

Property Management App

Nate Burns

Project overview



The product:

The program allows property owners to view and manage all their properties, tenants, and finances in one place.



Project duration:

November 2022-January 2023

MMP MANAGE MY PROPERTIES

HOME TENANTS PROPERTIES FINANCE PAYMENTS PROFILE

PROPERTIES

PROPERTY #1 PROPERTY #2 PROPERTY #3 ADD A PROPERTY

TENANTS	2/8/22	FINANCE	3/5 PAYMENTS RECEIVED
Thomas Wilson Property #1 Unit A	\$1,100 due in 35 days \$1,100 due on 3/10/22		1/5 PAYMENTS DUE IN UNDER 10 DAYS
Kylee Vaunt Property #1 Unit B	\$1,200 due in 2 days \$1,200 due on 2/10/22		1/6 PAYMENTS DUE IN UNDER 5 DAYS
Bruce Wright Property #2 Unit A	\$1,450 due in 21 days \$1,450 due on 3/1/22	PAYMENT HISTORY	
Ryan Wize Property #2 Unit B	\$1,260 due in 21 days \$1,100 due on 3/1/22	Thomas Wilson	Paid \$1,100 on 2/7/22
Hugo Santos Property #3	\$2,100 due in 7 days \$2,100 due on 2/15/22	Bruce Wright	Paid \$1,450 on 1/25/22
		Ryan Wize	Paid \$1,260 on 1/23/22

OFFICE HOURS
MONDAY: 6:30am-4:00pm
TUESDAY: 6:30am-4:00pm
WEDNESDAY: 6:30am-4:00pm
THURSDAY: 6:30am-4:00pm
FRIDAY: 6:30am-4:00pm
SATURDAY: CLOSED
SUNDAY: CLOSED

CONTACT US
OFFICE PHONE: 1-800-888-4321
MAINTENANCE: 1-800-888-4322
OFFICE EMAIL: main.office@prop-manage.com
OTHER EMAIL: info@prop-manage.com
MAIL: 20 Main St. Houston, TX 77001

FOLLOW US
FACEBOOK: Prop-manage-group
INSTAGRAM: @PROP-MANAGE
TWITTER: @PROP-MANAGE
LINKEDIN: Prop-manage-group

Project overview



The problem:

Most property management programs are too complicated, and make it difficult for the user to manage all their properties, tenants, and finance.



The goal:

Create a program that allows owners to manage all of their properties as simply and easily as possible.

Project overview



My role:

Lead UX designer, and researcher



Responsibilities:

User research, wireframing, and prototyping.

Understanding the user

- User research
- Personas
- Problem statements
- User journey maps

User research: summary



For our user research we interviewed property owners about what program they use for managing their properties. What they like about it, dislike about it, and what they think would improve it. We had anticipated that most people would have very few issues with their current property management program. To our surprise most of the people we interviewed had tried a few different programs and told us most programs worked well for one aspect but very few allowed the user to easily accomplish everything, such as manage their properties, tenants, and finance.

User research: pain points

1

Pain point

The user is unable to manage the properties and tenants very easily.

2

Pain point

Very few property management programs allow the user to accomplish everything the need to do.

3

Pain point

Most property management programs only do one thing very well, either finance, properties, or tenants.

Persona: **Brandon Reynolds**

Problem statement:

Brandon is a property owner, who needs a program to allow him to manage his 4 properties easily, because he has difficulty managing his tenants, rent, finances, and maintenance for his properties.



Brandon Reynolds

Age: 32
Education: College
Hometown: Portland ME
Family: Married
Occupation: Engineer

“I don’t have time to struggle with these complex management apps.”

Goals

- A program that will allow him to easily accomplish everything he needs to do to manage his properties well.

Frustrations

- He wants to avoid programs that only do one or two things well for managing his properties.

Brandon owns 4 properties, and has a hard time keeping track of everything between rent, maintenance, and new tenants. Brandon wants an easy way to view and manage all of his properties with one program.

User journey map

Persona: Brandon

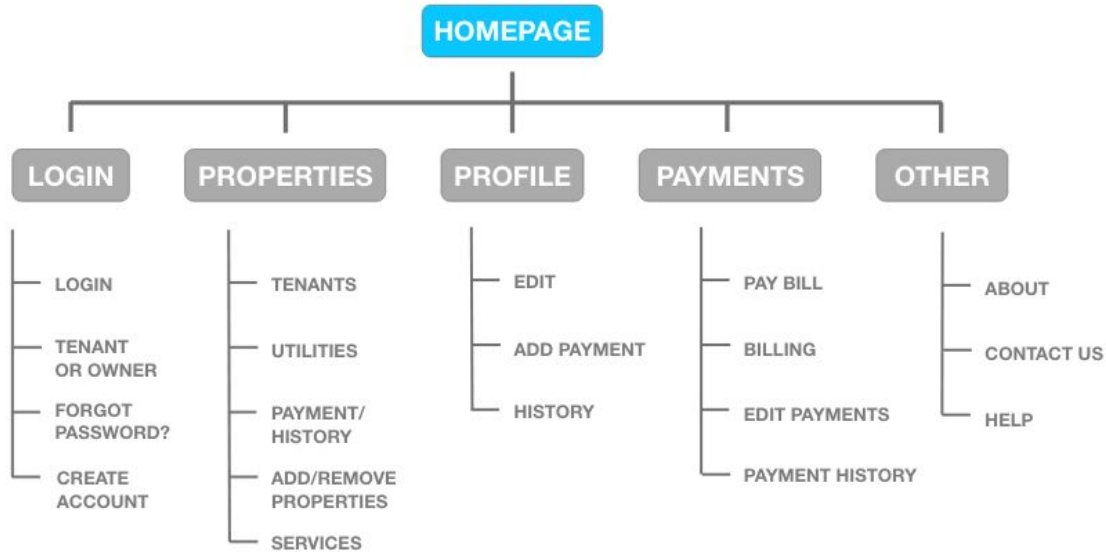
Goal: Manage his properties, rents, tenants and maintenance.

ACTION	Search through past checks	Look through rent agreements	Repair a leaking pipe in a unit	Get in contact with a tenant
TASK LIST	Tasks A. Finds his tenants previous checks B. Unable to find all the checks	Tasks A. Opens up a ton of paperwork B. Finds when rent is due and how much	Tasks A. Find out what property B. Find a plumber C. Schedule with the tenant	Tasks A. Find the tenants info B. Copy the info C. Call the tenant
FEELING ADJECTIVE	Frustrated Annoyed	Annoyed Outdated	Frustrated Tired	Outdated Annoying Frustrated
IMPROVEMENT OPPORTUNITIES	Better organization	Use a better system for keeping track of his rent	Allow the tenant to book repairs, or find an easier way to book repairs	Make it easier to contact a tenant

Starting the design

- Sitemap
- Paper wireframes
- Digital wireframes
- Low-fidelity prototype
- Usability studies

Sitemap

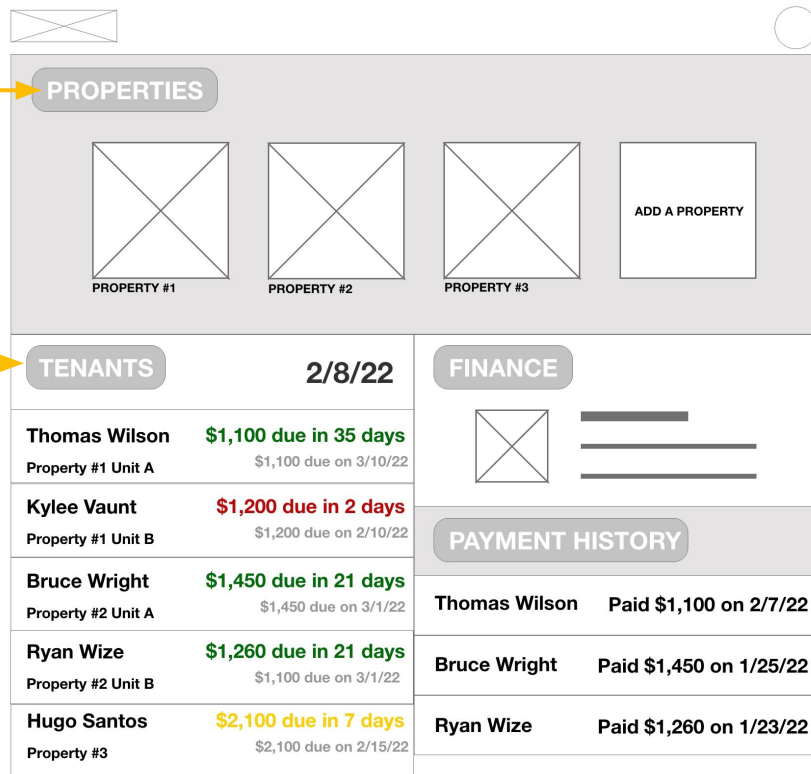


Digital wireframes

The home page is laid out so the user can easily access any of the main areas they would like.

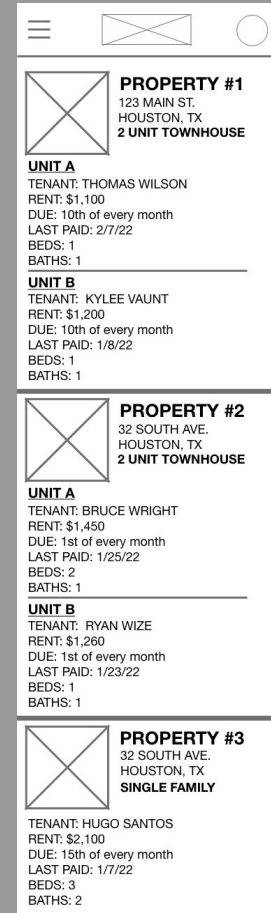
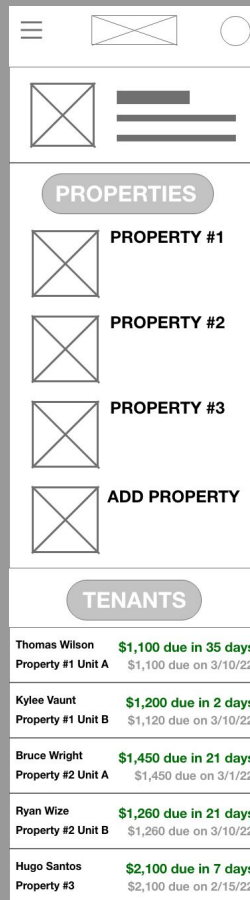
Easy access to the properties

Easy access to the tenants



Digital wireframe screen size variation(s)

Similar to the desktop
version the mobile
wireframes contain the lists
of properties and tenants.



Low-fidelity prototype

Lo-fi prototype

MOCKUPS #1

Flow 1



Usability study: parameters



Study type:

Unmoderated usability study



Location:

United States, remote



Participants:

5 participants



Length:

20-30 minutes

Usability study: findings

Insert a one to two sentence introduction to the findings shared below.

1

Finding

The users found the finance area confusing

2

Finding

The users had a difficult time finding how to return home

3

Finding

The users wanted to have more pages to explore

Refining the design

- Mockups
- High-fidelity prototype
- Accessibility

Mockups

The usability study showed the the users didn't fully understand the finance section, so we made improvements on it.

Before usability study

PROPERTIES		
PROPERTY #1	PROPERTY #2	PROPERTY #3
ADD A PROPERTY		

TENANTS		2/8/22	FINANCE	
Thomas Wilson	\$1,100 due in 35 days			
Property #1 Unit A	\$1,100 due on 3/10/22			
Kylee Vaunt	\$1,200 due in 2 days			
Property #1 Unit B	\$1,200 due on 2/10/22			
Bruce Wright	\$1,450 due in 21 days			
Property #2 Unit A	\$1,450 due on 3/1/22			
Ryan Wize	\$1,260 due in 21 days			
Property #2 Unit B	\$1,100 due on 3/1/22			
Hugo Santos	\$2,100 due in 7 days			
Property #3	\$2,100 due on 2/15/22			

PAYMENT HISTORY	
Thomas Wilson	Paid \$1,100 on 2/7/22
Bruce Wright	Paid \$1,450 on 1/25/22
Ryan Wize	Paid \$1,260 on 1/23/22



