**Parse of Nouns**

* Tenant
  + Person who can request services
* Landlord
  + Person in charge of property and has relationship with tenant and service provider
* Service provider, maintenance provider
  + Person who can work on requests
* Request, active/previous/current request
  + A declaration of need for services, it includes information pertaining to the need.
* Claim, quote, invoice
  + A declaration of cost of completed/pending request
* Account, user
  + A set of credentials used for persons above to access their respective actions
* Link
  + A relationship between landlord’s property and service provider, or landlord’s property and tenant. The link is multiplicitive
* Service, emergency service, non-emergency service
  + The actions that are needed to be completed by the service provider. They can have flags of non-emergency, or emergency. Non-emergency and emergency flags are defined by the landlord.

Notes: