

Home Link: Initial Client Report

Details of how the meeting with your client went as well as their general expectations for the project going forward (meeting notes will suffice for this portion)

We met with the client and went over the initial expectations for the project. Our feeling was that there was a solid base, but a lot of room for further complexity and functionality. With this in mind, we took some time to brainstorm ideas, and also come up with questions to ask our intended users (landlords/tenants) to better understand their needs.

Additionally, we identified each of our strengths and preferences in terms of programming to identify what we should each focus on. Finally, we made the decision to build a website instead of an app since we anticipate that most of the functionality wouldn't be needed on-the-go and would be better suited for a browser.

A list of features that will be implemented (Notes on which features will be prioritized vs. what features are secondary)

MVP Requirements:

- **Tenant portal**

- Pay the rent (API)
- Any kind of requests
 - Regular (door hinge broken, pick up package, etc.), Emergency (water leaking), Change (painting on wall). Each request will have a priority.
 - Log of previous requests and maintenance
- Contract history (payments/rent changes)
- Calendar for viewing appointments with landlord (inspections) and outside contractors.
- Alerts (rent, weather, upcoming maintenance)

- **Landlord portal**

- Charge Rent
- Calendar for viewing and scheduling visits, showings, maintenance, etc.
- Give move-out notice.
- Can provide utilities recommendations.
- Should be able to view every service needed for each property. Some have to pay utilities themselves, so provide a way to keep track of those payments.

- Todo list for payments, collection, inspections, maintenance.
- Claim a home -- similar to Zillow, you can input an address and unit, and if it is unclaimed you can claim it as a home you own and rent it out. We can't create a detailed authentication system for this since this requires licenses and other requirements, but we can model how it would work (eg. making the claim, filing a counterclaim if someone else has already claimed it and you believe it was an error).

Secondary:

● Tenant portal

- Sign the contract digitally and submit images of the initial state of the unit (send to all signers/co-signers)
- Social functionality for tenants: users can find other users and submit an application for a unit together.
- Page to view the contract.
- Page to view property expectations and their consequences:
 - this should be updatable (from landlord-side)
 - able to handle seasonal expectations, such as turn on/shut off irrigation
 - alerts when expectations changed

● Vendor portal

- Vendors can make accounts, and bid on contracts from landlords. They would have a log of previous work, and landlords could have a "friends"/trusted network for vendors they've worked with before.

● Landlord portal

- Publish the contract.
- Provide property expectations and consequences.

Tertiary:

- **Tenant portal**
 - Subletter can pay the landlord directly, or pay the primary tenant through the website.
 - Virtual home inspection.
 - Notifications for upcoming visits or maintenance (sent to email or phone).
- **Landlord portal**
 - After inspection landlord can upload report AND issue warnings or fines:
 - Multiple people handling the same property.
 - View-only account for those with a managing company.
 - Notifications for upcoming visits or maintenance (sent to email or phone).

A list of what pages/screens your app will include and a brief description of the content that will go on each page/screen.

- **Tenant Screen**

This is the primary point of interaction for someone who is looking to rent a home, or is currently renting one. They will have:

 - A primary dashboard, which will include the calendar/list, the requests form, and an alert section.
 - A payment page, where they can pay the landlord.
 - A contact page, with important numbers.
 - A history page, as described in the prior section.
- **Landlord Screen**

This is the primary point of interaction for the landlord.

 - A primary dashboard, which will include the calendar and todo list.
 - A page which lists the homes that one owns, as well as the relevant details about each.
 - A page for the landlord to claim a home and add it to their account.

Sketches of your pages/screens (they do not need to be final designs)

These sketches were intentionally designed differently so we can choose between different approaches for the final design.

Tenant Dashboard:

(the sub-pages aren't sketched here because in this version the tenant client is a SPA and the payment/contact/history would just be modals).

Home Link

Collection Date
May 28

Rent Due
\$1200

Payment

Maintenance

Title
eg. Leaky faucet

Type
Select...

Site
Select...

