

Project Complex Maintenance

Description

Description: Application to handle maintenance requests at an apartment complex. Tenants can make requests, via text and photos, and rate their service. Maintenance employees can view requests and complete them.

Project details

- Category: General
- Difficulty:
- Suggested stack: Not specified
- Approval status: Approved

Target users

** -Tenants**

** -Maintenance**

** -Property Manager**

Tags

MVP

User Stories

Approve

As a Property Manager I need to be able to approve and deny sign ups for maintenance and tenants, to control who views the app.

Edit

As a Property Manager I need to be able to reassign tenants unit numbers as well as remove tenants and maintenance from database access.

Upload

As a Tenant I need to be able to upload a work order, stating an issue with a vague or specified area of their unit. They will use text to describe the issue but can also upload pictures to assist with identifying the problem.

Label

As a Tenant I need to be able to label a work order as an emergency, prompting an email to be immediately sent out to the on call maintenance member.

Accept

As a Tenant I need to be able to accept a work order as finished once a maintenance members finishes the work order.

Star

As a Tenant I need to be able to give a star rating and feedback when closing a work order.

View

As a Maintenance Person, I need to be able to view all work orders for the property

Pending

As a Maintenance Person, I need to be able to put a work order into pending status if parts are needed but not readily available

Close

As a Maintenance Person, I need to be able to close a work order, giving a text/image description of the work accomplished.

Comment

As a Maintenance Person, I need to be able to add to a text block regarding a specific apartment OR tenant to identify issues.

Performance

As a Property Manager I need to be able to view data regarding repair speed, viewing the average completion time of any work order from any dates

Status

As any user I need to be able to see the status of any requests Tenants can only see their own.