

# Simplifying Lease Renewals & Resident Services with a Unified Mobile App



## The Customer

The customer is a leading home rental company in Dubai offering a wide range of properties on lease across 12 communities.

## The Challenge

The home rental company faces key challenges, including enhancing resident security, simplifying the leasing renewal process, facilitating bulk property leases for corporate clients with minimal paperwork, and providing efficient maintenance and doorstep services to residents. These challenges aim to improve operational efficiency, customer satisfaction, and expand the company's client base.

## The Solution

- Developed the application for both Android and iOS
- Fastened and simplified user authorization by developing a bridge between the native code and the use of SDK to authenticate users and fetch their details from the UAE pass app
- Push notifications for all users closer to the renewal
- Created a seamless renewal experience with auto-populated data and documents
- Developed a unique user interface that provides a view for corporates for their bulk leased properties and other available properties for easy booking and rental management
- Created an easy-to-use and simple user interface to connect and resolve maintenance issues and provide doorstep services

## The Results

- Enhanced Security: Achieved standardization of stringent security protocols in line with ISPS guidelines, increasing trust and safety among residents
- Streamlined Leasing Process: Simplified leasing and renewal procedures, leading to higher efficiency and an increase in renewal rates
- Improved Resident Services: Enhanced resident experience with easy-to-use interfaces for maintenance and doorstep services, boosting resident satisfaction.

## Impact Delivered

- 70% Reduction in Security Incidents
- 55% Increase in Renewal Rates
- 90% Improvement in Resident Satisfaction

## Solution Components

Flutter