Date
02/12/2021

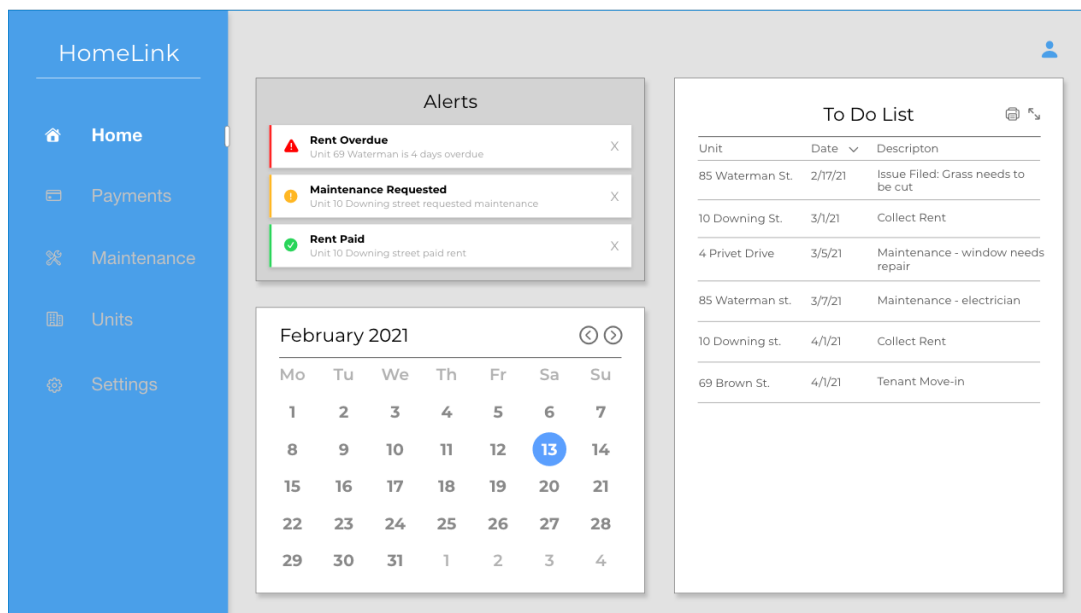
Description
Type here...

Request

Event Listing

Date ^	Time	Event
Dec 31 2029	3:25 PM	Payment received.
Aug 31 2029	3:25 PM	Issue Filed: Grass needs to be cut.
Jun 14 2021	12:30PM - 9:45PM	House tour.
Dec 31 2020	1:00PM - 2:00PM	Electrician
Jun 14 2019	8:00AM - 9:00PM	Plumber
Dec 31 2018	1:00PM - 5:00PM	Sending a team of workers to inspect the foundation before laying down the ceramic in the basement.
Jun 14 2017	3:21 PM	Coming to cut grass.
Jun 14 2015	3:21 PM	Payment filed.
Dec 31 2014	10:25PM - 11:35PM	Payment received.
Dec 31 2013	3:25 PM	Payment received.
Dec 29 2013	3:25 PM	Payment received.
Jan 1 2013	3:25 PM	Payment received.

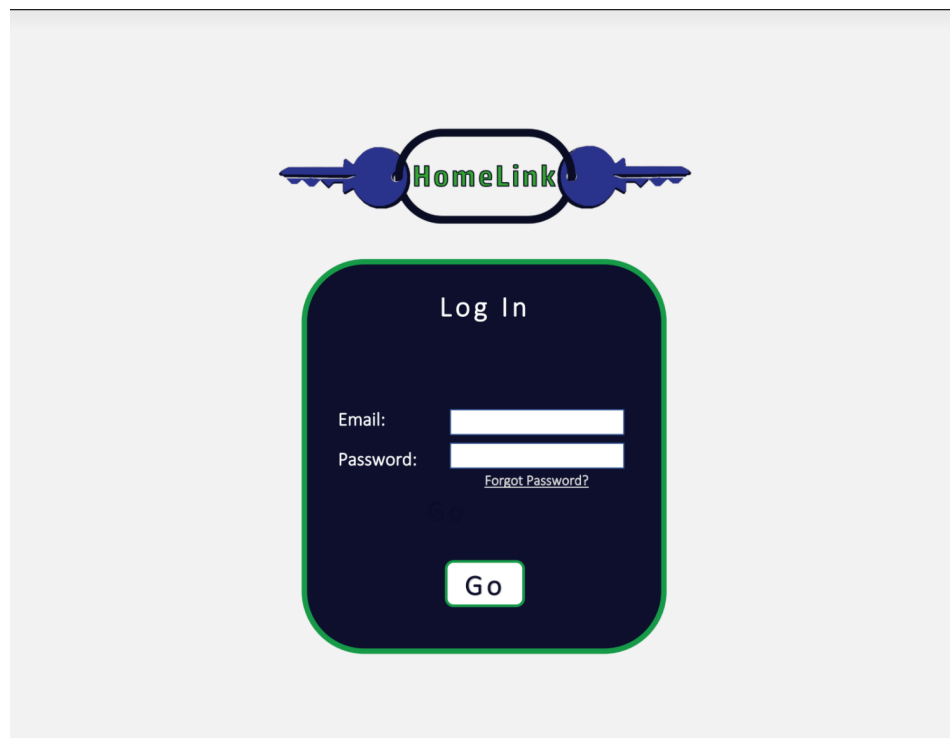
Landlord Dashboard:



The HomeLink dashboard features a blue sidebar with navigation links: Home, Payments, Maintenance, Units, and Settings. The main content area includes an Alerts section with three items: Rent Overdue (Unit 69 Waterman is 4 days overdue), Maintenance Requested (Unit 10 Downing street requested maintenance), and Rent Paid (Unit 10 Downing street paid rent). Below the alerts is a calendar for February 2021, with the 13th highlighted. To the right is a To Do List table with columns for Unit, Date, and Description.

Unit	Date	Description
85 Waterman St.	2/17/21	Issue Filed: Grass needs to be cut
10 Downing St.	3/1/21	Collect Rent
4 Privet Drive	3/5/21	Maintenance - window needs repair
85 Waterman st.	3/7/21	Maintenance - electrician
10 Downing st.	4/1/21	Collect Rent
69 Brown St.	4/1/21	Tenant Move-in

Login Dashboard:



The login dashboard features the HomeLink logo at the top, which consists of two blue keys flanking the text "HomeLink" in green. Below the logo is a dark blue rounded rectangle with a green border. Inside this rectangle, the text "Log In" is centered at the top. Below it are two input fields: "Email:" and "Password:". To the right of the "Password:" field is a link that says "Forgot Password?". At the bottom of the rectangle is a white button with the text "Go".

What information/data will be needed, where it will come from, and how it will be used

- We will need a list of homes/addresses for landlords to claim and for tenants to search through. We intend to scrape a website that already has this data (Zillow, MLS, etc.), use an API from one of those sites, or use a JSON directory (data.gov has these).

What accessibility requirements need to be accounted for

- Ease of access for older/non-tech users, as landlords may be less tech savvy and we want to provide a QoL improvement for them to manage their properties.
- Meet Web Content Accessibility Guidelines (WCAG) 2 Level AA.

What security concerns need to be addressed

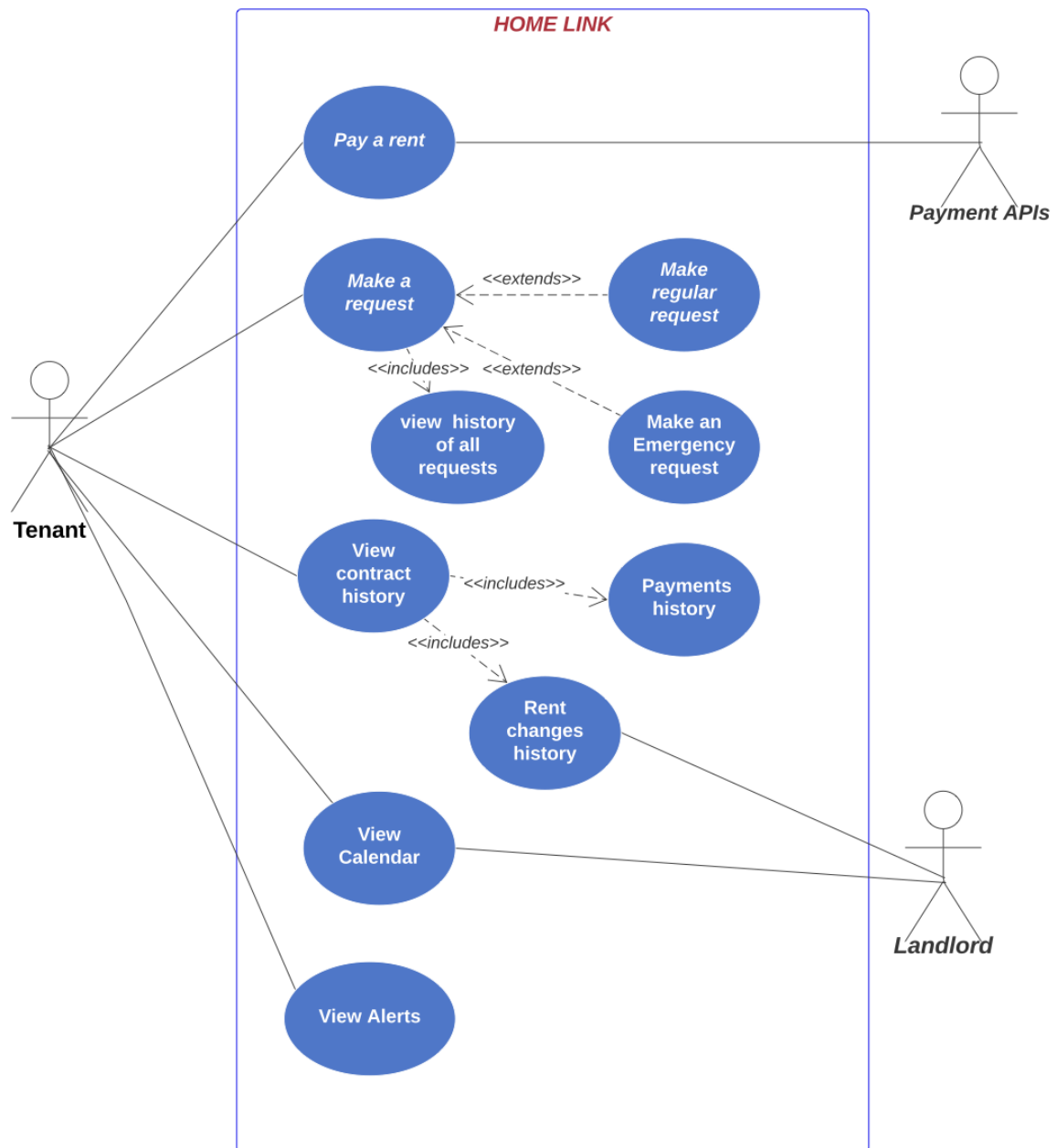
- Secure payments.

