

AJAR

PROPERTY MANAGEMENT & ESTATE SERVICES TECHNOLOGY

Making Estate Services Seamless for Tenants

A property management app and custom management system that let tenants log faults, book services and receive alerts, with tools for rental agencies and body corporates.

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Executive Summary

AJAR is a Johannesburg-based property management application designed for estates and complexes. Its aim is to make it seamless for tenants to log maintenance faults, submit complaints, book services such as a tennis court, and receive notifications from visitors or alerts from security.

The solution also includes a full custom management system for rental agencies and body corporates, supporting estate and complex operations.

The brief wasn't to digitise a maintenance log. It was to make everyday estate life — faults, complaints, bookings, visitors and security alerts — seamless for tenants.

This case study is a working example of how property management processes in estates and complexes can be simplified through a mobile application and a custom management system.

Estates

and complexes served by the app

Self-service

for tenants: faults, complaints and service bookings

Alerts

visitor notifications and security alerts

Custom

management system for rental agencies and body corporates

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The Business Problem

Estates and complexes needed a simpler way for tenants to interact with property management services.

The solution needed to support:

- Maintenance fault logging.
- Complaints.
- Service bookings, such as a tennis court.
- Visitor notifications.
- Security alerts.
- Management functionality for rental agencies and body corporates.

Tenant convenience and management functionality had to be delivered together.

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Why This Was a Hard Problem to Solve Well

A fault-logging form is not difficult to build. A property management solution that handles faults, complaints, bookings, visitor notifications and security alerts for tenants, while giving rental agencies and body corporates a management system, is a different kind of problem — and that difference is exactly where we add value.

Two audiences, one solution

Tenants need a simple way to interact with the estate; rental agencies and body corporates need to manage it. The solution includes an app for tenants and a full custom management system for the managers.

Many kinds of request

Tenants can log maintenance faults, submit complaints and book services such as a tennis court, so a range of everyday interactions is handled through a single app.

Notifications that matter

Users can receive notifications from visitors or alerts from security, extending the app beyond service requests.

Understanding that tenants and managers need different things from the same estate is what makes an app seamless for one and a management system workable for the other.

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Our Role: From Problem to Platform

AJAR was delivered as a property management application together with a full custom management system for rental agencies and body corporates.

- A property management app for estates and complexes, designed around tenant self-service.
- Maintenance fault and complaint logging.
- Service booking, including services such as a tennis court.

- Visitor notifications and security alerts.
- A full custom management system for rental agencies and body corporates.

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The Solution We Delivered

The result is a property management app and custom management system that give tenants a mobile way to access property management services, and give rental agencies and body corporates a system to support estate and complex operations.

Tenant App

A property management app that lets tenants log maintenance faults and complaints, book services and receive notifications from visitors or alerts from security.

Custom Management System

A full custom management system for rental agencies and body corporates.

Platform capabilities at a glance

- Maintenance fault logging.
- Complaint logging.
- Service booking, including services such as a tennis court.
- Visitor notifications.
- Security alerts.
- Management functionality for rental agencies.
- Management functionality for body corporates.

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Business Value Delivered

Simpler Tenant Interaction

- Tenants have a mobile way to access property management services.
- Faults, complaints and bookings are handled through one app.

Alerts and Notifications

- Users can receive notifications from visitors.
- Users can receive alerts from security.

Management Support for Estates

- Rental agencies and body corporates get a custom management system to support estate and complex operations.

07 · IN SUMMARY

Why It Matters

AJAR shows how property management processes in estates and complexes can be simplified through a mobile application and custom management system.

- A single app can bring faults, complaints, bookings and alerts together for tenants.
- A management system for rental agencies and body corporates sits behind the tenant experience.
- Notifications from visitors and security extend the app beyond service requests.

If your organisation manages people, property or shared facilities and wants to simplify how requests reach you, this is the kind of solution we build: understood properly, engineered carefully, and delivered as a platform your teams and users will actually use.

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