

Problem Statement: Create Product Requirements Document (PRD) and wireframes for a mobile application designed to cater to the needs of resident welfare association (RWA) members.

About RWA: Resident Welfare Associations (RWA) is a Non-Governmental Organisation (NGO) which looks after the interests of residential societies in any city. These regulations facilitate community cohesion, common area maintenance, waste management, and dispute resolution.

OVERVIEW

Why are we creating the mobile application for RWA?

- Creating a mobile app for a Resident Welfare Association (RWA) can enhance communication, streamline operations, and foster a sense of community among residents, ultimately contributing to a more efficient and well-connected neighborhood.
- This app can provide a centralized platform for communication, ensuring that residents receive timely and relevant information.
- Important documents, community guidelines, and meeting minutes may be easily accessible.

What problem is this solving?

- Without a mobile app, communication relies on traditional methods such as notices, emails, or physical meetings, which leads to delays and potential information gaps.
- Lack of a centralized system for reporting issues, such as maintenance requests or community issues, can lead to inefficiencies and delays in problem resolution
- Without a platform for community engagement, residents miss opportunities to connect with their neighbors or participate in community events.

Who are we creating the application for? (Target users)

- RWA members
- RWA administrator

WHAT IS THE OUTCOME WE ARE TRYING TO ACHIEVE?

Creating an all-in-one app for RWA members that provides a centralized and user-friendly interface, offering quick access to key information and functionalities.

Assumptions

- Residents have access to smartphones and are willing to use the mobile application
- Users have reliable internet connectivity to access the app features.
- The RWA is willing to actively support and promote the use of the mobile app.
- The app will adhere to security standards and regulations.
- Residents and administrators will regularly update the app to the latest version.

Dependencies:

Successful integration with existing RWA databases, systems, or third-party services.

- Understanding existing systems to ensure a smooth integration process.

Approval and support from the RWA for the app's development and maintenance.

Availability of budget and human resources.

- Planning resource allocation and budgeting based on the scope and requirements of the app.

The success of the app may depend on active user engagement and participation.

- Implementing features that encourage user engagement.

Compliance with data laws and regulations.

Success Metrics

User Adoption	# users who have downloaded and registered on the app.
User Engagement (North Star)	• # users using different features on the app like attending events, participating in polls, providing feedback, communication activity • Daily active users (DAU), Monthly active users (MAU), Weekly active users (WAU)
Retention	# users using the app over a long time
Payment transactions	# transactions processed through the payment feature.
Maintenance request completion time	Average time it takes to resolve issues raised by residents through the app
User satisfaction	# users who find the app useful (by conducting surveys)

Requirements

User stories and Acceptance Criteria

#	Title	User Story	Acceptance Criteria	Priority
1	Registration	As a user, I should be able to create my account on the app.	When the user clicks on registration, they should be able to update their information like Name, House No. Contact number and set password for them	Must have
2	Log in	As a resident, I want to log in securely	When the user clicks on log in, they will be presented with secure log in mechanism using - Email/Password - Number/Password - Biometric authentication	Must have
3	Notifications	As a resident, I want to receive notifications for important announcements and community updates.	The users should be allowed to opt-in or opt-out of push notifications for selection.	Nice to have
4	Maintenance requests	As a resident, I want to submit maintenance requests and track their status.	- Residents should be able to fill out a form with details about the maintenance issue. - The maintenance request form should include fields for the type of issue, description, urgency level, and optional attachments. - When the user submits the maintenance request, he should be able to see the status update.	Should have
5	Resident directory	As a resident, I want to browse and update my contact information in the resident directory.	- When the user clicks on “Resident directory”, he should be able to update their contacts details in the directory. - When the user navigates to the resident directory section in the RWA app, I should see a list of residents. - The resident directory should have a search functionality allowing users to search by name or unit/apartment number.	Must have
6	Payments	As a resident, I want to make online payments for fees or community events.	- The app should integrate with a secure payment gateway and the users should see options to make online payments for fees or community events. - There should be clear categories for different types of payments, such as maintenance fees, event registrations, or other community-related payments. - When the resident makes a payment, they should receive payment confirmation.	Must have
7	Events Calendar	As a resident, I want to access an events calendar to stay informed about upcoming community events.	- When the user clicks on the Events feature, he should be able to view “Events Calendar”. - The calendar should default to a monthly view, showing a calendar grid with dates, and events highlighted on their respective days.	Should have