What privacy concerns need to be addressed

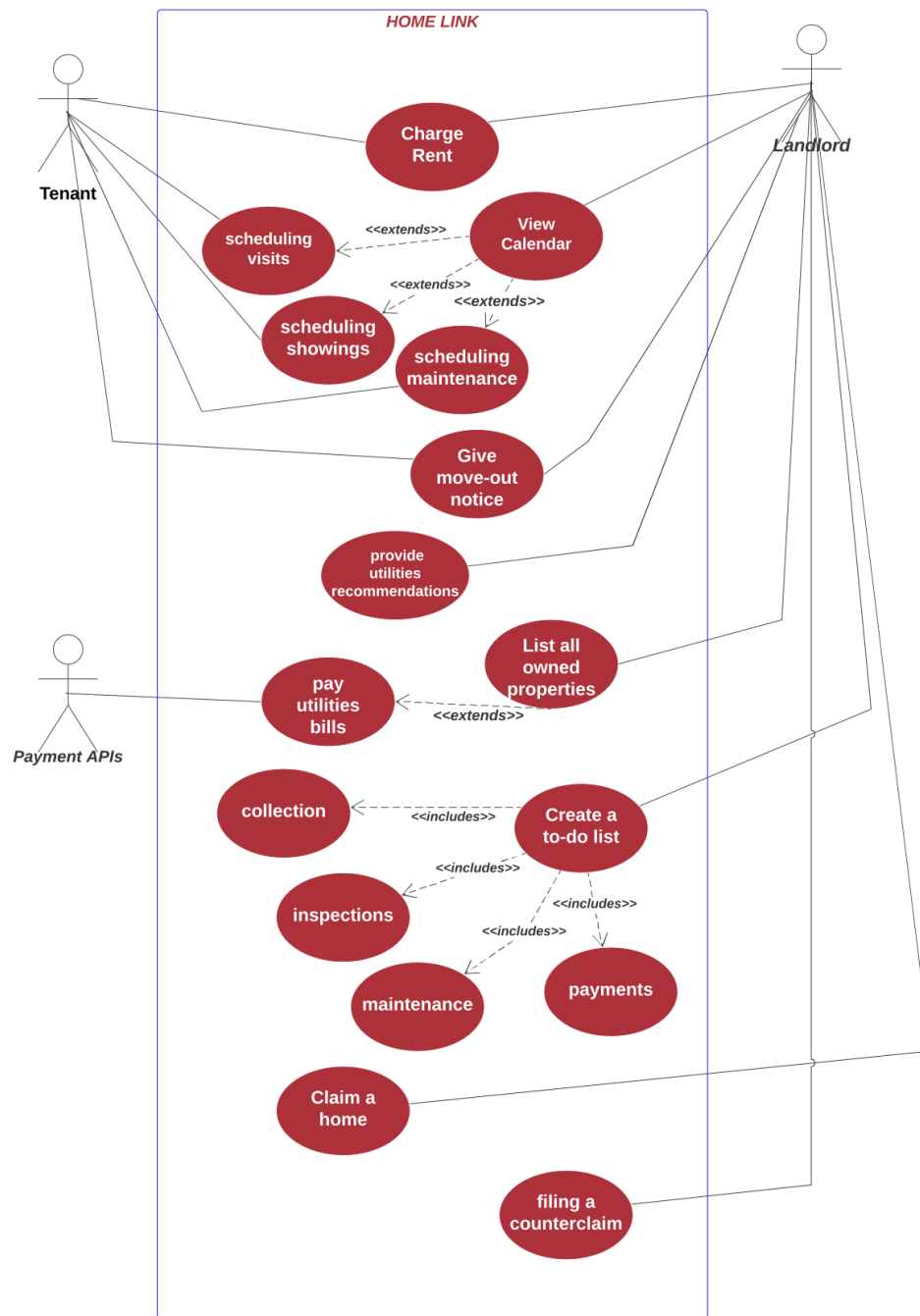
- Reasonable anonymity for the tenant social network (if we implement this). We don't want people to be able to see where others are renting or visiting.
- User identity confirmation, make sure they're real people.
 - Background check integration (this would be a tertiary goal).