After usability study

MMP MANAGE MY PROPERTIES

HOME TENANTS PROPERTIES FINANCE PAYMENTS PROFILE

PROPERTIES

PROPERTY #1 PROPERTY #2 PROPERTY #3 ADD A PROPERTY

TENANTS 2/8/22 FINANCE

Thomas Wilson \$1,100 due in 35 days
Property #1 Unit A \$1,100 due on 3/10/22

Kylee Vaunt \$1,200 due in 2 days
Property #1 Unit B \$1,200 due on 2/10/22

Bruce Wright \$1,450 due in 21 days
Property #2 Unit A \$1,450 due on 3/1/22

Ryan Wize \$1,260 due in 21 days
Property #2 Unit B \$1,100 due on 3/1/22

Hugo Santos \$2,100 due in 7 days
Property #3 \$2,100 due on 2/15/22

Thomas Wilson Paid \$1,100 on 2/7/22

Bruce Wright Paid \$1,450 on 1/25/22

Ryan Wize Paid \$1,260 on 1/23/22

PAYMENTS RECEIVED

PAYMENTS DUE IN UNDER 10 DAYS

PAYMENTS DUE IN UNDER 5 DAYS

PAYMENT HISTORY

Thomas Wilson Paid \$1,100 on 2/7/22

Bruce Wright Paid \$1,450 on 1/25/22

Mockups

The users had a difficult time finding how to return home, we added a return and a home button.

Before usability study

TENANTS
FINANCE
PAYMENTS
PROFILE

PROPERTIES

PROPERTY #1
123 MAIN ST. HOUSTON, TX
2 UNIT TOWNHOUSE

UNIT A
TENANT: THOMAS WILSON
RENT: \$1,100
DUE: 10th of every month
LAST PAID: 3/7/22
BEDS: 1
BATHS: 1

UNIT B
TENANT: KYLEE VAUNT
RENT: \$1,200
DUE: 10th of every month
LAST PAID: 1/8/22
BEDS: 1
BATHS: 1

PROPERTY #2
32 SOUTH AVE. HOUSTON, TX
2 UNIT TOWNHOUSE

UNIT A
TENANT: BRUCE WRIGHT
RENT: \$1,400
DUE: 1st of every month
LAST PAID: 1/25/22
BEDS: 2
BATHS: 1

UNIT B
TENANT: RYAN WAZE
RENT: \$1,200
DUE: 1st of every month
LAST PAID: 1/23/22
BEDS: 1
BATHS: 1

PROPERTY #3
88 ROUND RD. HOUSTON, TX
SINGLE FAMILY

TENANT: HUGO SANTOS
RENT: \$2,100
DUE: 10th of every month
LAST PAID: 1/7/22
BEDS: 3
BATHS: 2



After usability study

MANAGE MY PROPERTIES

HOME **TENANTS** **PROPERTIES** **FINANCE** **PAYMENTS** **PROFILE**

PROPERTIES

PROPERTY #1
123 MAIN ST. HOUSTON, TX
2 UNIT TOWNHOUSE

UNIT A
TENANT: THOMAS WILSON
RENT: \$1,100
DUE: 10th of every month
LAST PAID: 3/7/22
BEDS: 1
BATHS: 1

UNIT B
TENANT: KYLEE VAUNT
RENT: \$1,200
DUE: 10th of every month
LAST PAID: 1/8/22
BEDS: 1
BATHS: 1

PROPERTY #2
32 SOUTH AVE. HOUSTON, TX
2 UNIT TOWNHOUSE

UNIT A
TENANT: BRUCE WRIGHT
RENT: \$1,400
DUE: 1st of every month
LAST PAID: 1/25/22
BEDS: 2
BATHS: 1

UNIT B
TENANT: RYAN WAZE
RENT: \$1,200
DUE: 1st of every month
LAST PAID: 1/23/22
BEDS: 1
BATHS: 1

PROPERTY #3
88 ROUND RD. HOUSTON, TX
SINGLE FAMILY

TENANT: HUGO SANTOS
RENT: \$2,100
DUE: 10th of every month
LAST PAID: 1/7/22
BEDS: 3
BATHS: 2

