**“Rental Property Management System”**

**1. Introduction**

The Rental Property Management System (RPMS) aims to simplify and streamline the process of managing house rentals for property owners, and tenants Traditionally, the house rental process has been cumbersome, time-consuming, and prone to errors. RPMS will provide a comprehensive software solution to automate and optimize key tasks such as property listing, tenant screening, rental agreements, rent collection, maintenance requests, and communication between stakeholders.

**2. Positioning**

**2.1 Problem Statement**

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| --- | --- |
| The problem of | *managing house rentals* |
| Affects | *owners,admins,tenants* |
| the impact of which is | *current manual and fragmented approach lead to inefficiencies, communication gaps, and a lack of transparency.* |
| a successful solution would be | *an integrated house rental management system that provides a centralized platform for managing all aspects of the rental process, improves efficiency, enhances communication, and provides a positive rental experience for all parties involved.* |

**2.2 Product Position Statement**

|  |  |
| --- | --- |
| For | *owners and tenants* |
| Who | *Who require a streamlined and efficient process for managing house rentals* |
| rentals.com | *is a rental system* |
| That | *an efficient, time saving and user-friendly rental system* |
| Unlike | *manual , time consuming* |
| Our product | *Our product offers a centralized platform with end-to-end features, simplifying the rental process and improving overall efficiency.* |

**3. Stakeholder Descriptions**

**3.1 Stakeholder Summary**

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Admins | Managing and maintaining the system | Admins are responsible for setting up initial data and managing the system. |
| Owner | Create an account, Add rental properties. | Individuals or companies who own properties and rent them out to tenants. |
| Tenants | Rent properties. | Individuals or families looking to rent a house or apartment for residential purposes. |
| Developers | Developers develop system based on the basis of given document. | Developers are responsible for developing system features, fixing bug, and maintaining the system’s availability. |
| Testers | Testers use JUnit tool to test system or integration test. | Testers are responsible for integration testing. |

**3.2 User Environment**

*Number of people involved in completing the task: Property owners, Tenants, Admins*

*Task cycle and time spent:*

*Property Owners: The task cycle for property owners involves tasks such as property listing, tenant screening, rent collection, and maintenance coordination. The time spent on each activity may vary but can range from a few minutes to several hours, depending on the complexity of the task.*

*Tenants: Tenants engage in activities such as searching for rental properties, submitting applications, making rent payments, and requesting maintenance services. The time spent on these activities can range from a few minutes to hours, depending on the nature of the task.*

*Admin: are responsible for setting up initial data and managing the system. The time spent on each task can vary, with some activities requiring regular monitoring and others being periodic or event driven.*

*Environmental constraints:*

*Users may interact with the Rental Property Management System from different locations, such as their homes, offices, or on-the-go. Therefore, the system should be accessible via web or mobile interfaces to accommodate users' mobility requirements.*

*Users may rely on different devices and platforms, including desktop computers, laptops, smartphones, and tablets. Thus, the RPMS should support multiple system platforms, such as Windows, macOS, iOS, and Android, ensuring a consistent user experience across devices.*

*Integration with other applications:*

*RPMS may need to integrate with third-party services, such as payment gateways for rent collection, email/SMS services for communication, and property listing platforms for broader exposure of rental listings.*

**4. Product Overview**

**4.1 Product Perspective**

*The Rental Property Management System will serve as a standalone software solution specifically designed for managing house rentals. It will interact with external systems such as payment gateways for rent collection and email/SMS services for communication purposes. The system will provide an intuitive user interface for property owners, tenants, and property managers to access and manage their respective rental-related activities.*

**4.2 Assumptions and Dependencies**

*The House Rental Management System assumes the availability of stable internet connectivity for all users.*

*The system depends on third-party services for functionalities such as payment processing, email/SMS notifications, and property listing platforms.*

**4.3 Needs and Features**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *NO* | *Problem* | *Need* | *Priority* | *Features* | *Planned* |
| 1 | *Inefficient rental management process* | *Streamline and automate rental management tasks.* |  | *Automate tasks such as property listing, tenant screening, rental agreements, rent collection, and maintenance requests.*  *Eliminate manual processes and reduce human errors in managing rental properties.* |  |
| *2* | *Lack of transparency and communication gaps* | *Enhance communication between stakeholders.* |  | *Provide a centralized communication platform for property owners, tenants, and.*  *Enable real-time messaging, email notifications, and alerts for important.* |  |
| *3* | *Tedious tenant screening process* | *Efficient tenant screening and selection* |  | *Provide tools for conducting background checks, credit history verification, and reference checks on potential tenants.*  *Simplify the screening process and enable property owners to make informed decisions about tenant selection.* |  |
| *4* | *Complex rental agreement management* | *Streamline rental agreement creation and management.* |  | *Generate digital rental agreements with customizable templates.*  *Enable electronic signing and storage of rental agreements for easy access and retrieval.* |  |
| *5* | *Inconsistent rent collection process* | *Simplify and automate rent collection.* |  | *Send automated rent payment reminders to tenants.*  *Provide secure online payment options and track rent payment status for property owners and tenants.* |  |
| *6* | *Lack of maintenance request tracking and coordination* | *Streamline maintenance request management.* |  | *Allow tenants to submit maintenance requests through the system.*  *Enable owners to track and prioritize maintenance requests, assign tasks to service providers, and monitor progress.* |  |
| *7* | *Limited financial visibility and reporting* | *Comprehensive financial tracking and reporting* |  | *Track rental income, expenses, and generate financial reports for property owners.*  *Provide visibility into rental payment history, outstanding balances, and financial performance of rental properties.* |  |
| *8* | *Lack of tenant self-service options* | *Empower tenants with self-service capabilities.* |  | *Provide tenants with a portal to access their rental information, submit maintenance requests, make rent payments, and view rental agreements.*  *Enhance the tenant experience by enabling self-service functionality.* |  |

**4.4 Alternatives and Competition**

***Alternatives:***

*Stakeholders may choose to continue using manual processes, spreadsheets, or traditional methods for managing house rentals. This alternative may be perceived as cost-effective but lacks the automation and efficiency offered by a dedicated software solution.*

***Competitive Choices:***

*Zillow.com*

*Apartments.com*

**5. Other Product Requirements**

*Standards and Platforms: The RPMS should adhere to industry standards for data security and privacy. It should be compatible with popular operating systems (Windows, macOS, iOS, Android) and web browsers.*

*Performance Requirements: The system should be responsive, ensuring fast loading times and smooth user interactions. It should be capable of handling a large volume of data without significant performance degradation.*

*Usability: The RPMS should have an intuitive and user-friendly interface, allowing stakeholders to navigate and perform tasks efficiently. Clear and concise error messages should be provided to assist users in troubleshooting.*

*Documentation: The product requires comprehensive user manuals, online help documentation, and installation guides to assist users in setting up and effectively utilizing the system.*

*Integration: The RPMS should support integration with external services such as payment gateways, property listing platforms, and accounting software to enhance its functionality and streamline processes.*

*Design Constraints: The system should prioritize accessibility and responsive design to ensure usability across*