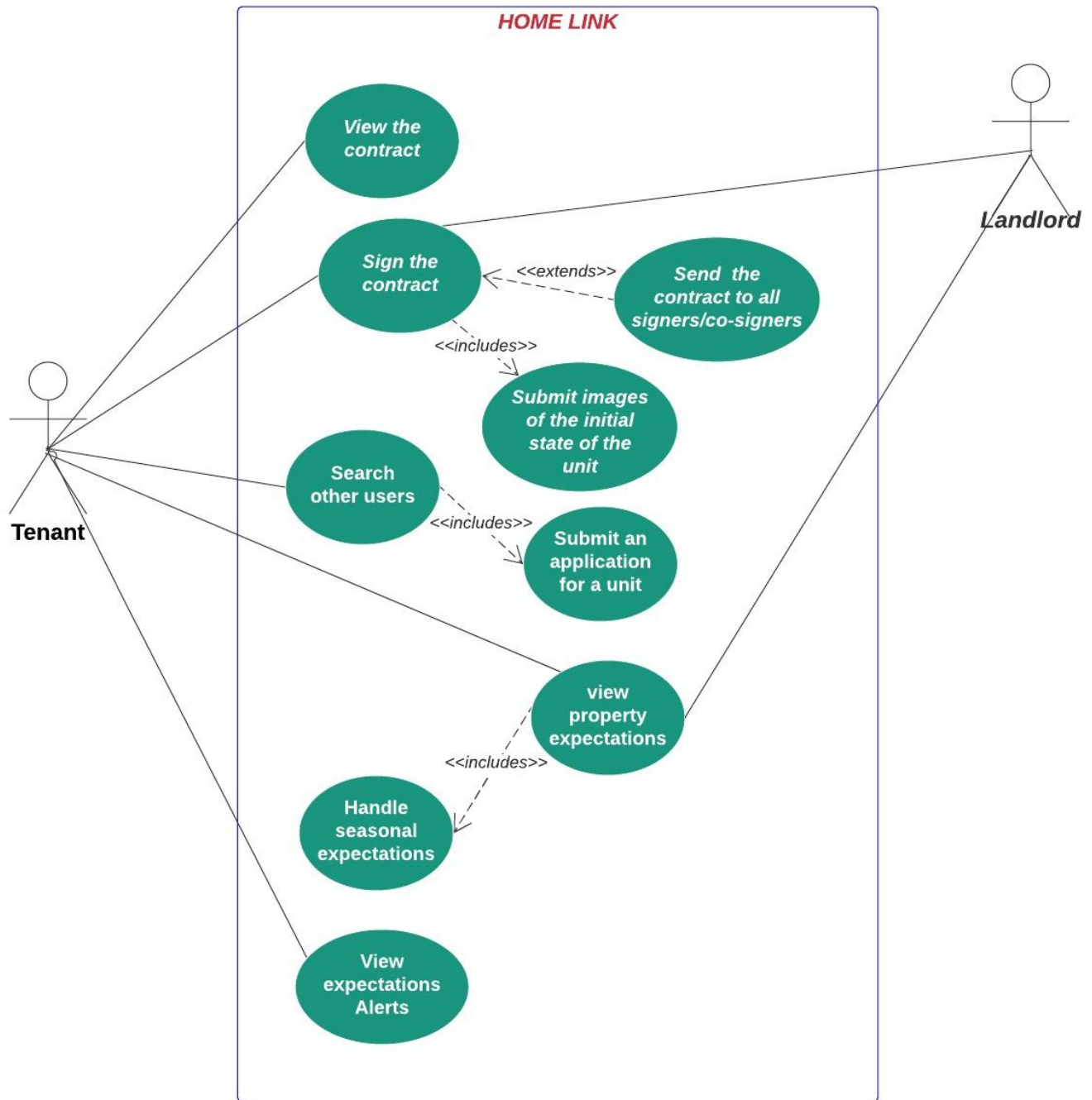
Scenarios/use cases for your project

1. Tenant Primary Use Cases



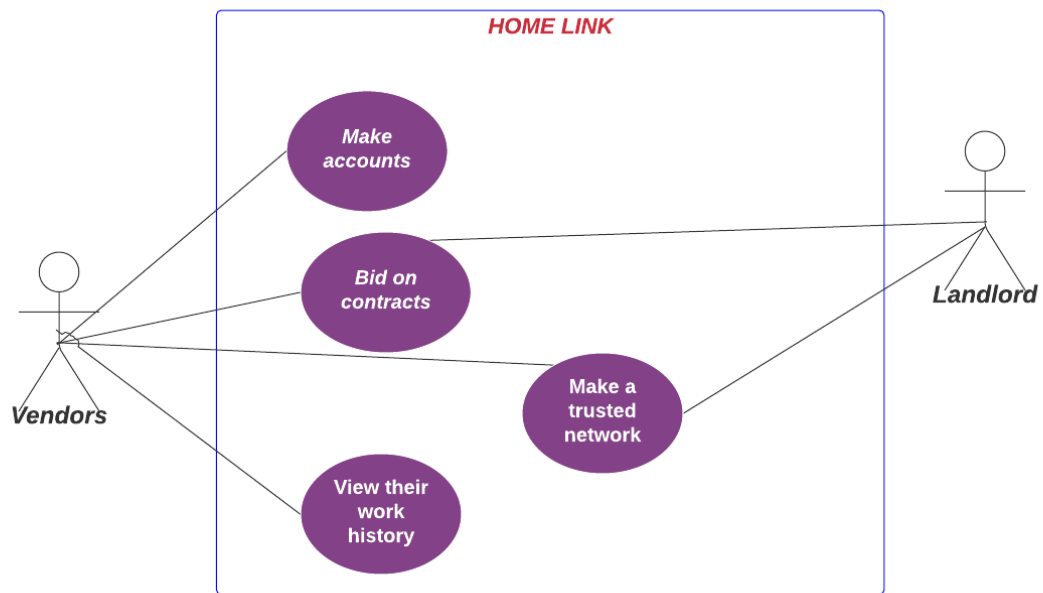
2. Landlord Primary Use Cases





3- Tenant Secondary Use Cases:

4- Vendor Secondary use cases:



5- Landlord Secondary Use Cases:

