

Product Requirements Document (PRD)

Product Name: RentLedger

Tagline: *The system of record for rentals*

1. Purpose & Vision

1.1 Purpose

To build a **neutral, verifiable, and persistent system of record** for residential rentals that captures rental events, agreements, and evidence in a tamper-evident timeline usable across disputes, onboarding, and trust assessment.

1.2 Vision

RentLedger will become the **default infrastructure layer** for rental history and trust — first in India, then globally — similar to how CIBIL functions for credit or DigiLocker for documents.

2. Problem Statement

2.1 Core Problem

The residential rental ecosystem lacks:

- Verifiable rental history
- Persistent records across tenancy changes
- Credible evidence during disputes
- Neutral trust mechanisms between parties

2.2 Consequences

- Arbitrary withholding of security deposits
- False damage or payment claims
- Reputational harm without proof
- Manual, biased conflict resolution by brokers and societies

Disputes are a **symptom**, not the root issue.

3. Target Users & Stakeholders

3.1 Primary Users

- **Tenants** (need deposit protection & history portability)
- **Landlords** (need protection from misuse & damage)
- **Brokers** (need faster closures, fewer disputes)
- **Housing Societies** (need structured rental records)

3.2 Secondary Stakeholders

- Lawyers (evidence consumption)
- Insurers (future)
- Courts / dispute forums (future)
- Financial institutions (future)

4. Product Scope (MVP Focus)

4.1 In-Scope (MVP)

- Rental timeline creation & management
- Media uploads (photos, videos, documents)
- Event attribution & timestamping
- Certified evidence export (v1)
- Broker & society dashboards

4.2 Out of Scope (Explicitly Excluded)

- Rent payments / wallets
- In-app chat
- AI damage detection
- Automated legal filing
- Blockchain marketing features

Rationale: MVP is about **trust creation**, not convenience.

5. Core Product Modules

5.1 Rental Timeline Engine (Core System)

Description

Each rental unit has a **single, continuous timeline** that records all key rental events.

Functional Requirements

- Create rental timeline per property unit
- Assign parties (tenant, landlord, broker)
- Log events:
 - Move-in condition
 - Rent paid / delayed (manual)
 - Repairs & complaints
 - Notices
 - Move-out condition
- Attach media to each event
- Immutable event ordering

Non-Functional Requirements

- Events must be append-only
- No silent deletion
- All edits must generate new events

5.2 Media & Evidence Capture

Description

Allow structured upload of media tied to rental events.

Functional Requirements

- Upload photos, videos, PDFs
- Auto-capture:

- Timestamp
- Device metadata
- OCR for document indexing (not AI analysis)

Constraints

- No editing of uploaded media
- Compression without metadata loss

5.3 Evidence Integrity Layer

Description

Ensure all timeline data is **tamper-evident** and exportable in legally usable formats.

Functional Requirements

- Hash-chain events within a timeline
- Generate immutable event IDs
- Create certified export bundles:
 - Timeline summary
 - Media hashes
 - Event metadata
- Section 65B-ready format (India)

Non-Functional Requirements

- Deterministic export generation
- Verifiable hashes

5.4 Certified Evidence Export

Description

Allow users to export a **court-usable supporting evidence bundle**.

Functional Requirements

- Generate signed PDF bundles
- Include:

- Timeline
- Event logs
- Hash references
- Downloadable & shareable

Access Control

- Paid feature for tenants
- Included in broker & society plans

5.5 Rental Reputation Graph (Phase 1 – Readiness)

Description

Build foundational data structures for future reputation scoring.

MVP Scope

- Store behavioral signals:
 - Payment consistency flags
 - Dispute frequency
 - Resolution closure
- No public scores
- No algorithmic ratings in MVP

5.6 Broker Dashboard

Functional Requirements

- Manage multiple rentals
- View dispute-prone rentals
- Download evidence bundles
- Track move-in/move-out events

5.7 Housing Society Dashboard

Functional Requirements

- View all rentals in society
- Log move-in/move-out
- Access dispute history (permissioned)
- Export records on demand

6. User Journeys (Critical)

6.1 Tenant Onboarding

1. Create account
2. Join rental timeline (via invite or code)
3. Upload move-in condition
4. Log events as they occur
5. Export evidence if needed

6.2 Broker Flow

1. Create broker account
2. Create rental timeline
3. Invite tenant & landlord
4. Monitor lifecycle
5. Close rental with move-out record

7. Permissions & Access Control

Role	Create Events	View All	Export Evidence
Tenant	Yes	Own rental	Paid
Landlord	Yes	Own rental	Limited
Broker	Yes	Assigned rentals	Included
Society Admin	Limited	Society rentals	Included

8. Trust, Safety & Neutrality

Principles

- Platform is **neutral**
- No judgment or arbitration
- No public shaming
- Consent-based data access

9. Monetization Model

MVP Pricing (Indicative)

- Tenant Pro: ₹999/year
- Broker Plan: ₹5k–₹25k/year
- Society Plan: ₹20k–₹1L/year

No ads. No data resale.

10. Metrics & Success Criteria

Product Metrics

- Timeline completion rate
- Evidence export usage
- Monthly active rentals
- Dispute resolution completion

Business Metrics

- Broker retention
- Society renewal rate
- Revenue per active rental

11. Risks & Mitigations

Risk	Mitigation
Legal overclaim	Conservative language