**Scope Document for Zenoa**

**A Property Management Software and Workflow**

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# 

# Project Overview

This Zenoa A Property Management System is a comprehensive solution catering to lessors, lessees, admins, franchise partners, vendors, CRM/support teams, legal heads, and investors. Lessors get property overview, lease management, rent tracking with alerts, document uploads, and dispute handling. Lessees can view lease agreements, pay rent, raise support tickets, and access receipts. Admins and franchise partners have dashboards for city-wise property stats, user and lead management, payment controls, commission tracking, and SLA monitoring. Vendors manage assigned tickets with geo-location, upload resolutions, and track time/cost. CRM teams handle leads, calls, ticket escalations, and communication logs. Legal teams oversee agreement queues, clause editing, audit logs, eSign/eStamp tracking, and compliance. Investors explore portfolios, rental yields, and book consultations. Automated notifications, payment histories, support escalation, and document management create a seamless ecosystem ensuring efficient property rental and management operations.

# Project Requirement Scope for Web Application

# “Public Page”

## **Home Dashboard**

* Quick view property stats & activity
* Access listings, bookings, and service requests
* Notifications, updates, and user role shortcuts

## **Login/Signup**

* Login/Signup options for all user roles
* Role-based redirection after login (e.g. Lessor, Admin)
* Unified login page with clean, minimal UI

## **Search**

* Search properties by location, type, and budget
* Instant filters for rent, buy, or lease
* Auto-suggestions with trending or nearby results

## **New Properties**

* Discover the latest property developments and launches
* Explore detailed project info and amenities
* Get updates on pricing and availability

## **FAQ Section**

* Answers to common property management questions
* Easy navigation by category or topic
* How do I activate/deactivate my account

# “Lessor (Property Owner)”

## **Home Dashboard**

* 1. **Property Overview (No. of Properties, Occupied, Vacant)**
* Real-time summary of total properties
* Displays occupied vs. vacant units
  1. **Monthly Rent Inflow**
* Shows total monthly rent collected
* Tracks revenue trends over time
* Helps assess financial performance
  1. **Upcoming Lease Expiry Alerts**
* Alerts for leases nearing end date
* Reduces sudden tenant exits
* Supports timely communication

## **My Properties**

* 1. **List of Owned Units**
* Displays all owned property units
  1. **Add/Edit Property**
* Add new properties with complete details
* Edit existing listings anytime
* Supports dynamic portfolio updates
  1. **Upload Photos/Documents**
* Attach images and documents to properties
* Supports visual verification and records

## **Lease Agreements**

* 1. **Active Leases (View, Renew, Terminate)**
* View all active lease agreements
* Option to renew or terminate easily
  1. **Draft New Lease**
* Create new lease agreements from templates
* Customize terms and conditions easily
  1. **eSign & eStamp Status**
* Track electronic signature completion
* Monitor eStamp validation status
* Provide real-time signing updates

## **Payment Dashboard**

* 1. **Monthly Rent Ledger**
* Records monthly rent payments
* Tracks monthly received and pending amounts  
  1. **Received vs. Pending**
* Shows rent amounts received vs. pending
* Supports timely follow-ups
  1. **TDS Summary**
* Summarizes Tax Deducted at Source details
* Supports compliance with tax regulations
* Provides easy access for accounting

## **Support Section**

* 1. **View Past Complaints Raised by Tenants**
* Provides access to a detailed history of all complaints submitted by tenants
  1. **Escalate or View Resolution Status**
* Allows users to escalate unresolved tenant complaints to higher management
* Provides real-time updates on the progress and status of issue resolution

## **Profile & Settings**

* 1. **Update Bank/KYC**
* Allows updating bank and KYC details
* Ensures accurate financial records
  1. **Notification Preferences**
* Allows users to customize which alerts and notifications they receive
* Supports choosing channels like email, SMS, or app push notifications

# “Lessee (Tenant)”

## **Home Dashboard**

* 1. **Current Property Info**
* Customize alert settings and channels  
  1. **Lease Expiry Countdown**
* Displays time left until lease expiry
* Sends timely reminders and alerts
  1. **Rent Due Alert**
* Notifies upcoming rent payment deadlines
* Sends reminders via preferred channels

## **Lease Agreement**

* 1. **View & Download Signed Lease**
* Access fully signed lease documents
* Download for offline reference or sharing
  1. **Raise Disputes**
* Submit formal complaints or issues
* Track dispute status and resolution

## **Make Payment**

* 1. **Current Due Rent**
* Shows total rent currently owed  
  1. **Pay Now Button**
* Integration with multiple payment gateways  
  1. **Payment History**
* Shows full record of past rent payments, includes date, amount, mode, and status