HOME

CONTACT US
1234567890
1234567890
1234567890
1234567890
1234567890

PHOTO GALLERY

1 **2** **3** **4**

Mockups: Original screen size

MMP
MANAGE MY PROPERTIES

HOME TENANTS PROPERTIES FINANCE PAYMENTS PROFILE

PROPERTIES



PROPERTY #1



PROPERTY #2



PROPERTY #3



ADD A PROPERTY

TENANTS
2/8/22

Thomas Wilson Property #1 Unit A	\$1,100 due in 35 days <small>\$1,100 due on 3/10/22</small>
Kyle Vaunt Property #1 Unit B	\$1,200 due in 2 days <small>\$1,200 due on 2/10/22</small>
Bruce Wright Property #2 Unit A	\$1,450 due in 21 days <small>\$1,450 due on 3/1/22</small>
Ryan Wize Property #2 Unit B	\$1,260 due in 21 days <small>\$1,100 due on 3/1/22</small>
Hugo Santos Property #3	\$2,100 due in 7 days <small>\$2,100 due on 2/15/22</small>

FINANCE



3/4 PAYMENTS RECEIVED

1/5 PAYMENTS DUE IN UNDER 10 DAYS

1/4 PAYMENTS DUE IN UNDER 5 DAYS

PAYMENT HISTORY

Thomas Wilson	Paid \$1,100 on 2/7/22
Bruce Wright	Paid \$1,450 on 1/25/22
Ryan Wize	Paid \$1,260 on 1/23/22

FOLLOW US





OFFICE HOURS

MONDAY: 6:30am-4:00pm
 TUESDAY: 6:30am-4:00pm
 WEDNESDAY: 6:30am-4:00pm
 THURSDAY: 6:30am-4:00pm
 FRIDAY: 6:30am-4:00pm
 SATURDAY: CLOSED
 SUNDAY: CLOSED

CONTACT US


OFFICE PHONE: 1-800-888-4321
 MAINTENANCE: 1-800-888-4322
 OFFICE EMAIL: main.office@pmp-manage.com
 OTHER EMAIL: info@pmp-manage.com
 MAIL: 20 Main St, Houston, TX 77001

MMP
MANAGE MY PROPERTIES

HOME TENANTS PROPERTIES FINANCE PAYMENTS PROFILE

PROPERTIES

PROPERTY #1




123 MAIN ST. HOUSTON, TX
2 UNIT TOWNHOUSE

UNIT A
TENANT: THOMAS WILSON
RENT: \$1,100
DUE: 10th of every month
LAST PAID: 2/7/22
BEDS: 1
BATHS: 1

UNIT B
TENANT: KYLEE VAUNT
RENT: \$1,200
DUE: 10th of every month
LAST PAID: 1/8/22
BEDS: 1
BATHS: 1

PROPERTY #2




32 SOUTH AVE. HOUSTON, TX
2 UNIT TOWNHOUSE

UNIT A
TENANT: BRUCE WRIGHT
RENT: \$1,450
DUE: 1st of every month
LAST PAID: 1/25/22
BEDS: 2
BATHS: 1

UNIT B
TENANT: RYAN WIZE
RENT: \$1,260
DUE: 1st of every month
LAST PAID: 1/23/22
BEDS: 1
BATHS: 1

PROPERTY #3



88 ROUND RD. HOUSTON, TX
SINGLE FAMILY

TENANT: HUGO SANTOS
RENT: \$2,100
DUE: 15th of every month
LAST PAID: 1/7/22
BEDS: 3
BATHS: 2

← RETURN
HOME




OFFICE HOURS

MONDAY: 6:30am-4:00pm
 TUESDAY: 6:30am-4:00pm
 WEDNESDAY: 6:30am-4:00pm
 THURSDAY: 6:30am-4:00pm
 FRIDAY: 6:30am-4:00pm
 SATURDAY: CLOSED
 SUNDAY: CLOSED

CONTACT US

OFFICE PHONE: 1-800-888-4321
 MAINTENANCE: 1-800-888-4322
 OFFICE EMAIL: main.office@pmp-manage.com
 OTHER EMAIL: info@pmp-manage.com
 MAIL: 20 Main St, Houston, TX 77001