8	Forgot Password	As a user, I want to reset my password securely in case I forget it.	The app should provide a "Forgot Password" functionality. Users should receive a secure reset link via email.	Must have
9	Emergency Contacts	As a user, I want to access to all the emergency contact numbers	The app should be able to display the contacts of • RWA Leaders • Security personnel • First aid • Fire • Helpline	Should have
10	Polls and Surveys	As a user, I want to be able to check and respond to community polls and surveys.	• The app should be able to display active polls and their results along with surveys and questionnaire. • The app should support multiple response options, including selecting from predefined choices or providing text responses. • The app should display real-time results for polls or surveys that allow users to see how others have responded.	Nice to have
11	Image upload	As a user, I should be able to share and post images after an event.	• Given that the user wants to share images, the app should allow them to select multiple images and share them collectively. • The app should allow users to add captions or descriptions to the shared images to provide context or share specific details	Nice to have
12	Feedback	As a user, I should be able to provide feedback	• The app should present a feedback form with fields for entering my comments, suggestions, or concerns. • The app should allow users to attach files, images, or documents to support their feedback.	Should Have
13	Admin activity	As an admin, I want to send announcements to all residents or specific groups.	• There should be a clearly labeled option to create and send announcements. • Administrators should be able to add, edit, and remove events. • The app should allow administrators to set event details, including date, time, and location.	Should have
14		As an admin, I want to manage the payment gateway for online transactions.	• The app should integrate with a secure payment gateway. • Administrators should be able to view transaction history and details.	Must have
15		As admin, I want to access analytics on resident engagement and app usage.	• The app should provide analytics on user engagement, including the number of active users, popular features, etc. • Administrators should be able to export analytics reports.	Should have

Features and Functionality

User Authentication:

A secured registration and log in mechanism along with password recovery using reset link

News Feed:

A news feed or social wall where residents can share updates, photos, and community-related posts.

Announcements:

Displaying the latest announcements from RWA so that residents are informed about important updates and notices.

Events Calendar:

Showing upcoming events and activities on a calendar so that residents can plan their participation and attend events.

Maintenance Requests:

Providing a section where residents can submit their maintenance requests as well as track the status of those requests.

A follow up feature can also be included.

Residents Directory:

Including a searchable directory of residents, so that resident can connect with each other.

Document Repository:

A place that offers access to important documents such as bylaws, meeting minutes, and guidelines.

Polls and Surveys:

A section where residents can participate in polls and surveys and provide suggestions.

Payment Gateway:

Integrating a payment gateway can enable residents to make online payments for maintenance fees, amenities, or other community services.

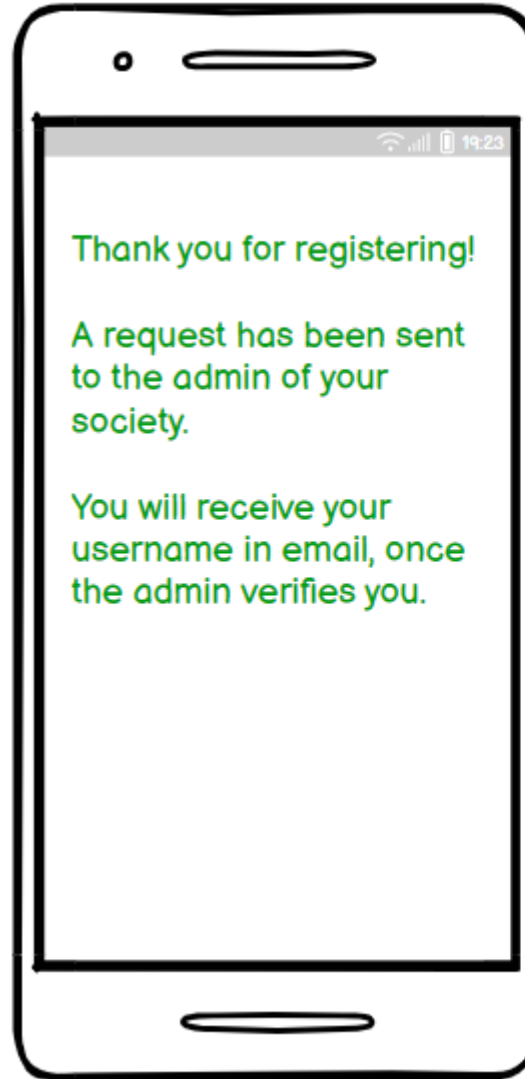
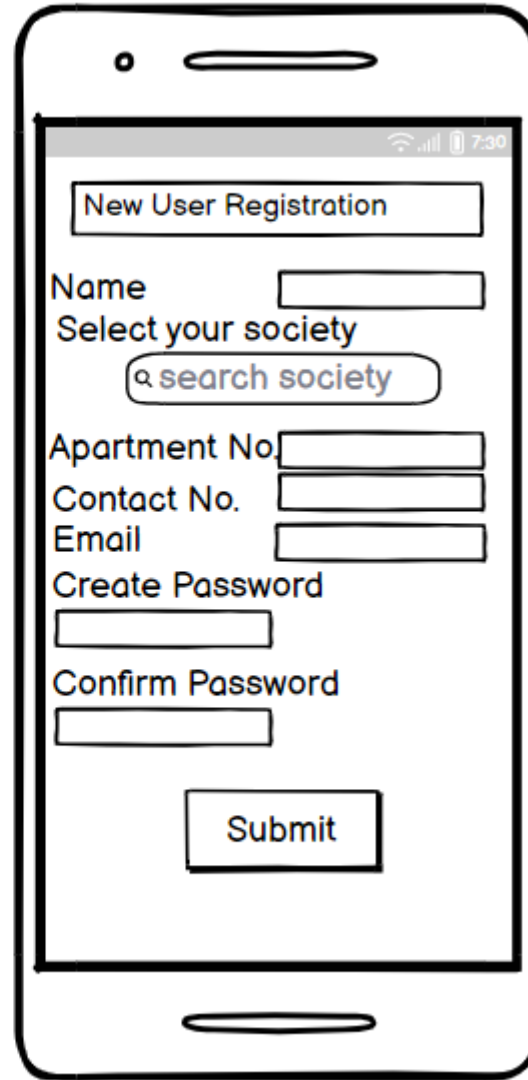
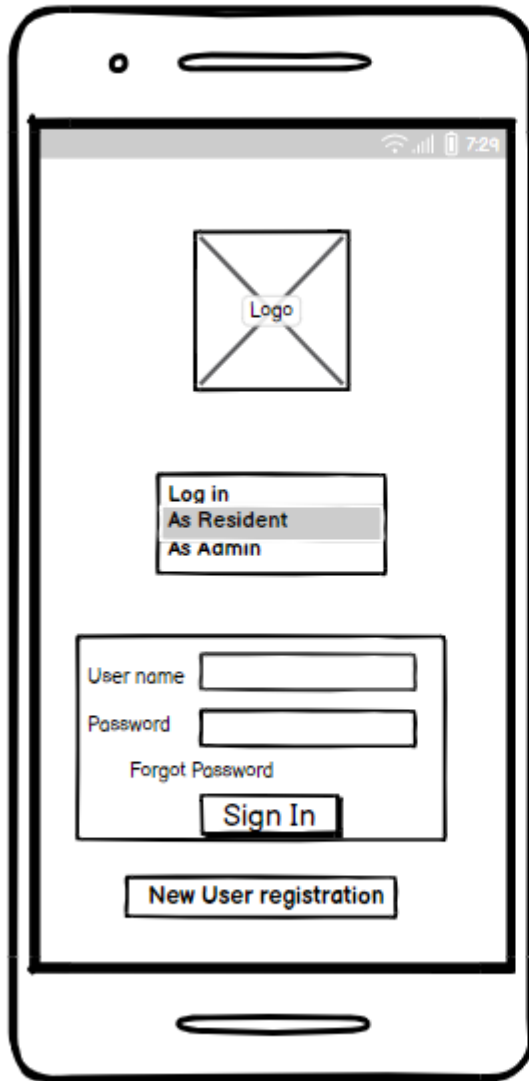
Emergency contacts:

A section for Emergency contact information, so that residents have quick access to important numbers during critical situations.