## **Support Tickets**

* 1. **Raise New Complaint**
* Enables easy submission of maintenance/service complaints
  1. **Attach Photos**
* Allows uploading images as proof for complaints and also give various file formats for convenience  
  1. **View Status / Resolution**
* Shows updates on complaint actions and assignments

## **Receipts & Docs**

* 1. **Rent Receipts**
* Generates official rent receipts after payment, includes amount, date, payment method and receipt number
* Available for download and sharing in PDF or print  
  1. **Notices / Letters / Deposits**
* Covers rent reminders, lease notices, deposits, and refunds

## **Profile**

* 1. **KYC Status**
* Shows current verification status of KYC documents, include pending, approved or rejected status
  1. **Update Phone/Email**
* Enables secure updating of phone and email

# **Note:** Public Page,Lessor(Property Owner), Lessee (Tenant), Franchise / City Partner, Vendor / Service Provider, Investor will be a mobile responsive

“Admin (Head Office)”

## **Super Dashboard**

* 1. **Total Properties, Tenants, Leases, Tickets**
* Provides quick overview of portfolio size and workload also displays total count of properties, tenants, leases, and support tickets, full platform control, KPI Dashboard.
  1. **Overdue Rents, Expiring Leases**
* Sends proactive reminders for overdue rents and expiring leases and reduce revenue loss
  1. **SLA Breach Warnings**
* Alerts for potential SLA breaches in maintenance or support

## **User Management**

* 1. **View All Users (Filter by City/Type)**
* Lists all users in the system with roles and details and enable target communication  
  1. **Deactivate / Reassign Users**
* Deactivate inactive or unauthorized users
* Reassign roles and responsibilities easily

## **Property & Lease Tracker**

* 1. **Global Lease Search**
* Search all lease records with keywords or filters like name, property id or status  
  1. **City-Wise Vacancy/Occupancy Report**
* Shows vacancy and occupancy rates by city

## **Payments Control Panel**

* 1. **City-wise Rent Inflow**
* Breaks down rent collected by city for analyzes geographic revenue  
  1. **Commission Track**
* Tracks commission calculations and payments
* Ensures timely, accurate disbursements  
  1. **Refunds/Disputes**
* Handles rent refund and dispute requests
* Ensures transparent and timely processing

## **Legal & Docs**

* 1. **Agreement Templates**
* Offers customizable lease and agreement templates
  1. **eSign/eStamp Logs**
* Records all electronic signature and eStamp activities
* Tracks date, time, and user info for compliance
* Ensures transparency and document authenticity  
  1. **POA & NOC Documents**
* Stores and manages POA and NOC documents securely
* Supports easy upload, retrieval, and sharing

## **Notification Manager**

* 1. **WhatsApp & Email Automation**
* Sends automated messages for rent, lease, and support updates
* Reduces manual follow-up efforts for rent and maintenance
  1. **Event-based Alerts**
* Sends automatic notifications based on key events
* Customizable settings for event types and roles

“Franchise / City Partner”

## **City Dashboard**

* 1. **Region’s Performance Stats**
* Shows occupancy, rent, and tenant satisfaction by region
* Identifies high and low performing areas  
  1. **Rent Collected**
* Shows total rent received within a specific timeframe
* Tracks payments across properties and regions
  1. **Open Support Tickets**
* Displays all unresolved maintenance or service requests and track ticket status, priority

## **Lead Management**

* 1. **Add/Edit Leads**
* Create new lead profiles or update existing ones
* Capture contact info, property interests, and preferences  
  1. **Conversion Funnel**
* Visualizes the entire lead journey from inquiry to closure  
  1. **Assign to Team**
* Allows leads or tasks to be assigned to specific team members for ownership and accountability

## **Property Listings**

* 1. **Upload Local Properties**
* Bulk upload local property details easily include photo, documents and key info  
  1. **Sync with Owner Accounts**
* Synchronize property data with owner accounts
* Ensure accurate, real-time updates

## **Payments & Earnings**

* 1. **Monthly Commission Sheet**
* Tracks monthly commission earned and paid
* Provides clear breakdown by property and agent  
  1. **Payout Request Form**
* Allows submission of commission or payment requests

## **Support Oversight**

* 1. **City-Wide Tickets Status**
* Displays support ticket metrics across all cities  
  1. **Vendor Assignment**
* Assigns vendors to specific properties or tasks
* Tracks vendor performance and service history

“Vendor / Service Provider”

