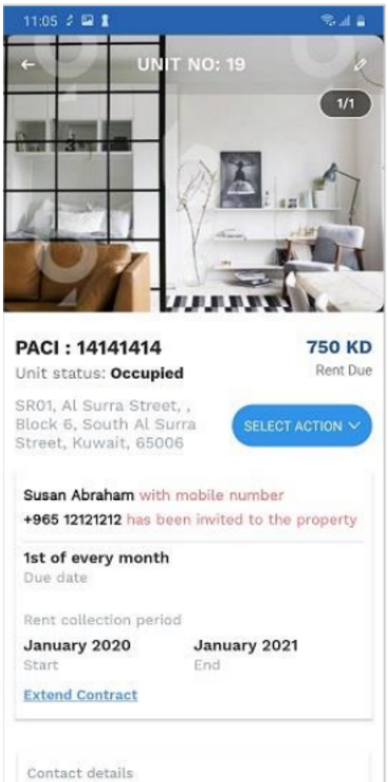
Step 3: Select INVITE button. A message appears indicating that your invitation has been sent successfully and you will be taken back to the Unit Details screen. An SMS notification is sent to the invited mobile number informing the tenant of his/her tenancy. The invited tenant will be tagged to the unit even if he/she is not a registered user on the Banani App or even if he/she is yet to accept the invitation. If the tenant is interested in using the Banani App, he/she can click on the link in the notification, register on the app, and accept the invitation. If the tenant chooses not to accept the invite, he/she will continue to be tagged to the property.

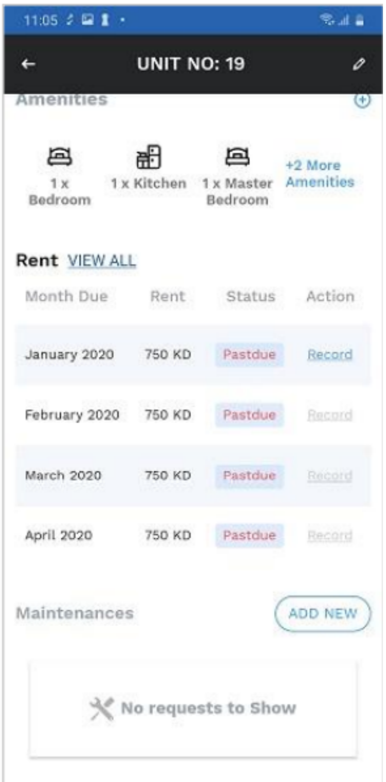
After the invitation has been sent, you can see the following updated information on the unit details page.

1. Occupancy status of the unit shows as Occupied.
2. Rent amount shows the contractual rent amount specified in the invitation.
3. A message appears below the unit address indicating that the tenant has been invited to the property. The tenant name as well as his mobile number is included in the message.
4. Rental details including rent due date, rent collection period and uploaded rent contract documents are shown.

5. An Extend Contract option is shown below the rent collection period. Refer How to Extend Rent Contract section on how to extend the rent contract for the unit.

6. Rent section shows the latest four rent transaction records for the unit. Select the VIEW ALL option to see the full list of transaction records for the unit. For details on how to manage your rent transactions, refer to the How to Manage Transactions section in this document.





7. Following additional options appear in the SELECT ACTION dropdown box. These include:

- Edit Invite
- Update Rent
- Resend Invite
- Revoke Invite
- Delete Tenant

51: Edit Invite Screen

Edit an Invite
You can edit an invitation that has already been sent to a tenant. When editing an invitation, if you modify the mobile number, a new invitation will be sent to the updated mobile number. The invitation sent to the previous mobile number will be invalidated. To edit an invitation, follow the steps given below:

Step 1: From the Unit Details screen, select Edit Invite option appearing in the SELECT ACTION dropdown box. A pre-filled form appears.

Step 2: Enter the revised details. You can revise the following fields.

- First name
- Last Name
- Mobile Number
- Email Address

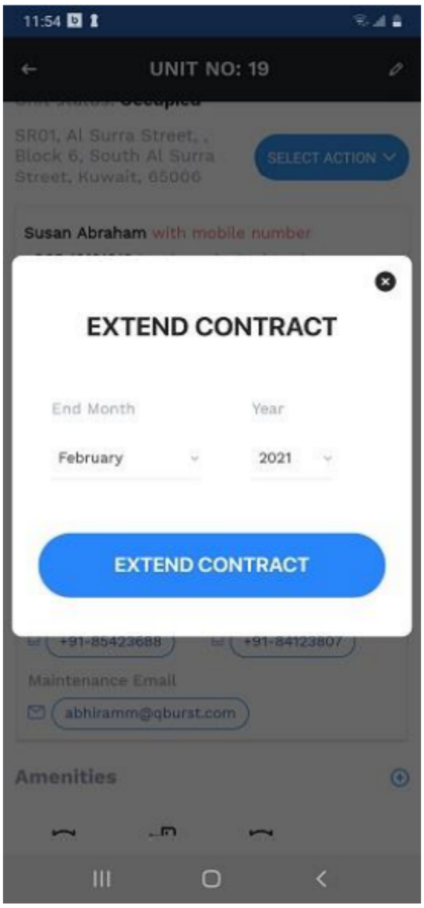
  Step 3: Select SUBMIT button to save the revised details. You will be taken back to the Unit Details screen. A message appears briefly indicating that the details have been saved successfully.

52: Extend Contract Popup

Extend Rent Contract

You can extend a rent contract by following the steps given below.

Step 1: Select the Extend Contract option on the Unit Details screen and a popup appears.



Step 2: Enter the revised ending month and year for the rent contract.

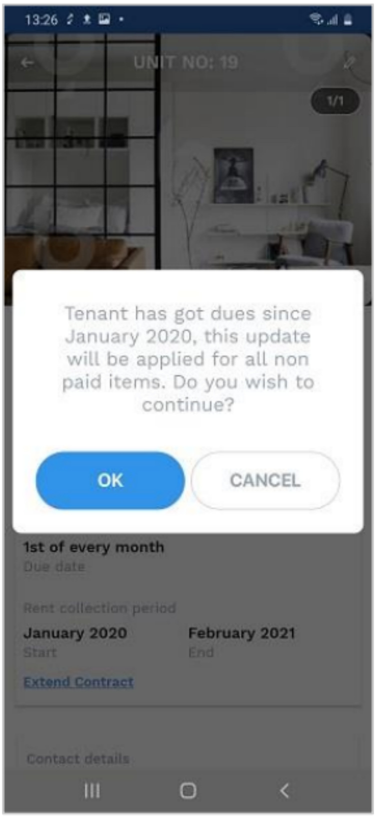
Step 3: Select EXTEND CONTRACT button. The details will be saved and you will be taken back to the Unit Details screen where you can see the revised rent collection period end date. A message appears briefly indicating that the rent contract has been updated successfully.

53: Update Rent for Unpaid Rent Popup Message

Update Rent for a Unit
You can update the contractual rent amount for an occupied unit by applying discounts or increments. To update the contractual rent amount,

Step 1: Select Update Rent option from the SELECT ACTION dropdown box on the Unit Details screen. If there are any dues from past months, the newly updated rent amount will be applied to all unpaid rent records. A popup message appears asking you for confirmation.

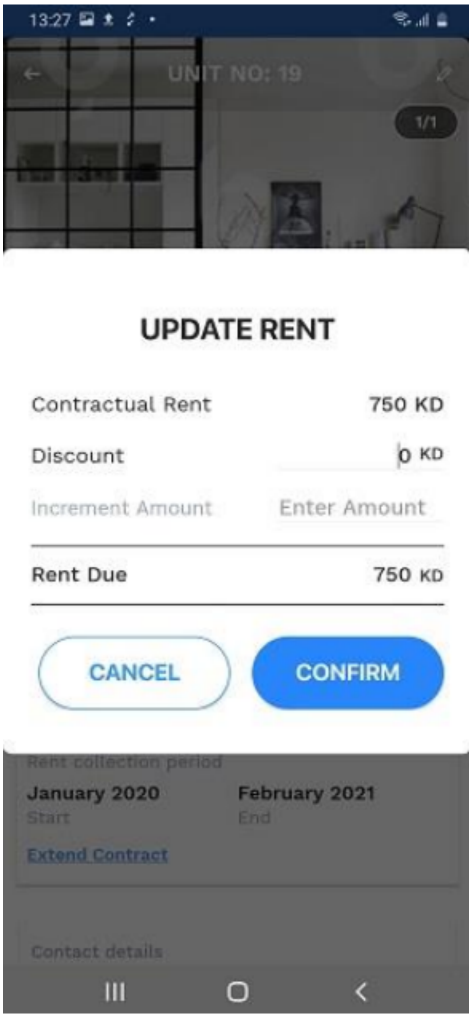
Step 2: Select OK to proceed and a popup appears where you can update the rent.



