**Property Management System**

**Business Case:**

To provide the easy to use, comprehensive & integrated services to homeowners, homeowner association (neighborhood, community), homeowner association management companies, property management companies to manage everything they do online.

The property management system is meticulously crafted to offer an array of advanced features, ensuring a seamless and integrated experience for homeowners, homeowner associations, and property management entities.

For homeowners, the system provides an intuitive interface for various tasks. This includes convenient online payment processing, real-time tracking of maintenance requests, and a centralized hub for community engagement. Homeowners can easily access important documents, participate in community discussions, and stay updated on neighborhood events.

Homeowner associations benefit from a comprehensive suite of tools that streamline their operations. The system facilitates document management, simplifies financial tracking, and supports event coordination. Communication within the association is enhanced through centralized messaging and announcement features, fostering a sense of community.

Property management companies, whether dealing with individual homeowners or larger property portfolios, find a robust solution in this system. It centralizes management tasks, from overseeing maintenance schedules to handling financial transactions. Automation features optimize workflows, reducing manual efforts and enhancing overall efficiency.

Key features include:

* Document Management:
  + A secure and organized repository for storing and managing essential documents, ensuring easy access and retrieval.
* Financial Tracking:
  + Tools for transparent financial tracking, including online payment processing, expense tracking, and budget management.
* Event Coordination:
  + Seamless event planning and coordination tools, facilitating community engagement and fostering a sense of belonging.
* Maintenance Request Portal:
  + A user-friendly platform for homeowners to submit and track maintenance requests, streamlining the resolution process.
* Community Communication:
  + Centralized communication features, such as announcements and messaging boards, to enhance community-wide collaboration.
* Automation and Workflow Optimization:
  + Automated processes and optimized workflows that reduce manual efforts and enhance overall operational efficiency.
* User Training and Support:
  + Comprehensive user training and support services to ensure that all stakeholders can leverage the system effectively.

The property management system goes beyond mere digitization, offering a sophisticated and integrated solution that caters to the diverse needs of homeowners, associations, and property management companies. It fosters a connected and efficient ecosystem, ultimately enhancing the overall experience of managing properties and communities online.

**End Customers**:

Homeowners

Homeowner’s association

Homeowner’s association management companies

Property management companies

Vendors

**Competitors**:

**Services offering:**

**Homeowners (HOW)**

**Homeowner Associations (HOA)**

**Homeowner Associations Management Company (HAM)**

**Property Management Company (PMC)**

1. **Homeowners (HOW):**

Online Payment Processing:

* Homeowners can conveniently manage their payments through the system, providing a hassle-free experience for settling dues, fees, and other financial transactions.

Maintenance Request Portal:

* A user-friendly portal allows homeowners to submit and track maintenance requests, streamlining the process of addressing property-related issues.

Community Engagement:

* The system serves as a centralized hub for community engagement, offering homeowners a platform to participate in discussions, stay informed about neighborhood events, and connect with fellow residents.

Document Access:

* Essential documents, such as community guidelines, meeting minutes, and announcements, are easily accessible online, ensuring that homeowners have quick access to important information.

2. **Homeowner Associations (HOA**):

Document Management:

* The system provides a secure repository for storing and managing crucial HOA documents, ensuring easy access and organization.

Financial Tracking:

* Comprehensive financial tracking tools assist HOAs in managing budgets, tracking expenses, and processing online payments efficiently.

Event Coordination:

* Features for planning and coordinating community events foster a sense of community and help HOAs build a vibrant neighborhood culture.

Community Communication:

* Centralized communication tools, such as announcements and messaging boards, enable HOAs to effectively communicate with homeowners and disseminate important information.

3. **Homeowner Associations Management Company (HAM):**

Workflow Optimization:

* The system optimizes workflows for HAM companies, automating routine tasks and reducing manual efforts in managing multiple homeowner associations.

Unified Management:

* A centralized platform allows HAM companies to oversee and manage multiple associations efficiently, streamlining operations for improved service delivery.

Financial Oversight:

* Financial tracking tools provide HAM companies with transparent oversight of the financial health of the associations they manage.

Training and Support:

* Comprehensive user training and support services ensure that HAM staff can effectively navigate and leverage the system for enhanced efficiency.

4. **Property Management Company (PMC):**

Centralized Management:

* For PMCs, the system centralizes the management of various properties, providing a unified platform for overseeing maintenance schedules, financial transactions, and other operational aspects.

Automation Features:

* Automation features optimize PMC workflows, reducing manual efforts and enhancing overall operational efficiency.

Financial Transparency:

* Transparent financial tracking tools assist PMCs in managing budgets, tracking expenses, and maintaining financial transparency across their property portfolio.

User Training and Support:

* The system includes user training and support services, ensuring that PMC staff can efficiently use the platform to manage multiple properties seamlessly.

The property management system caters to the distinct needs of each stakeholder group, providing tailored features and tools that enhance their specific roles and responsibilities in property management and community development.

**What’s make your product different:**

The property management system apart, the distinguishing factors lie in its tailored and holistic approach to addressing the diverse needs of homeowners, homeowner associations, and property management companies. Notably, our system offers seamless integration with Microsoft Teams, fostering a unified collaboration experience within the Aranya ecosystem. For homeowners, the platform delivers an intuitive interface, simplifying tasks such as online payment processing, maintenance request tracking, and community engagement, ensuring a personalized and efficient user experience. Homeowner associations benefit from a comprehensive suite of tools, including streamlined document management, transparent financial tracking, and simplified event coordination. Meanwhile, for property management companies, our system's centralization and automation features optimize workflows, reducing manual efforts and enhancing overall operational efficiency. Beyond features, our commitment to user training and support ensures that stakeholders can effectively leverage the system, underlining our dedication to customer success. These unique qualities position our product as a differentiated and comprehensive solution in the competitive landscape of property management systems.