## **Assigned Tickets**

* 1. **List of Assigned Work**
* Displays all tasks allocated to vendors or staff and track status
  1. **Geo-location Map**
* Visualizes properties, tickets, or vendors on a live map
* Enables location-based tracking and navigation
  1. **Status: Pending / In-Progress / Done**
* Categorizes work as Pending, In-Progress, or Done
* Offers real-time task tracking and progress updates

## **Upload Resolution**

* 1. **Upload Images**
* Attach photos for tasks, properties, or issues
* Supports multiple formats for flexibility
  1. **Mark Complete**
* Updates status to reflect progress accurately  
  1. **Time & Cost (Optional Field)**
* Records estimated or actual time and cost per task

## **Ratings & Reviews**

* 1. **Rate Tenant Experience**
* Allows vendors or staff to rate tenant cooperation
* Helps track interaction quality and ease of service
  1. **View Feedback Received**
* Displays tenant or owner feedback on services
* Helps evaluate service quality and satisfaction

“Crm / Support Team”

## **Leads Dashboard**

* 1. **Daily Call Targets**
* Sets daily goals for outreach calls & Track  
  1. **Contact Sheet**
* Enables easy access and quick communication
* Helps maintain up-to-date contact information  
  1. **Status: New / Contacted / Converted**
* Categorizes leads as New, Contacted, or Converted
* Tracks progress through the sales funnel

## **Ticket Tracker**

* 1. **Escalation Panel**
* Central dashboard for managing escalated issues
  1. **Assignment Monitor**
* Tracks real-time status of all assigned tasks
* Provides alerts for overdue or pending work
  1. **SLA Timer View**
* Displays countdown for Service Level Agreement deadlines

## **Communication Logs**

* 1. **Inbound/Outbound History**
* Logs all inbound and outbound calls  
  1. **Template Library for WhatsApp/Email**
* Stores pre-designed WhatsApp and email templates
* Enables quick, consistent communication

“Legal Head / Compliance”

## **Agreement Queue**

* 1. **Approvals Pending**
* Lists all pending approvals for tasks or documents
  1. **Clause Editor**
* Enables customization of lease and agreement clauses like adding, editing or removing clause

## **Document Audit Log**

* 1. **KYC/POA/Lease Tracking**
* Monitors status of KYC, POA, and lease documents
* Flags pending, approved, or expired items  
  1. **Expiring Documents**
* Tracks documents nearing expiration (leases, KYC, POA), also send alerts for timely renewals

## **eSign/eStamp Tracker**

* 1. **Failed / Pending / Completed Logs**
* Categorizes system logs as Failed, Pending, or Completed
  1. **Partner API Status Monitor**
* Displays real-time status of partner API integrations
* Tracks uptime, failures, and response times

“Investor”

## **Explore Pre-Leased Properties**

* 1. **Yield % View**
* Shows return on investment as a percentage  
  1. **Lease Terms Preview**
* Displays key terms and conditions of a lease upfront
* Allows quick review before finalizing agreements  
  1. **Download Deal Packages**
* Enables downloading complete lease or sales deal documents, include contract and agreements

## **Express Interest**

* 1. **Submit Query Form**
* Allows investor to send questions or issues directly and supports timely responses and resolution tracking
  1. **Book Consultation Call**
* Enables scheduling of calls with property managers or experts

## **My Portfolio**

* 1. **Owned Assets**
* Lists all properties and assets owned by the Investor
* Provides details like location, size, and status and maintenance record  
  1. **Rental Yield Tracker**
* Monitors rental income against property value
* Calculates yield percentages for each asset

# Questions

# In the vendors section, will the vendors be managed through the franchisee / city partner or will they be managed through the property owner?

# The concept of eSign/eSignature is present in India?

1. Whatever templates are current, will their data be in English only or in Gujarati or any other language?

In online payment gateway we have added 2 gateways : Rozorpay, Stripe, so add any other gateway : like Netbanking, Bank Transfer gateways

1. In the CRM Support section, there is a feature called 'Ticket Tracker' — what types of tickets will it track?"

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# Tech Stack

| **Department** | **Tools and Technologies** |
| --- | --- |
|  |  |
| **Tech** | NodeJS, Typescript, React, NextJS, Tailwind css, Ant-design, Apollo GraphQL |
| **Database** | PostgreSQL, Redis, Elastic Search |
| **Infra** | AWS or Google or Digital Ocean, Vercel |
| **Mail** | Thirdparty -E.g. Sendgrid, Sendbay, Zoho Zepto. |
| **Analytics** | Google |
| **Error Tracking** | Sentry |
| **AI Tech** | NA |
| **Payment** | RazorPay or Stripe |
| **3rd Party Integration** | Google Maps API, eSign & eStamp Integration, KYC Integration, Wathsapp Integration |

Project Timeline