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BizBuilding

Tenant Issue Tracking

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BizBuilding Project Proposal

Problem

Landlords and property managers have to deal with tenant complaints who provides office space from a small one-person office to a suite for a much larger company. Whether landlords interacting with a tenant who complains frequently or rarely, it's important to properly track the complaint and reply the response — landlords never know when they'll need the facts of the matter to protect themself and their assets.

Tracking the tenant complaints on a paper creates some problem that there is no proper way to track the complaint whether it is resolved, who resolved it and when it was resolved. Sometimes the person who fixing the issue doesn't understand the writing of another person. Even tenants have to visit the building maintenance office in person or make a call to complaint their issues.

Solution

All the above-mentioned problems can be solved using the BizBuilding web portal. BizBuilding will provide a QR Code for registered landlord which can be stick at each tenant office and it can also be stick at washrooms as well. A web form will be loaded by scanning the QR Code with any QR Code scanning app from the smart phone. It allows tenant to submit their complaint and it automatically notify the privileged persons in the maintenance office. Later, complaint can be assigned to responsible maintenance staff and further it tracks the when the requested complaint resolved.

User Personas

Landlords, Property Manager, Maintenance staff and Tenants can be get benefitted from this web application.

Values/Benefits

The main benefit with BizBuilding is that quick access for tenants to communicate issues to property management without getting voicemail or no answer. Another benefit is that concise online submission form that provides all necessary information, without overwhelming the tenant. For the landlords, its easy to track the all the complaints at one stop. Its saves time for the both tenants and maintenance management.

Minimum Viable Product

Registration: Application registration page allow landlords to register into the dashboard by just providing the Property Name, email address and password. Once landlord registered a QR Code will be generated specific to the registered building/property.

Dashboard: In Dashboard, all the tenant requested complaints will be shown in a tabular format with filter option at top of the table. Using filter option maintenance manager can filter complaints and can perform actions based the status like assigning a staff to a specific complaint or changing status of a compliant by viewing the preview of the compliant.

Staff Management: Staff Management page will have the list of maintenance staff including the manager in a tabular format. A 'Add Staff' button will be presented to add new staff.

Compliant Type Management: In this page, Maintenance team can create and manage the different types of complaint so that tenant can select the type of compliant while submitting the form submission.

Profile: Profile page contains the Profile information and QR Code to print to stick at the tenant suites and washrooms.

Notifications: Notifications page is where maintenance team can configure the notification preferences for email and SMS notifications when user submit a compliant.

**Tenant Issue Request Form:** This form contains the fields to compliant the tenant issues.

Reports: Reports page contains the charts of the complaints by type.

Minimal Set of Features

For minimal set of features for workable solution to the users, I will provide the following features from the above-mentioned features.

1. Registration
2. Dashboard
3. Staff Management
4. Compliant Type Management
5. Profile
6. Tenant Issue Request Form
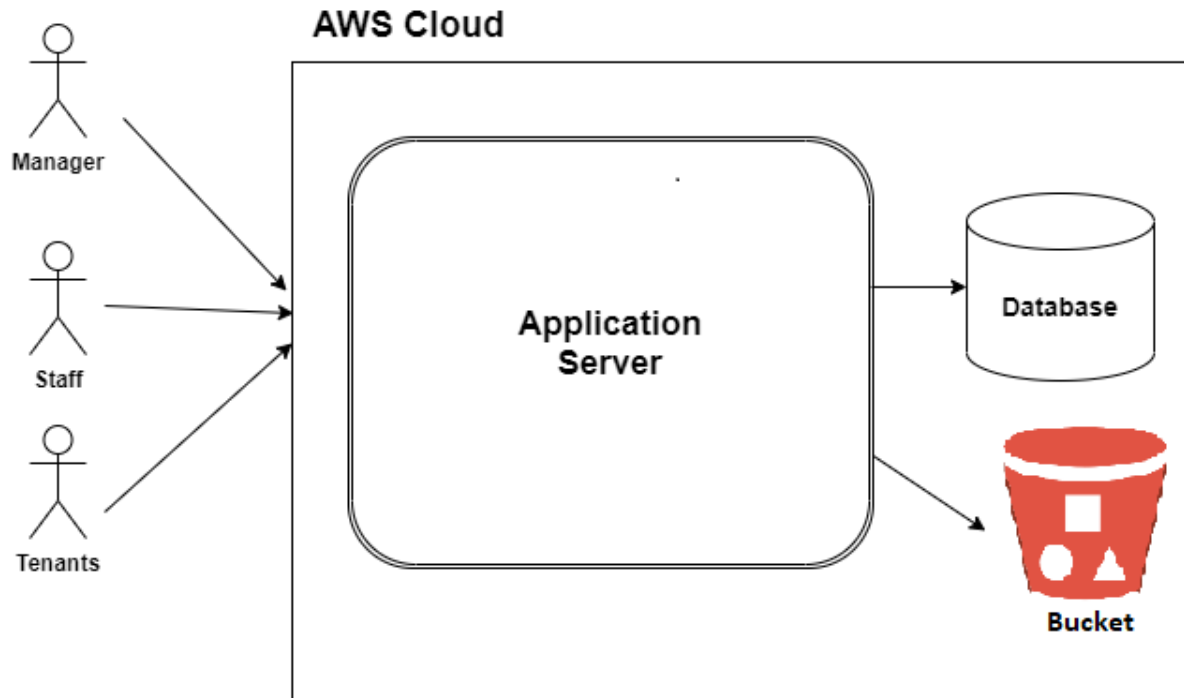
Profile Object: Profile object contains following data attribute.

Property Name	String
Username	String
Password	Encrypted string
QR Code URL	S3 Bucket url

Staff Object: Staff Object Contains following data attributes.

First Name	String
Last Name	String
Email Address	String
Phone Number	string

Compliant Logs: Compliant Logs contains the following data attributes.

Compliant Type	String
Issue Description	String
Location	String
Status	String
Assigned	string

Requested Date	Date Time
Resolved Date	Date Time

Complaint Types: Compliant Types contains the following data attributes.

Type	string
IsActive	bool

Notification Preferences: Notification Preferences contains the following data attributes.

Preference Type (Email, SMS)	String
Staff Id (Staff Object Id)	INT