54: Update Rent Screen

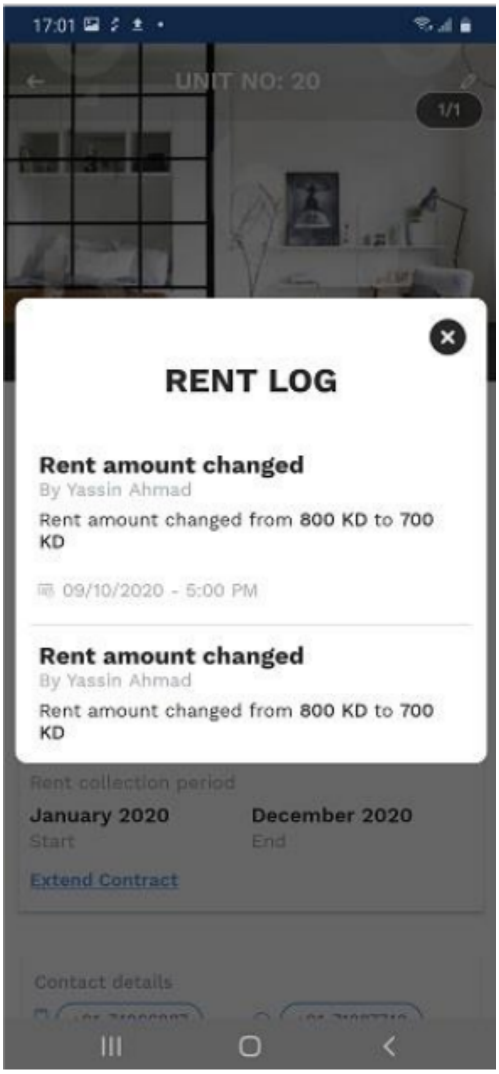
Step 3: Enter the applicable discount or increment amount. You can enter values only in either of the fields. You will not be able to enter both discount as well as increment. The rent due amount will change based on your entry. For discounts, the rent due amount will decrease and for increment amount, the rent due amount will increase.

Step 4: Select CONFIRM button after finishing and you can see that the rent amount has been revised on the Unit Details screen.



55: Rent Log Pop up

Select the information icon next to the rent amount to see the rent update log. Note that this icon will appear only if the rent amount has been updated at least once.



Resend an Invite

You can resend an invitation to a tenant. From the Unit Details screen, select the Resend Invite option that appears in the SELECT ACTION dropdown box. The invitation will be sent to the tenant again. A message appears briefly indicating that the tenant invitation has been resent.

Revoke an Invite

To revoke an invitation that has been sent to a tenant, follow the steps below:

Step 1: Select the Revoke Invite option from the SELECT ACTION dropdown box on the Unit Details page. A message pops up. “All unpaid rent line items will be deleted. Do you wish to continue?”

Step 2: Select YES to revoke to invitation. A message appears briefly indicating that the invitation has been revoked.

Once an invitation is revoked, all unpaid rent transaction records for the tenant against the unit are removed. It includes past dues, pending, and open payments.

On the Unit Details screen,

- The occupancy status of the unit will show as vacant.
- Rent amount will show the market rent amount instead of the contractual rent amount.
- The message that had appeared indicating that the tenant has been invited to the property will no longer be available.
- Rent due date, rent collection period, option to extend contract, rent transactions listing, and rent contract documents will no longer be shown.
- The SELECT ACTION dropdown box will show only the Invite Tenant option.

56: Delete Tenant Confirmation Popup

To delete a tenant from a unit, follow the steps given below:

Step 1: Select Delete Tenant option from the SELECT ACTION dropdown box on the Unit Details screen. A popup appears with a message.

Deleting a tenant is a non-reversible action. Hence, make sure that you read the message very carefully before you take any action.

When deleting a tenant,
- Tenant will be removed from the unit
- All transaction records that are in Past due status will be retained
- All transaction records that are in Open status (Transactions for upcoming months) will be removed
- Transaction records that are in Pending status (Transactions for current month) will be retained or removed depending on your choice (Refer the next step)

Note that you will not be able to invite another tenant for the period that transaction records have been retained. Hence it is advisable that you use the delete tenant option only if your tenant owes you rent payments up to today.

If you do not wish to retain transaction records for the tenant, you can use the revoke invite option. When revoking a tenant,

- Tenant will be removed from the unit
- All transaction records that have not been settled will be removed. This includes transaction records that are in Past due, Pending, and Open statuses. Only transaction records that are in Paid status will be retained.

Step 3: If you are deciding to proceed with deleting the tenant, you have to confirm whether you wish to remove transactions that are Pending status. Select Yes (located towards the bottom of the popup) if you wish to remove transactions in Pending status.

Step 4: Select CONFIRM DELETE on the confirmation message popup. A message appears briefly indicating that the tenant has been successfully removed. You will be taken back to the Unit Details screen.

On the Unit Details screen,
1. Occupancy status of the unit shows as Vacant.
2. Rent amount shows the market rent.
3. SELECT ACTION dropdown box shows the only Invite Tenant option.
4. All tenant related information will be removed.

Note: The option to delete a tenant has to be chosen very carefully. If you need any help do not hesitate to contact the customer success team. You can select the HELP option that appears on the popup screen for assistance.

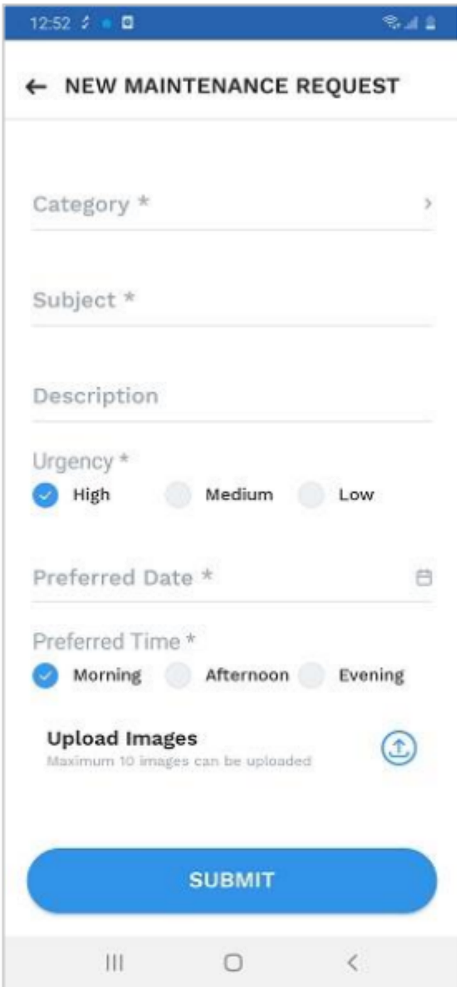
56: New Maintenance Request for a Unit

Create a Maintenance Request for a Unit
To create a new maintenance request for a unit,

Step 1: Select ADD NEW option from the Maintenances section on the Unit Details screen. A form appears where you can raise the maintenance request.

Step 2: Select SUBMIT button after you have finished entering the details. A message appears briefly that the maintenance request has been saved. You will be taken back to the Unit Details screen where you can see newly raised request listed.