FOLLOW US

MMP
MANAGE MY PROPERTIES

HOME TENANTS PROPERTIES FINANCE PAYMENTS PROFILE

TENANTS

THOMAS WILSON

123 MAIN ST. HOUSTON, TX, UNIT A
RENT: \$1,100
DUE: 10th of every month
LAST PAID: 2/7/22

PHONE: 333-333-3333
EMAIL: twilson@gmail.com

KYLEE VAUNT

123 MAIN ST. HOUSTON, TX, UNIT B
RENT: \$1,200
DUE: 10th of every month
LAST PAID: 1/8/22

PHONE: 333-333-3333
EMAIL: kyvae@gmail.com

BRUCE WRIGHT

32 SOUTH AVE. HOUSTON, TX, UNIT A
RENT: \$1,450
DUE: 1st of every month
LAST PAID: 1/25/22

PHONE: 333-333-3333
EMAIL: bwright@gmail.com

RYAN WIZE

32 SOUTH AVE. HOUSTON, TX, UNIT B
RENT: \$1,260
DUE: 1st of every month
LAST PAID: 1/23/22

PHONE: 333-333-3333
EMAIL: rwize@gmail.com

HUGO SANTOS

88 ROUND RD. HOUSTON, TX
RENT: \$2,100
DUE: 15th of every month
LAST PAID: 1/7/22

PHONE: 333-333-3333
EMAIL: hugosantos@gmail.com

OFFICE HOURS

MONDAY: 6:30am-4:00pm
 TUESDAY: 6:30am-4:00pm
 WEDNESDAY: 6:30am-4:00pm
 THURSDAY: 6:30am-4:00pm
 FRIDAY: 6:30am-4:00pm
 SATURDAY: CLOSED
 SUNDAY: CLOSED

CONTACT US

OFFICE PHONE: 1-800-888-4321
 MAINTENANCE: 1-800-888-4322
 OFFICE EMAIL: main.office@pmp-manage.com
 OTHER EMAIL: info@pmp-manage.com
 MAIL: 20 Main St, Houston, TX 77001

FOLLOW US





MMP
MANAGE MY PROPERTIES

HOME TENANTS PROPERTIES FINANCE PAYMENTS PROFILE

PAYMENT HISTORY

PAID: \$1,100	2/7/22
PAID: \$1,100	1/5/22
PAID: \$1,100	18/2/21
PAID: \$1,100	11/1/21
PAID: \$1,100	10/3/21

HOME




OFFICE HOURS

MONDAY: 6:30am-4:00pm
 TUESDAY: 6:30am-4:00pm
 WEDNESDAY: 6:30am-4:00pm
 THURSDAY: 6:30am-4:00pm
 FRIDAY: 6:30am-4:00pm
 SATURDAY: CLOSED
 SUNDAY: CLOSED

CONTACT US

OFFICE PHONE: 1-800-888-4321
 MAINTENANCE: 1-800-888-4322
 OFFICE EMAIL: main.office@pmp-manage.com
 OTHER EMAIL: info@pmp-manage.com
 MAIL: 20 Main St, Houston, TX 77001

FOLLOW US

Mockups: Screen size variations

MMP

PAYMENTS RECEIVED

- 3/4 PAYMENTS DUE IN UNDER 10 DAYS
- 1/4 PAYMENTS DUE IN UNDER 5 DAYS

PROPERTIES

- PROPERTY #1
- PROPERTY #2
- PROPERTY #3
- ADD A PROPERTY

TENANTS

Thomas Wilson	\$1,100 due in 35 days
Property #1 Unit A	\$1,100 due on 3/10/22
Kylee Vaunt	\$1,200 due in 2 days
Property #1 Unit B	\$1,120 due on 3/10/22
Bruce Wright	\$1,450 due in 21 days
Property #2 Unit A	\$1,450 due on 3/1/22
Ryan Wize	\$1,260 due in 21 days
Property #2 Unit B	\$1,260 due on 3/10/22
Hugo Santos	\$2,100 due in 7 days
Property #3	\$2,100 due on 2/15/22

MMP

PROPERTY #1
123 MAIN ST.
HOUSTON, TX
2 UNIT TOWNHOUSE

UNIT A
TENANT: THOMAS WILSON
RENT: \$1,100
DUE: 10th of every month
LAST PAID: 2/7/22
BEDS: 1
BATHS: 1

UNIT B
TENANT: KYLEE VAUNT
RENT: \$1,200
DUE: 10th of every month
LAST PAID: 1/8/22
BEDS: 1
BATHS: 1

PROPERTY #2
32 SOUTH AVE.
HOUSTON, TX
2 UNIT TOWNHOUSE

UNIT A
TENANT: BRUCE WRIGHT
RENT: \$1,450
DUE: 1st of every month
LAST PAID: 1/25/22
BEDS: 2
BATHS: 1

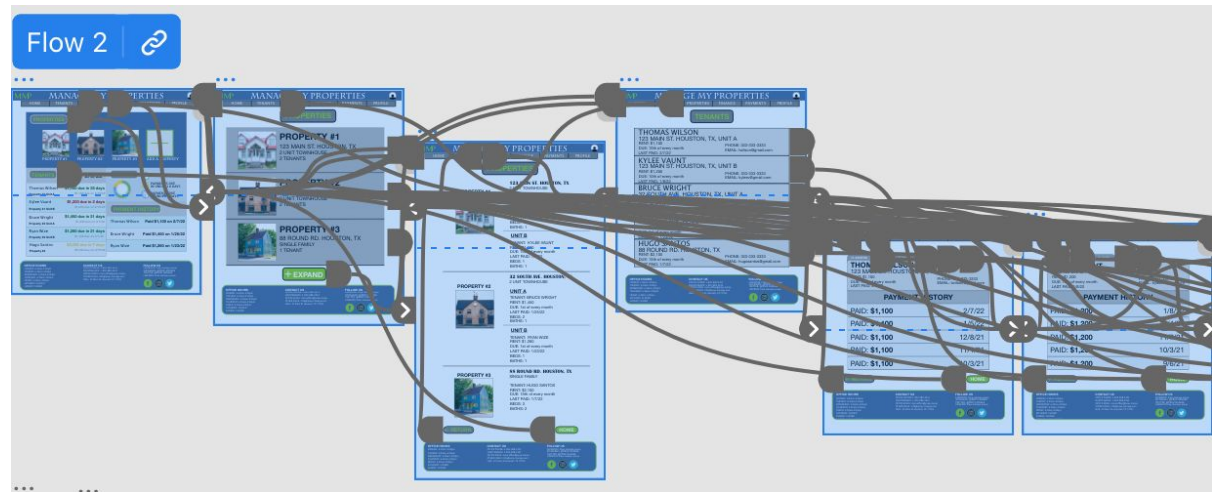
UNIT B
TENANT: RYAN WIZE
RENT: \$1,260
DUE: 1st of every month
LAST PAID: 1/23/22
BEDS: 1
BATHS: 1

PROPERTY #3
32 SOUTH AVE.
HOUSTON, TX
SINGLE FAMILY

TENANT: HUGO SANTOS
RENT: \$2,100
DUE: 15th of every month
LAST PAID: 1/7/22
BEDS: 3
BATHS: 2

High-fidelity prototype

Hi-Fi Prototype



Accessibility considerations

1

Adjusted the spacing between buttons to allow for easier use, and allowed for multiple options to lead the user to the same area.

2

Included headlines for accessibility speech programs to read.

3

Adjusted the color and boldness on text to make it more accessible for users.

Going forward

- Takeaways
- Next steps

Takeaways



Impact:

I hope to keep working on this program to keep making it easier for users to manage their properties, and provide them with a useful resource.



What I learned:

I learned how to efficiently and effectively go through the UX design process to design a responsive web program.

Next steps

1

I plan to elaborate more on the finance pages, and continue to add user friendly resources to this program.

2

I hope to eventually add a maintenance section to easily contact and keep track of any maintenance that needs to be done.

3

I would also like to explore the possibilities of helping the user find new tenants, and having an editable rental agreement for them to use.

Let's connect!



I hope you enjoy my work and look forward to hearing from you about the UX Design position.

Contact Info: Nate Burns, nate.burns@aldenwoods.com 603-978-8977