LANLORD PROPOSAL

PROBLEM STATEMENT

One of the critical necessities of human existence is decent, comfortable, and affordable housing for the citizens. It has however been established that Nigeria housing deficit is in excess of 17million and with our population growing at geometric progression and government apparent lack of capacity to either provide critical housing infrastructure or avail a workable mortgage system, the deficit is sure to worsen.

However, the problem that both the landlord and the accommodation seekers have had to deal with is the agency problem. Housing agency that is supposed to be a professionally regulated and managed business has caught the attention of all manners of dubious people parading themselves as agents and creating so much confusion within the housing space such that it has increasingly become unprofitable to build houses for rent because of the activities of some of these agents hence property entrepreneur have changed their focus to building hotels and accommodation for short–lets rather than tenanted properties. This you will agree will neither solve the acute accommodation problem nor bridge the gap.

Another issue with the current agency system is the problem of renting out a non-existing house to unsuspecting house seekers or collecting rents from multiple individuals on the same property and eloping with the loot. The fraudulent activities of these agents necessitate the need to create an efficient and transparent model that will work for the benefit of all the stakeholders.

Furthermore, although agency commissions are deducted at source, remitting the landlords' portion is either delayed or unremitted for reasons that are not tenable. It sometimes got so bad that the landlord sometimes loses track of who has paid and who has not hence loosing substantial revenue to the agent machination.

It is observed that the apparent disconnect between the landlord and the tenants is a deliberate creation of the agent as a platform to manipulate both the landlord and the tenants for the purpose of achieving their selfish design.

It is apparent that the agent main concern is his accruable commission and not the state of the underlying asset hence most properties are in a terribly dilapidating condition as maintenance is relegated to the background. The response time to maintenance call is extremely very slow and where calls are heeded, it is done at an inflated cost hence the landlord and the tenants are continuously shortchanged all through the process.

Therefore, the need to save both the landlord, the sitting tenants and the accommodation seekers from the claws of the agents, remove opacity to illuminate the process, ensure an online real time information to the stakeholders through an embedded digital process is intended to drive transparency and value for all.

METHODOLOGY

In-order to ease the pains of the landlord and tenant(s), there is an urgent need for a transparent system that digitally connects the landlord and tenants and always keeps the landlord in control of his properties, and that is the mission of LANLORD PROFESSIONAL SERVICES.

LANLORDs' system workflow is as enumerated below:

- Home seekers will search by location and choose their preferred property. They can watch a 360-degree video of the property or request a paid physical inspection.

- A registered inspection agent that is resident close to the property will be alerted and can either accept or reject the request. A rejected request will be routed to another inspection agent while an accepted request will progress to a scheduled inspection.

- Once physical inspection is completed and the home seeker is satisfied, he can proceed to review the tenancy agreement, then pays through the system.

- The landlord will automatically receive successful payment while we take our fee exclusive of the payment gateway fee.

- The keys to the property will either be delivered to the tenant, or he picks it up at any of our offices.

- At the last quarter, the tenant will receive email alert of the due date for next rent, while the landlord will receive email alert of his next rent receipt.

- The tenant will have access to a dashboard showing the amortization or draw down of his rent paid, in such a way that after his rent is fully amortized, his balance start running on negative.

- The landlord will have access to a dashboard showing his listed properties, tenants in each property, outstanding rent from each property and tenant(s), due date for next rentals and others.

- The tenant can log maintenance request on the system, the assigned agent will immediately receive this request and act accordingly within a defined timeframe. Once the issue is satisfactorily fixed, the logged request will be cleared from the system.

SYSTEM FEATURES

The user of the system comprises of:

- Accommodation seekers
- Inspection and maintenance agents
- Tenants
- Landlord
- Admin
- Independent agents
- Artisans

System flow or relationship between users

The independent agents are people who might be commission agents that want to sell or rent out property. They will not be able to upload properties to the app independently because we want to control when a property is posted and when it is rented out, so we can re-assign the property.

The independent agent will send a request to the admin to upload a vacant property. The admin will go ahead with the upload once it meets the guidelines of the system.

The Accommodation seekers will view the properties on the site and schedule for physical inspection. The inspection and maintenance agent will get an inspection request and will schedule a date for the inspection.

The accommodation seeker will become a tenant once he has paid for the property; the landlord will be alerted of a new tenant and start receiving yearly rentals.

FEATURES FOR EACH USERS

INDEPENDENT AGENTS

- View all front-end activities.
- Send upload request to admin.
- Have access to Independent agent dashboard
- Gets a commission when their property is acquired or rented by customers.

ACCOMMODATION SEEKERS

- Search and view properties
- Request for inspection
- View and accept rent agreements
- Receives a one-time password from admin to access tenant dashboard
- Make payment to become a tenant
- Full access to tenants dashboard

TENANTS

- View all front-end activities
- Have access to tenants' dashboard
- View the number of months to renewal of rent
- Request for maintenance services in the premises
- Request for recurring maintenance from the artisan market.
- Make payment on due date.
- Send notice of exit when tenant want to leave or owes beyond 6 months.

LANDLORD

- View all front-end activities
- Have access to landlords' dashboard
- View the properties he owns
- View the tenants in each property
- View the number of months to renewal of rent
- View the amount of rent per tenant
- View summary of total rent from all properties
- View all maintenance ticket and the cost required to fix it
- Send request on any issue to admin

INSPECTION AND MAINTENANCE AGENT

- View all front-end activities
- View specific inspection and maintenance request
- Accept/reject inspection request

ADMIN

- Upload vacant properties
- Remove rented or sold properties
- Add or remove inspection and maintenance agents
- Add or remove landlord
- Add or remove tenants
- Add or remove artisans
- View all properties, their occupants and the landlords
- View the number of months to renewal of rent for each property.
- View the amount of rent due by each tenant.
- View all inspection and maintenance request and the agent responsible.
- Approve payment of commission to independent agents.

ARTISANS

- Have access to artisan dashboard
- Accept/reject work request
- View the amount due to him
- Get paid less our commission when the customers pay