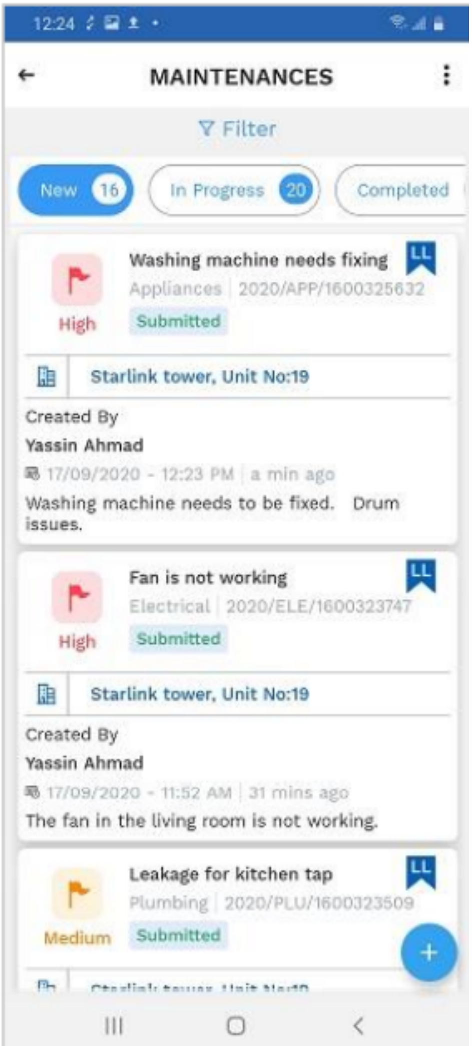
Alternatively, you can raise a new maintenance request from the Maintenance Requests screen. You may refer to the Maintenance Request Management section for steps on how to manage and track maintenance requests.



57: Maintenance Requests Screen

Manage Maintenance Requests
You can manage and track the status of maintenance requests raised against your properties or units.

View Maintenance Requests
Tap on the Maintenance tile from the dashboard to open the maintenance requests screen. Here, you can view and manage maintenance requests raised against your properties and units. It will show requests raised by you. your tenants, and your property managers.



When you open the Maintenance Requests screen, by default, you will see a list of requests that are in Submitted status. To see requests that are In Progress, Completed, Declined, or Cancelled, select the corresponding status from the top of the screen. Swipe the status section to the right to see all available statuses. Next to the status name, the count of requests having that status is shown.

The requests are listed in descending order of modification date and time. The latest modified request will show up on top.

Alternatively, you can view maintenance requests related to a specific unit on the Unit Details screen under the Maintenances section.

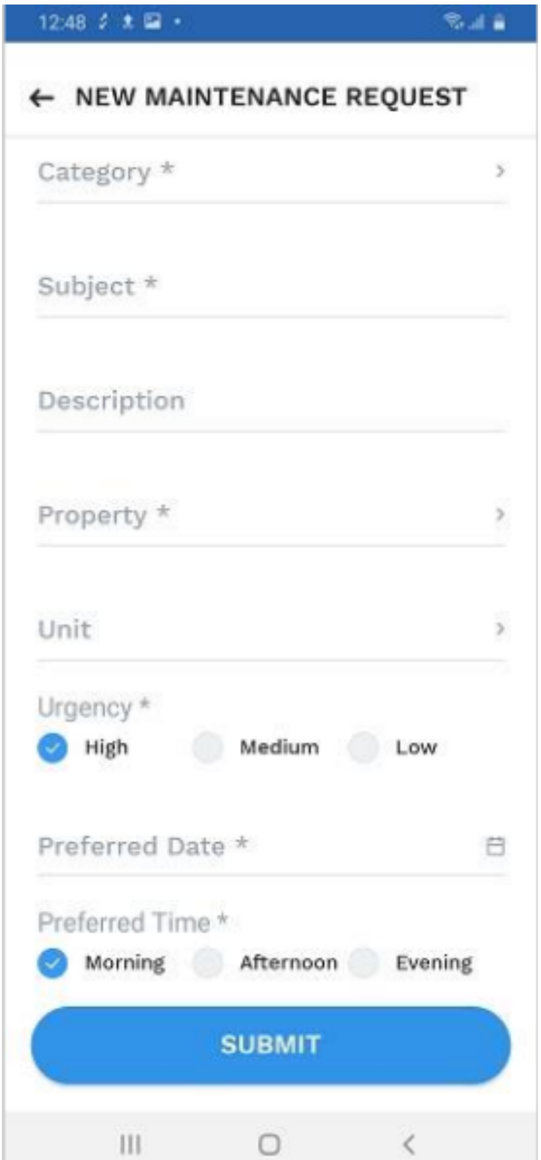
You can perform the following actions from the Maintenance Requests screen.

- Add new maintenance request
- View details of a maintenance request
- Edit maintenance request
- Filter maintenance requests
- Get maintenance request report
- Assign maintenance request
- Add notes for a maintenance request
- Take action on a maintenance request
- ○ Cancel request
- ○ Decline request
- ○ Move to In Progress
- ○ Mark as Completed ○ Reopen a request
- Add costs for completed requests
- Get maintenance requests report

58: New Maintenance Requests Screen

Add New Maintenance Requests
You can create maintenance requests against any of your properties or units. The steps to raise maintenance requests are given below.

Step 1: From Maintenance Requests screen, select the + option located at the bottom right and a form appears.



Step 2: Enter the request details. The following details can be entered:

#	Name	Description
1	Category	Maintenance category that the request falls into the maintenance category from the list that appears when you tap on the field.
2	Subject	Title of the request
3	Description	Details of the request
4	Property	Property for which the request is being raised
5	Unit	Unit within the property for which the request is being raised This is optional. Maintenance requests can be raised for the property and not necessarily for a unit within the property.
6	Urgency	Importance of the request You can choose whether it is of high, medium, or low importance
7	Preferred Date	Preferred time that the request should be attended to
8	Preferred Time	Preferred time that the request should be attended to You can choose either morning, afternoon, or evening.
9	Images	Images related to the request You can attach up to 10 images to the request. Formats supported include JPG and PNG.

Mandatory fields are marked with an asterisk.

Step 3: Select SUBMIT button. A message appears informing that your request has been raised successfully. You will then be taken back to the maintenance requests screen.

A newly created maintenance request shows status as Submitted. A reference number is automatically generated for the request. It includes the year as well as the maintenance category. Example: 2020/PLU/1600346456.

59: Maintenance Request Details Screen

View Details of a Maintenance Request Select a request from the maintenance requests screen to view its details.

The following details can be seen:

- Flag indicating the urgency of the request
- Subject or title of the request
- Category of the request
- Reference number
- Status of the request
- Thumbs up or thumbs down icon indicating feedback from tenant (For completed requests only)
- Expense incurred for completing the request (For completed requests only)
- Property and unit details
- Name of the person who created the request
- Date and time on which the request was created
- Option to call the tenant (This option appears only if the maintenance request was raised by a tenant)
- Name of the person to whom the request is assigned
- Description of the request
- Supporting documents, if any
- Preferred date and time of visit to the property or unit
- Maintenance log, indicating actions that have been taken on the request
    - Date and time that a specific action was taken on the request
    - Description of the action taken

60: Edit Maintenance Request Screen

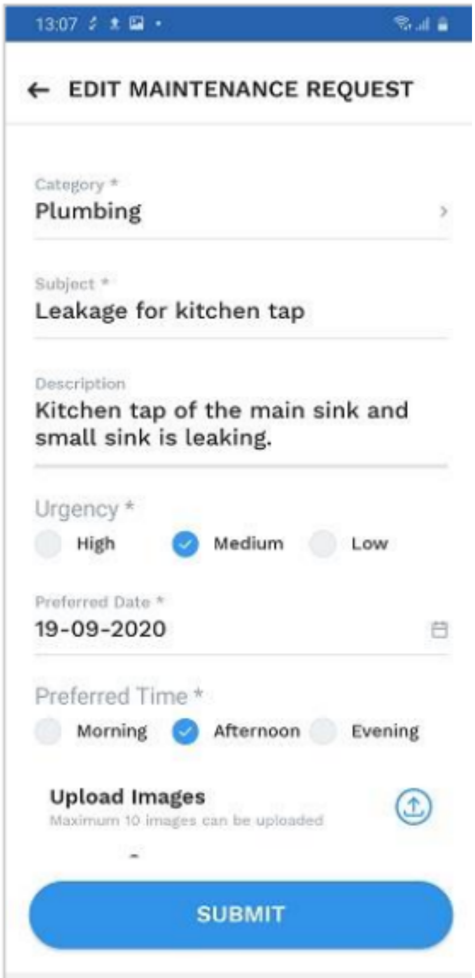
Edit Maintenance Requests

You can edit maintenance requests having the following statuses - Submitted and In Progress. To edit a maintenance request,

Step 1: Select the maintenance request from Maintenance Requests screen. The request details screen opens up.

Step 2: Select the vertical ellipsis (3 vertical dots) on the top right corner of the request details screen. A list appears.

Step 3: Select Edit Request option from the list. An edit screen appears.



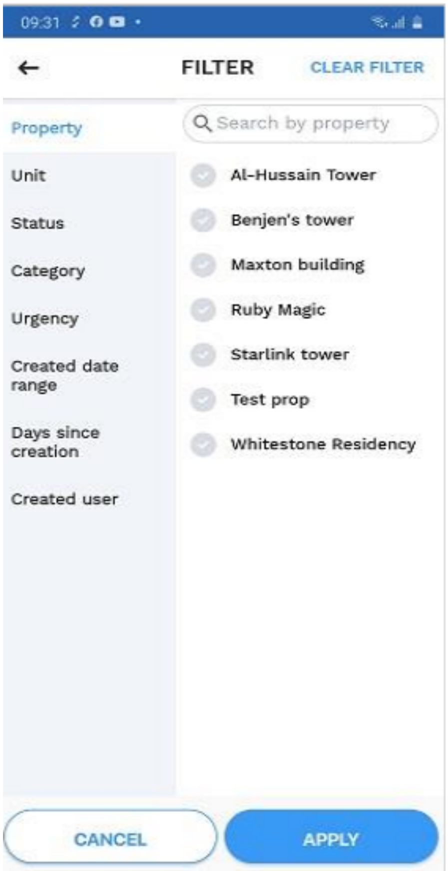
Step 4: Edit the information you need.

Step 5: Select SUBMIT after you have finished editing. You will be taken to the maintenance requests screen. A message appears briefly informing that the request has been edited successfully.

61: Filter Maintenance Requests Screen

Filter Maintenance Requests
To filter a specific set of units,

Step 1: From the Maintenance Requests screen, select the filter option on the top of the screen. The Filter screen opens up.



Step 2:
Select the filter criteria you want. You can filter by:
- Property
- Unit
- Status
- Category
- Urgency
- Created date range
- Days since creation
- Created user

Note that multiple items can be selected from lists, except for items in the list for Days since creation. Selected items will show a blue circle with a tick mark. Tapping on a selected item again will remove the selection. Search feature is available when the Property or Unit option is selected.

Tapping on CLEAR FILTER located on the top right corner will clear all criteria selected.

Step 3: Tap on APPLY button once done. You will see a filtered list of maintenance requests.

62: Assign Request to Self Popup

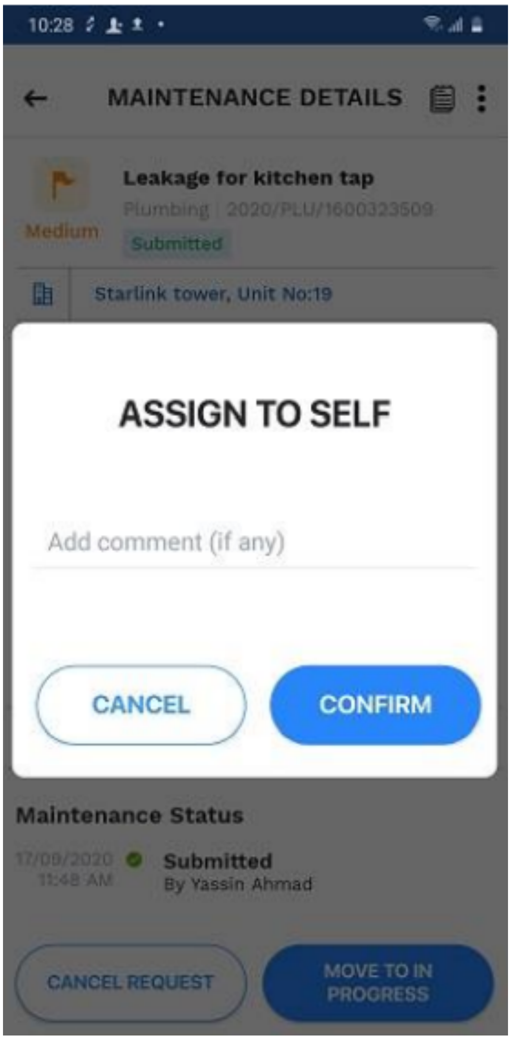
Assign Maintenance Requests
You can assign a maintenance request (in Submitted status) to yourself or to a property manager for resolution.

6.6.1.1. **Assign a Maintenance Request to Self**

Step 1: Select the maintenance request from Maintenance Requests screen. The request details screen opens up.

Step 2: Select the vertical ellipsis (3 vertical dots) on the top right corner of the screen. A short list appears with the following options:
- Assign to Self
- Assign to PM

Step 3: To assign the request to yourself select Assign to Self option. A popup form appears



Step 4: Add comments, if any.

Step 5: Select CONFIRM button. The request will be assigned to your name and you will be taken to the maintenance requests screen. The status of the maintenance request would have changed to In Progress.

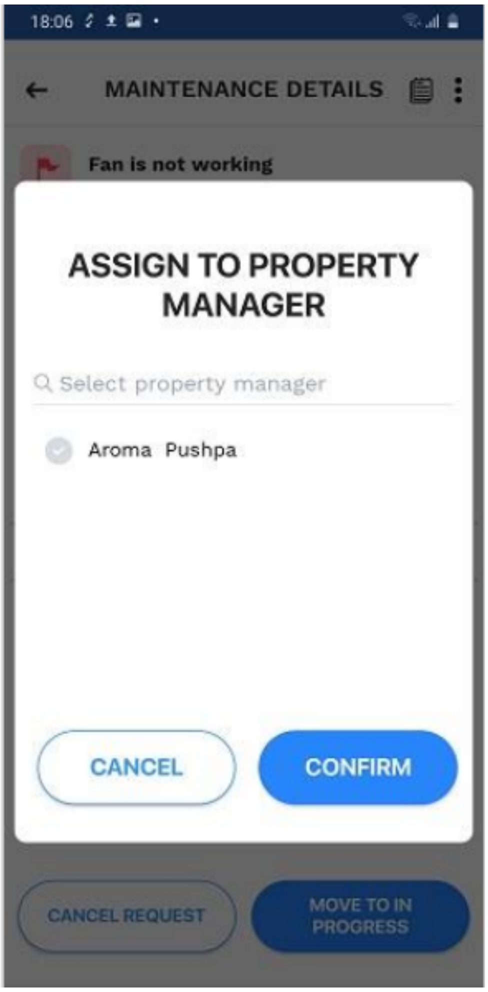
63: Assign Request to Property Manager

Assign a Maintenance Request to Property Manager
Step 1: Select the maintenance request from Maintenance Requests screen. The request details screen opens up.
Step 2: Select the vertical ellipsis (3 vertical dots) on the top right corner of the screen. A short list appears with the following options:

- Assign to Self
- Assign to PM
  Step 3: To assign the request to a property manager select Assign to PM option. A popup form appears.
-

Step 4: Add comments, if any.

Step 5: Select CONFIRM button. The request will be assigned to the property manager and you will be taken to the maintenance requests screen. The status of the maintenance request would have changed to In Progress.



64: : Mark Request as Complete – Add Cost

Change Status of Maintenance Requests

You have the privilege of changing the status of maintenance requests that are raised against your properties or units. You can perform the following actions on maintenance requests:

- Cancel Request
- Decline Request
- Move to In Progress
- Mark as Completed
- Reopen a request

  6.7.1.1. **Cancel a Request** You have the option to cancel a request that has been raised either by you or one of your property managers. Note that only requests that are in Submitted or In Progress statuses can be cancelled.

To cancel a maintenance request,

Step 1: Select the maintenance request from Maintenance Requests screen. The request details screen opens up.

Step 2: Select CANCEL REQUEST button at the bottom of the screen. A popup message appears asking you for confirmation.

Step 3: Select OK to proceed with the cancellation. The status of the maintenance request changes to Cancelled.

Decline a Request

If a maintenance request has been raised by one of your tenants, you have the option to decline the request if it is not valid. You will be able to decline requests that are in Submitted or In Progress statuses only.

To decline a maintenance request,

Step 1: Select the maintenance request from Maintenance Requests screen. The request details screen opens up.

Step 2: Select DECLINE REQUEST button at the bottom of the screen. A popup appears asking you for confirmation.

Step 3: Enter any feedback or comments for declining the request.

Step 4: Select CONFIRM to proceed with the decline request. The status of the maintenance request now changes to Declined.

Move a Request to In Progress
To move a maintenance request from Submitted to In Progress status,

Step 1: Select the maintenance request from Maintenance Requests screen. The maintenance request details screen opens up.

Step 2: Select MOVE TO IN PROGRESS button at the bottom of the screen. A popup appears asking you for confirmation.

Step 3: Enter any feedback or comments for the request.

Step 4: Select CONFIRM to proceed. The status of the maintenance request changes to In Progress and it will be assigned to you. Note that a request will automatically be assigned to the user who changes its status to In Progress. You can also assign a maintenance request to a property manager

Mark a Request as Completed
When maintenance or repair work has been completed for a particular request, you can mark the request as being complete. Note that only requests that in In Progress status can be marked as completed. To indicate that a maintenance request has been completed,

Step 1: From the Maintenance Requests screen, select a maintenance request that you want to mark as completed. The maintenance request details screen opens up.

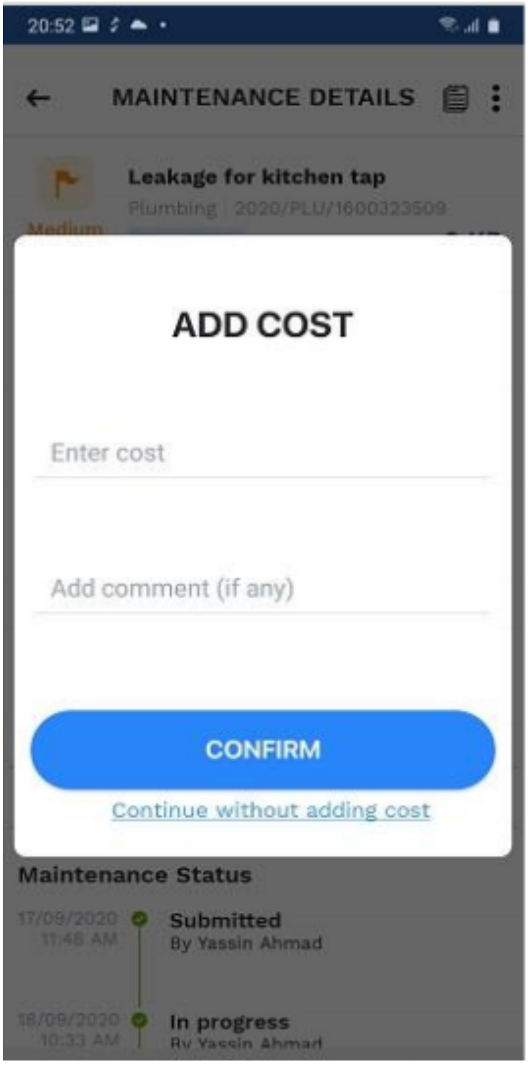
Step 2: Select MARK AS COMPLETED button at the bottom of the screen. A popup appears asking you for confirmation.

Step 3: Select OK to confirm. A popup form appears to add cost.

Step 4: You can either complete the form and proceed or you can continue without adding cost.

- If you wish to complete the form, enter the cost associated with getting the maintenance work completed. You can also enter any feedback or comments as well. Select CONFIRM button to proceed.
- If you do not wish to complete the form, select the ‘Continue without adding cost’ option that appears just below the CONFIRM button.

The status of the maintenance request now changes to Completed.



Reopen a Request
You can reopen completed maintenance requests raised by you or by any of your property managers, if needed.

To reopen a maintenance request,

Step 1: From the Maintenance Requests screen, select the Reopen option that shows against the completed request that you want to reopen. A confirmation popup appears.

Step 2: Select OK to confirm. The maintenance request will change from Completed status to Reopened status.

Once a request has been reopened, it will appear under the newly submitted listings in the Maintenance Requests screen. To process a reopened request, you can follow the same procedure as you would do for a newly submitted request. The maintenance log of the reopened request will show all actions that were taken on the request from the time it was first submitted.

65 : Add Cost Popup

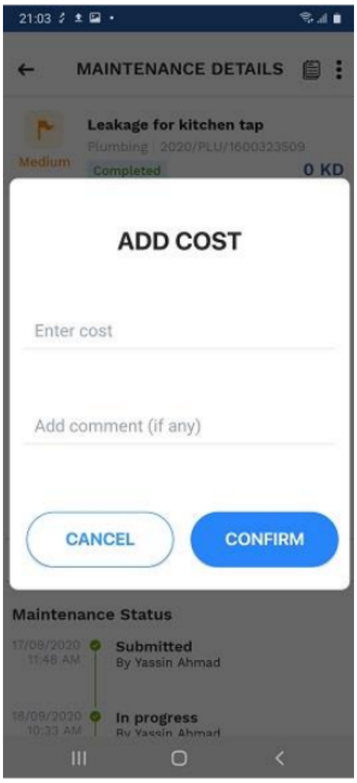
Add Cost to a Maintenance Request

Once work against a maintenance request has been completed, you can indicate the total cost incurred against that request. You can add costs against a request only after it has been marked as complete.

To add costs for a completed request,

Step 1: From the Maintenance Requests screen, select the request against which you want to add cost. The maintenance request details screen opens up.

Step 2: From the vertical ellipsis (three vertical dots), select Add Cost option. A popup form appears

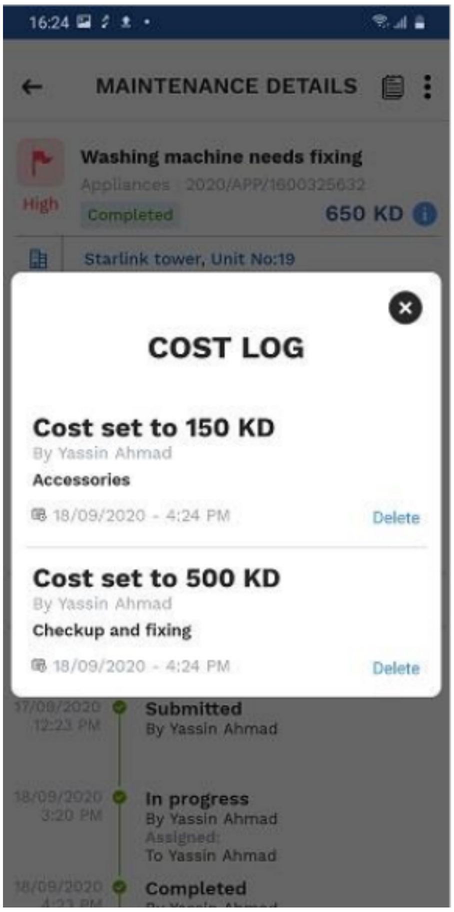


Step 3: Enter the cost associated with getting the maintenance work completed. You can enter any feedback or comments as well.

Step 4: Select CONFIRM button to proceed. You can add multiple cost records against a request by repeating steps 2 to 4. The total cost incurred will show up on the maintenance details screen to the right of the status.

66 : Maintenance Cost Log Screen

To see the all costs added against a request, select the blue circle enclosed with an "i" right next to the total cost. A cost log popup appears where you can see individual cost records added against the request.You can delete a cost by selecting the Delete option against a particular cost record.



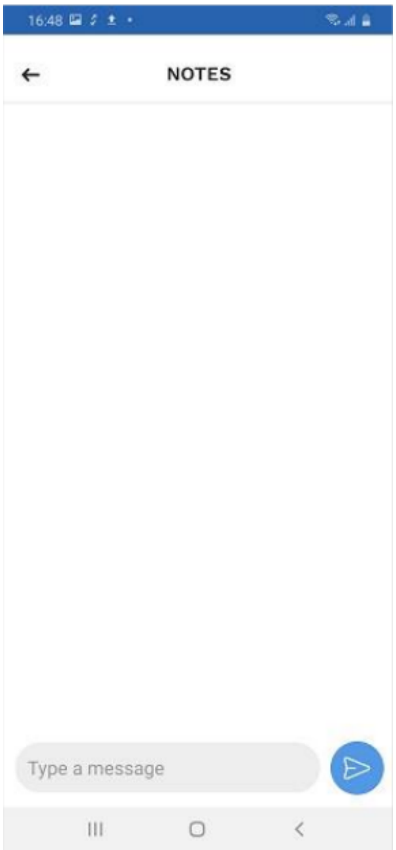
67 : Add Maintenance Notes Screen

Add Notes for a Maintenance Request
Notes or messages can be recorded against maintenance requests for future reference. The notes could indicate the progress of the request or it could be any other useful information that you need to save. The notes can be entered by you or your property managers. Your tenants will not be able to view these notes.

To add notes for a maintenance request,

Step 1: From the Maintenance Requests screen, select a maintenance request. The maintenance request details screen opens up.

Step 2: Select the notes icon located to the left of the vertical ellipsis (three vertical dots). A new screen appears where you can enter individual notes.



Step 3: Enter the note or message that you wish to record in the text box at the bottom of the screen.

Step 4: To save the note, select the submit icon located to the right to the message box.

Step 5: The saved note will appear on the screen. You can add multiple notes from this screen. Repeat steps 3 and 4 to add more notes.

68 :Maintenance Report Screen

Get Maintenance Requests Report
To get a better understanding of maintenance requests raised for your properties and units, you can generate a report of the requests. You will be able to view the report in MS Excel or PDF format as well. You can also download and share the report with others.

To generate a maintenance request report,

Step 1: From the Maintenance Requests screen, filter the requests that you want to include in the report

Step 2: Select the vertical ellipsis (3 vertical dots) on the top right corner of the maintenance requests screen. You will see an option named 'Get a report'.

Step 3: Select the option. A report screen appears.

Step 4: Select the vertical ellipsis (3 vertical dots) on the top right corner of the report screen. A list appears with three options:

1. Excel
2. PDF
3. Share

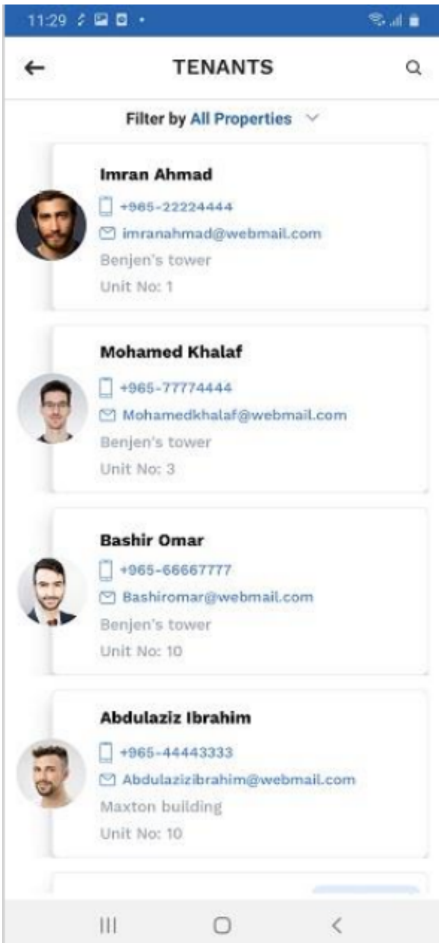
Step 5: Select the option that you need.
- The Excel option lets you view the report as a spreadsheet.
- The PDF option opens the report as a PDF.
- The Share option downloads the report as an Excel file and allows you to share it with


17:20
REPORT
Washing machine needs fixing
Appliances | 2020/APP/1600325632
Completed
High
Starlink tower, Unit No:19
Created By
Yassin Ahmad
17/09/2020 - 12:23 PM | a day ago
Washing machine needs to be fixed. Drum issues.
Leakage for kitchen tap
Plumbing | 2020/PLU/1600323509
In progress
Medium
Starlink tower, Unit No:19
Created By
Yassin Ahmad
17/09/2020 - 11:48 AM | a day ago
Kitchen tap of the main sink and small sink is leaking.
Fan is not working
Electrical | 2020/ELE/1600323747
Submitted
High
Starlink tower, Unit No:19
Created By
Yassin Ahmad

69 :Tenants Listing Screen

Manage Tenants
You can view all tenants who are occupying units within your properties. You can send them payment reminders as well.

View Tenants
To see a list of all the tenants occupying your units, select Tenants tile from the dashboard. The Tenants screen appears where you can view your tenants.



The following information can be seen for each tenant:
- Tenant name
- Tenant’s profile picture
- Mobile number

Email address

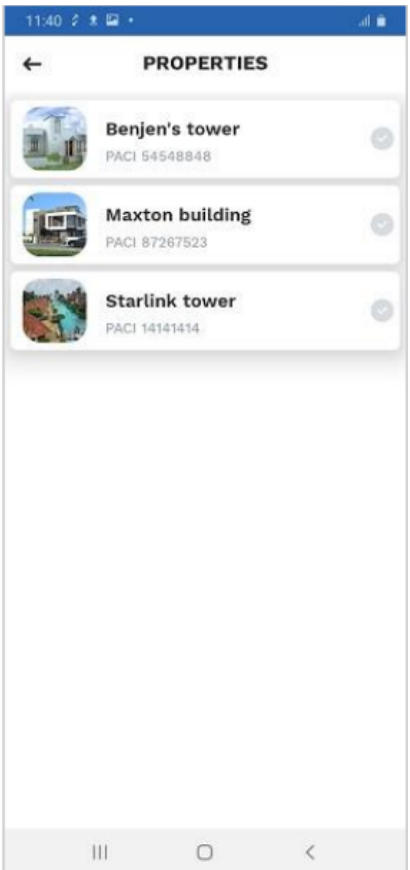
- Property name & number of the unit that the tenant is occupying Selecting the mobile number will allow you to call the tenant. Selecting the email address will allow you to send an email to the tenant.

You may notice that some of the tenants would show an Unregistered tag next to their name. This indicates those tenants are yet to register on the Banani App. They will not be able to receive any push notifications from the app.

70 :Filter By Property Screen

Filter Tenants
By default, the Tenants Listing screen shows a list of tenants across all of your properties. If you wish to view tenants occupying specific properties, follow the steps below:

Step 1: Select the Filter by option located on the top of the screen. A screen appears where you can see a list of your properties.

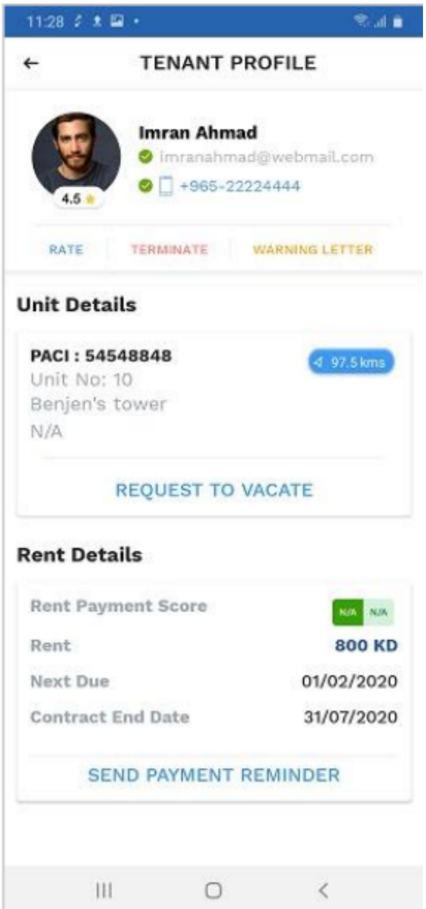


Step 2: Select the properties for which you need to view tenants. A blue circle with a tick mark appears against the selected properties.

Step 3: Select the back arrow at the top left of the screen. You can see the list of tenants occupying the selected properties. Note that the selected property names appear as tags at the top of the listing

71 :Tenant Profile Screen

View Profile of a Tenant To view more details of a tenant, select the tenant from the Tenant Listing Screen. The Tenant Profile screen opens up.



The Tenant Profile screen shows the following information:
- Tenant profile picture
- Tenant rating
- Tenant name
- Email address
- Mobile number
- Civil ID and proof, if available
- Unit details
- ○ PACI number
- ○ Number of the unit and the name of the property
- ○ Address of the property
- Rent payment details
- ○ Rent payment score
- ○ Rent amount due
- ○ Due date for next rent payment

  ○ Rental contract end date

You can take the following actions from the Tenant Profile screen:
- Send payment reminders
- Edit tenant profile, if the tenant is unregistered

Note: The following features will be available soon in upcoming releases of the Banani App.
- Request the tenant to vacate
- Rate the tenant
- Terminate the tenant
- Issue warning letter to the tenant

Send Payment Reminders
The app allows you to send payment reminders to your tenants. An email will be sent to the tenants informing them that payment is due for the unit that they are occupying. Note that payment reminders will be sent for the oldest month for which rent is due. If there are no past dues, a reminder will be sent for payment towards the current month, if it has not already been paid. You can send up to 7 payment reminders in a month. To send a payment reminder,

Step 1: Select Tenants option from the dashboard. The Tenants Listing screen opens up.

Step 2: Select the tenant for whom you would like to send the payment reminder. The Tenant Profile screen appears.

Step 3: Select the SEND PAYMENT REMINDER option from the Rent Details section. A message appears briefly indicating that the payment reminder has been sent successfully. An indication of how many reminders have been sent and how many are remaining to be sent can be seen above the SEND PAYMENT REMINDER option.

72 :Edit Unregistered Tenant Info Screen

Edit Tenant Details
You can update the contact information of unregistered tenants. To update a tenant's information, follow the steps given below:

Step 1: Select Tenants option from the dashboard. The Tenants Listing screen opens up.

Step 2: Select the tenant whose information you wish to update. The Tenant Profile screen appears.

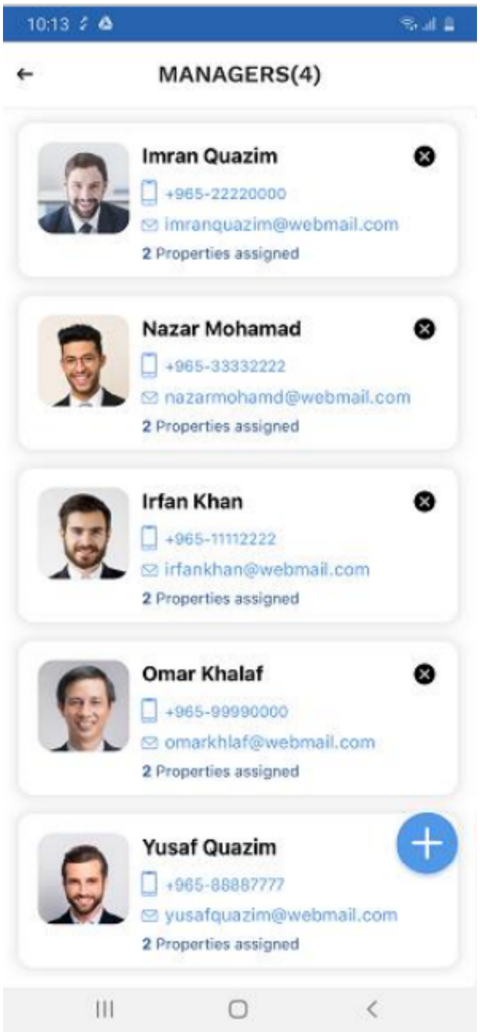
Step 3: Select the edit icon next to the tenant's telephone number. A screen appears where you can edit the tenant information.

Step 4: Select SUBMIT after you have finished entering the details. A message appears briefly indicating that the updates have been saved successfully. You will be taken back to the Tenant Profile screen

73 :Managers Screen

Manage Property Managers
The app allows you to assign managers to help manage and take care of your properties.

View All Property Managers
To view all your property managers, select Managers option from the dashboard. The Managers screen opens up. If you have added any managers, you will see them listed here.



You can perform the following actions:

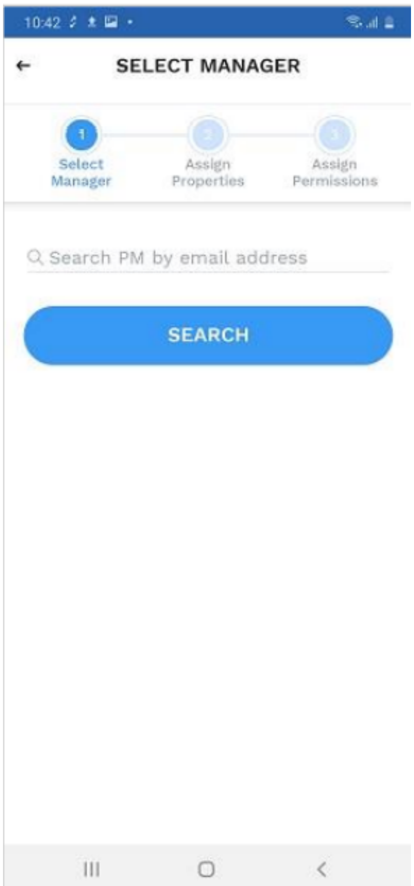
- Add property managers and assign properties
- View profile of added property managers
- Edit properties Assigned to property managers
- Edit permission assigned to property managers

74 :Select Manager Screen

Add Property Managers & Assign Properties
To add a property manager and assign properties to them, follow the steps below:

Step 1: Select Managers option from the dashboard. The Managers screen opens up where you can see all managers you have already added.
Step 2: Select the blue + icon towards the bottom right of the screen. A new screen opens up indicating the steps involved to add a property manager.

1. Select Manager
2. Assign Properties
3. Assign Permissions

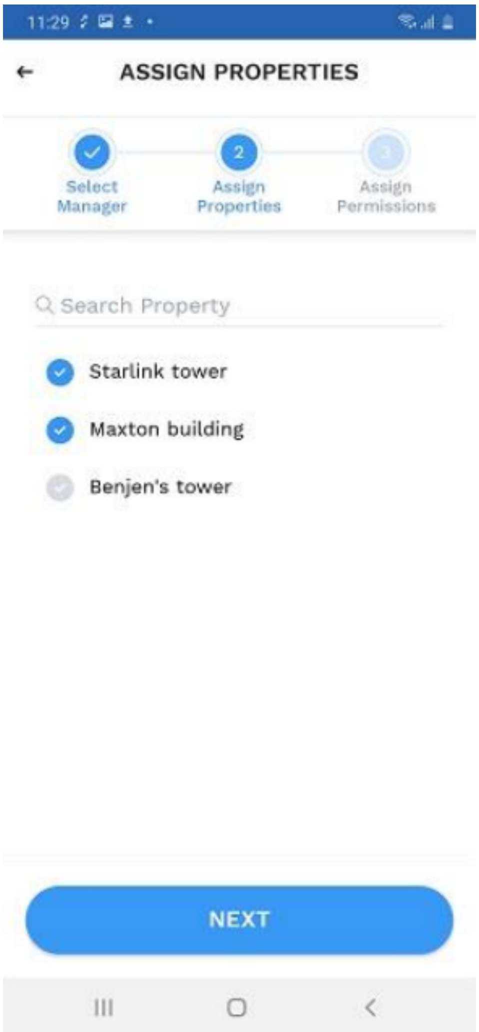


Step 3: In the search field, enter the email address that he/she has used to register on the Banani App. Note that you have to enter the full email address.

Step 4: Select SEARCH button. If a registered app user with the given email address exists, his/her profile appears below the SEARCH button.

Note that only users who have verified their email address can be added as property managers. If the user is yet to verify his/her registered email address and mobile number, the following

75 :Assign Properties to Property Manager Screen



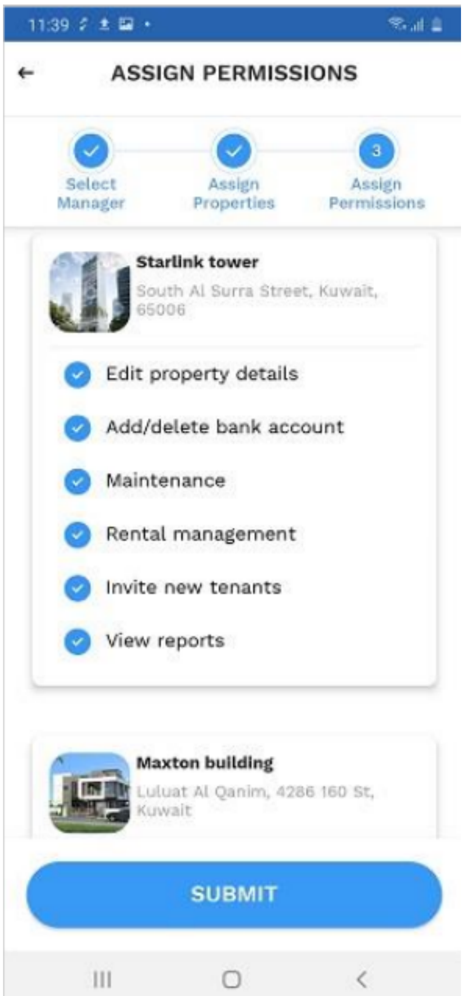
message appears briefly: “This user is not verified. Potential property manager should have a verified email. Kindly ask the user to verify the email/mobile no and try again.” The property manager has to verify his email address and mobile number. Only after that, you can proceed to the next step.

Step 5: Select NEXT button to proceed. An Assign Properties screen appears where you can see a list of your properties that are in Approved status.

Step 6: Select one or more of the properties you want to assign to the property manager.

Step 7: Select NEXT button to proceed. An Assign Permissions screen appears where you can set permissions for the property manager.

76 :Assign Permissions to Property Manager Screen

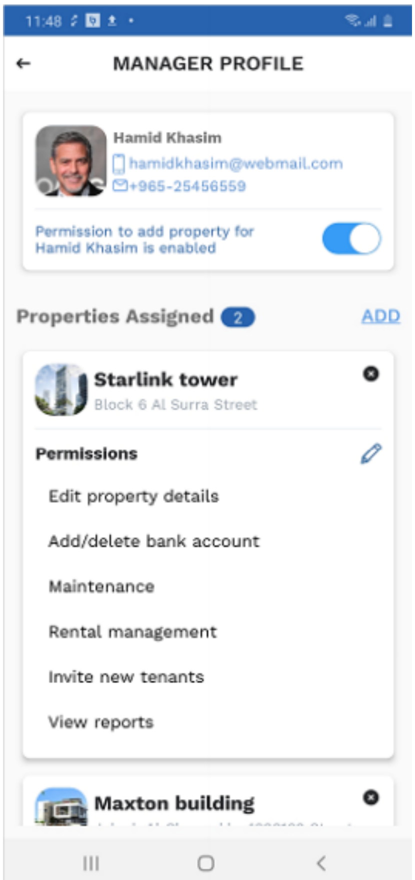


You can choose from the following set of permissions that are available for each property:
1. Edit property details
2. Add/delete bank account
3. Maintenance
4. Rental management
5. Invite new tenants
6. View reports

Step 8: Select all the permissions that you want the property manager to have for each of your properties. The selected permissions will have a blue circle with a tick mark next to the permission name.

Step 9: Select SUBMIT button. You will be taken back to the Managers screen where you can see the newly added property manager.

77 :Manager Profile Screen



View Manager Profile
You can view the profiles of property managers that you have added. To view a manager's profile, from the manager's screen, select the manager whose profile you wish to view. The manager's profile screen opens up.

The following details are shown in the Manager Profile screen:
- Manager profile picture
- Manager name
- Manager's mobile number
- Manager's email address
- Indication whether the property manager has permission to add new properties
- Property details
- ○ Number of properties assigned to the manager
- ○ Name, display picture, and address of each property
- ○ List of permissions assigned to the manager for each property

You can perform the following actions from this screen:
- Assign additional properties
- Remove properties assigned
- Edit permissions assigned
- Assign permission to add properties

Assign Additional Properties to a Property Manager
When adding a property manager for the first time, you can assign one or more properties to him/her. You will be able to assign more properties to him/her later as well. To assign properties to the manager later,

Step 1: From the Manager Profile screen, select ADD option next to the field number of properties assigned to the manager. A screen appears showing your properties. It excludes those properties that are already assigned to him/her.

Step 2: Select the properties that you want to assign to the manager.

Step 3: Select NEXT button to proceed. A screen appears where you can set permissions for the property manager.

Step 4: Select all the permissions that you want the property manager to have for the newly assigned properties. The selected permissions will have a blue circle with a tick mark next to the permission name.

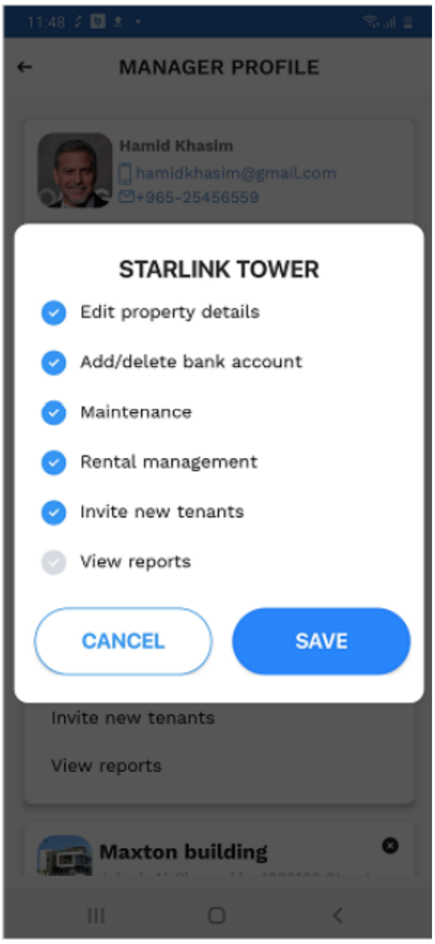
Step 5: Select SUBMIT button. You will be taken back to the manager's profile screen where you can see the newly added property listed.

Remove Properties Assigned to a Property Manager
You can remove properties already assigned to a property manager. To remove properties for a manager,

Step 1: From the Manager Profile screen, select X icon seen next to the name of the property that you want to remove for the manager. A popup appears asking you to confirm the remove action.

Step 2: Select OK to proceed. The property will be removed from the manager's profile screen. It will no longer be assigned to the manager.

78 :Edit Permission Screen



Edit Permissions Assigned to a Property Manager
At the time of assigning a property to a manager, you can select the permissions that the manager would be having to manage the property. You can edit the permissions later for each assigned property. To edit the permissions assigned for managing a specific property, follow the steps below:

Step 1: From the Manager Profile screen, select the edit icon next to the set of permissions he/she has been assigned for managing the property. A popup appears showing the list of permissions available. Assigned permissions will have a blue circle with a tick mark

Step 2: Edit (select or deselect) the manager's permissions as needed.

Step 3: Select SAVE button on the popup. The popup disappears and you can see the newly edited permissions now assigned to the manager.

Give Permission to Managers to Add Properties

You can grant managers the permission to add new properties to the app. Note that this permission is already granted when you add a property manager and assign properties to them.

You can also explicitly grant or revoke this permission from the manager's profile screen. Just below the manager's mobile number, you can see an option that indicates whether the manager has permission to add new properties.

Enable this option, if it is not already enabled, to allow the manager to add new properties to the app. To revoke the permission, you can disable the option.

Remove Property Managers
You can remove property managers if they are no longer working with you. To remove property managers,

Step 1: From the Managers screen, select X icon seen next to the name of the property manager whom you want to remove. A popup appears asking you to confirm your action.

Step 2: Select YES button to delete the property manager. The property manager will be removed from the list of managers. If the manager was associated with any of your properties, he/she will no longer be able to manage those properties. The properties assigned to the manager will also be removed.