

User Story:

As a resident, I want to create a maintenance ticket so that I can report an issue in my apartment.

Acceptance Criteria:

- The resident should be able to log in to the system.
- The system should provide an option to create a ticket in the resident dashboard.
- The resident must be able to enter details when creating a ticket.
- The system should validate the required field. Display an error if any mandatory fields are missing.
- After successful ticket submission, the system should display a confirmation message and the ticket ID.
- The resident should be able to view the new ticket in their dashboard.

User Story:

As lease office staff, I want to assign tickets to maintenance staff so that issues are resolved efficiently.

Acceptance Criteria:

- The staff must be able to log in and access the ticket management dashboard.
- The system should display a list of all unassigned tickets.
- The staff should be able to select a ticket and assign it to a maintenance staff member.
- The system should display a list of available maintenance staff for assignment.
- Once assigned, the ticket status should automatically update to "Assigned."
- The system should log the assignment action for audit purposes.

User Story:

As a maintenance staff member, I want to update the ticket status as I work on issues so that residents and staff know the progress.

Acceptance Criteria:

- Maintenance staff should be able to log in and view tickets assigned to them.
- The system should display the ticket details
- The staff must have the option to update the ticket status to:
 - "In Progress."
 - "On Hold."
 - "Resolved."
- When updating the status, the system should allow the staff to add a note.
- The system should ensure that updates are logged with timestamps.