System Overview / Functionalities:

"High-level system functionality" refers to a broad overview of the primary capabilities and features that a system offers to meet its intended objectives. It provides a top-level perspective, summarizing the core functions that the system is designed to perform without delving into detailed implementation specifics. This overview is typically presented at a conceptual level, making it accessible to a wide audience, including stakeholders, decision-makers, and those who may not have technical expertise.

Key elements of high-level system functionality include:

* Primary Objectives:
  + A succinct description of the main goals and objectives that the system aims to achieve.
* User Interactions:
  + Overview of how users interact with the system and the key functionalities available to them.
* Integration Points:
  + Identification of any external systems or components that the system interacts with, emphasizing integration capabilities.
* Data Handling:
  + General insights into how the system manages and processes data, without going into intricate details.
* Scalability and Performance:
  + High-level information about the system's capacity to scale and deliver performance to meet user needs.
* Security Measures:
  + A brief overview of the security features and measures incorporated to protect the system and its data.
* Automation and Workflow:
  + General information about any automated processes or workflows that enhance system efficiency.
* User Roles and Permissions:
  + Identification of different user roles and their corresponding permissions within the system.
* Reporting and Analytics:
  + High-level details on reporting and analytics capabilities, showcasing how the system provides insights.
* Customization Options:
  + An overview of the degree to which users can customize or configure the system to meet specific requirements.
* Compliance and Standards:
  + Brief mention of any industry standards or compliance measures adhered to by the system.
* Support and Training:
  + General information about the support and training resources available to users.

In essence, high-level system functionality offers a snapshot of what the system does and how it operates, serving as a foundation for more detailed discussions and analysis during the system's development, implementation, or evaluation phases.

**Return of Investment:**

**High level System Functionality (Capabilities)**

Manage Homeowner properties (HOW)

Manage Homeowner associations (HOA)

Manage Homeowner association management companies (HAM)

Manage Property Management Companies (PMC)

Residents Management

Vendor Management

Account Management

Services Requests Management

Guests Management

Staff Management

Tenant management

Repair Services

Communication Services

Payment Services

Smart Search

Activity Management

Desktop, Mobile Web, Mobile app

**Limitations:**

**High Level Requirements**

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| --- | --- |
| **Guests (GST)** | |
| ID | Description |
| GST\_001 | Guests will be able to view home page |
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| --- | --- |
| **Homeowner (HOW)** | |
| ID | Description |
| HOW\_001 | Homeowner will be able to view home page |
| HOW\_002 | Homeowner can register to PMS |
| HOW\_003 | Homeowner can log into to PMS |
| HOW\_004 | Homeowner can forgot/reset password |
| HOW\_005 | Homeowner can change password |
| HOW\_006 | Homeowner can view account |
| HOW\_007 | Homeowner can add one or more properties (Single Family, Town home, etc) to PMS |
| HOW\_008 | Homeowner can edit/update property from PMS |
| HOW\_009 | Homeowner can view property |
| HOW\_010 | Homeowner can search added homes |
| HOW\_011 | Homeowner can search for services |
| HOW\_012 | Homeowner can view services |
| HOW\_013 | Homeowner can create a service request |
| HOW\_014 | Homeowner can edit/update a service request |
| HOW\_015 | Homeowner can search for services requests |
| HOW\_016 | Homeowner can view service requests |
| HOW\_017 | Homeowner can add tenants |
| HOW\_018 | Homeowner can edit/update tenants |
| HOW\_019 | Homeowner can search tenants |
| HOW\_020 | Homeowner can view tenants |
| HOW\_021 | Homeowner can view tenants history |
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| **Homeowner Association (HOA)** | |
| ID | Description |
| HOA\_001 | Homeowner Association will be able to view home page |
|  | Homeowner Association can have HOA home page |
|  | Homeowner Association can register to PMS |
|  | Homeowner Association log into to PMS |
|  | Homeowner Association can forgot/reset password |
|  | Homeowner Association can change password |
|  | Homeowner Association can view account |
|  | Homeowner Association can add one or more Single Family/townhome/multifamily/condo/apartments/ buildings etc. |
|  | Homeowner Association can edit/update Single Family/townhome/multifamily/condo/apartments/buildings etc. |
|  | Homeowner Association can view Single-Family/townhome/multifamily/condo/apartments/buildings etc. |
|  | Homeowner Association can view search Single-Family/townhome/multifamily/condo/apartments/buildings etc. |
|  | Homeowner Association can |
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| --- | --- |
| **Homeowner Association Management Company (HAM)** | |
| ID | Description |
| HAM\_001 |  |
|  |  |

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| --- | --- |
| **Property Management Company (PMC)** | |
| ID | Description |
|  |  |
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| **Vendors (VND)** | |
| ID | Description |
|  |  |
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**Limitations:**

**Definitions**

**Property Management System (PMS) -** The overall app/service/system provides services to end customers.

**Homeowners (HOW) –** A homeowner (HOW) owns one or more homes (Single Family, Townhome, Apartment, Condominium etc.).

**Homeowner Associations (HOA) –** A homeowner’s association (HOA) is a registered association which manages (Neighborhood, Community etc.).

**Homeowner Association Management (HAM) –** A HOA Management company that manage communities (Homeowners associations).

**Property Management Companies (PMC) –** A property management company manages properties, rentals, repairs etc.