**Chapter 1**

* 1. **Project Background**

The Resident Management System is an Online System which can help the committee members and the facility staff handle end-to-end site interactions and communications with the residents who view and interact through the website. Currently, the traditional method to display the announcement is printing out the notice on paper and stick it on the notice board. Sometimes the children may rip off the notice for fun purpose, and this may cause others to miss the announcement. Other than that, some observations have been made most of the notice board is on the ground floor, which means if people who have difficulty in moving is inconvenient for them.

For the traditional method of residence management, if residence faces problem like pipe breakage or toilet blocked, they need to find management staff to fill in the form and wait for the repairman. However, the new system can help to reduce the progress the residents can view the repairman contact through the system then direct contact them, this can save a lot of time which compare report the problem for management. The system also provides a chat system that allows the resident to communicate with the management efficiently. If the resident has a party need to reserve the whole restaurant, they can book the restaurant just a click.

When the visitor comes to visit the resident house, they need to wait at the guardhouse for asking purpose. However, if that day has a party made by a resident, at the guardhouse may have a long queue, this will waste a lot of time in the process, so the system has included the visitor pre-registration which allow the resident to do advance register for the visitor.

* 1. **Project Scope**

The main aim of developing this system is to make resident life more easily. Since everything is online, the residence can view the announcement through the system, see the facility status whether the facility is unavailable, and also made a pre-registration for the visitor. For the condominium management staff, they can create the notice post it through the system which can make their job more effective, at the same time also can save the money because the notice is online so the paper is not in use.

* 1. **Aim**

Transform the traditional management method to online, allow the user to interact with management easily and help management staff to manage residence more easily.

* 1. **Objective**

1. The system is able to display the latest announcement.
2. The user is able to search the available facility.
3. Allow user to booking facility
4. User should able made a visitor pre-registration through the system.
5. The system should allow user and management staff send and view message.
6. The system should allow display the total residence
7. Management staff can create, update and post announcement.
8. The system should allow management staff remove the residence from the system if the residence is move out from the condominium.
9. Management staff is able to change the facility status (change the facility status to close if the facility currently is not available)
   1. **Problem Statement**

Currently, most of the condominium still using the traditional method to manage, which is inefficiency and wasting time. Far management staff, they need to store the residence information in paper form, and this will cause not enough space, and sometime the management also will facing some residence late in paying their management fee which is difficult to tracking which residence is late paying the fess where all the information is in paper form. And for the residence, some resident may face the difficult to report their problem to management due to their tight schedules or working shifts, when they are free but the management either it is closed or no one can be found so over the time the management conflicts with residents.

**Chapter 2 Literature Review**

**2.1 Visitor Problem**

Based on research the tenant is assigned a parking lot, but every time he heads back to the condo, and he found that the parking lot was occupied by someone else, this causes him has forced to park under the tree. Every time the car was destroyed by bird droppings, it ruined the paint on the car, and it cost a lot of money to wash his car. He also gets fines and wrong parking warnings, and this makes him feel very upset because it was not his fault. He hopes the management can implement and enforce appropriate controls on visitors to ensure that the visitors not parked in the wrong place.

In any size for the condominium, managing the visitor sign-ins can be a headache. Condominium management needs to implement a strict balance between security and convenience. To manage the visitor is very inconvenient especially on the weekend, there never seemed to be enough parking space, and this insufficient parking typically due to people bringing in other cars, crowd a visitor's parking space, or lack parking enforcement. Therefore, to have an online visitor registration which can help to track the visitor coming in and going out time more efficiently, and also make it easier for management to set up visitor parking spaces. Residents can make a registration for the visitor through the system.

<http://www.gmssolutions.com.my/blog/no-enforcement-of-parking-rules-leads-to-chaos-in-our-condo/>