Feedback and Support

A dedicated space for residents to submit feedback, suggestions, or support requests allowing the RWA to continuously improve its services.

WIREFRAMES



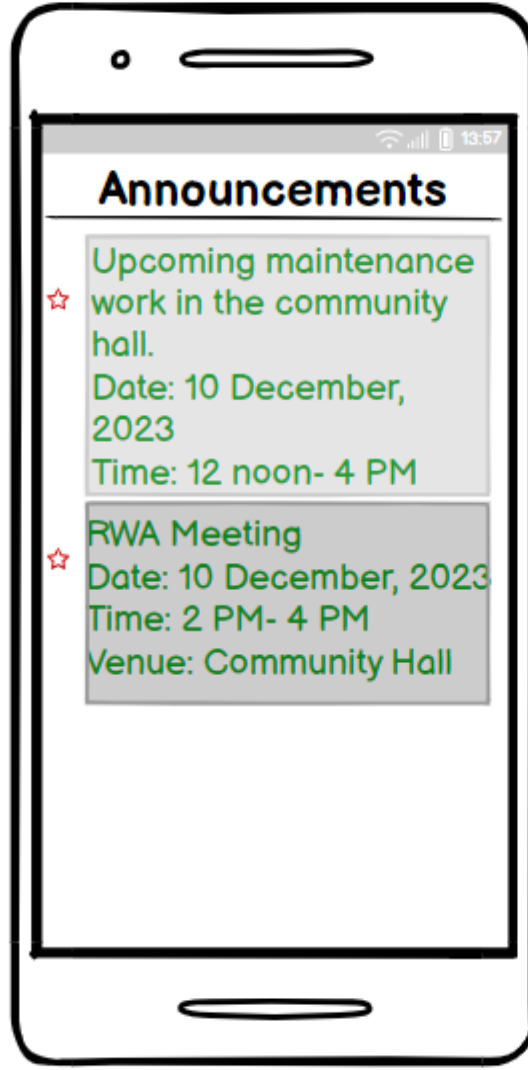
User Authentication
(Sign Up/In)

Dashboard/Home Screen



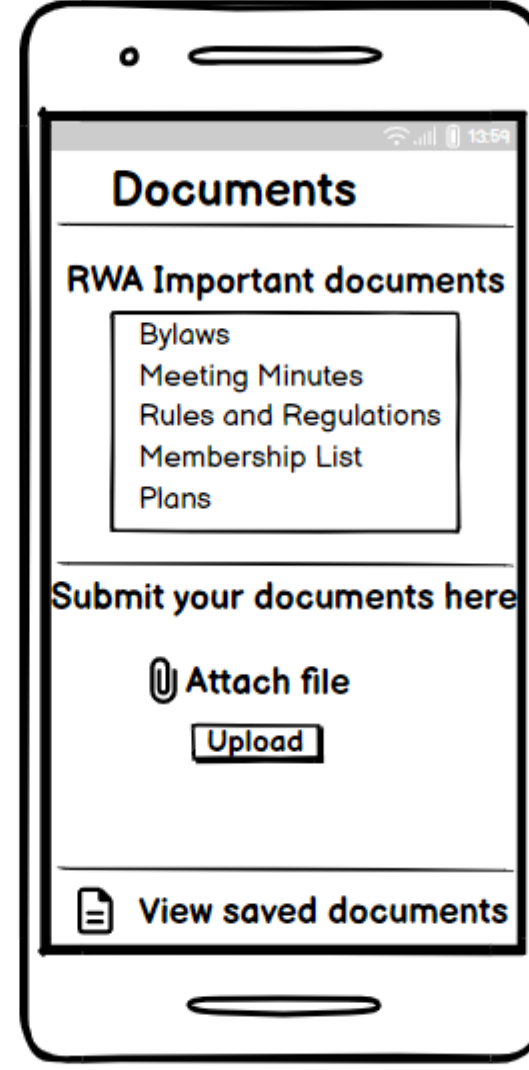
Events Calendar

All the upcoming events will be displayed with the option to mark your presence by clicking on "Attend".



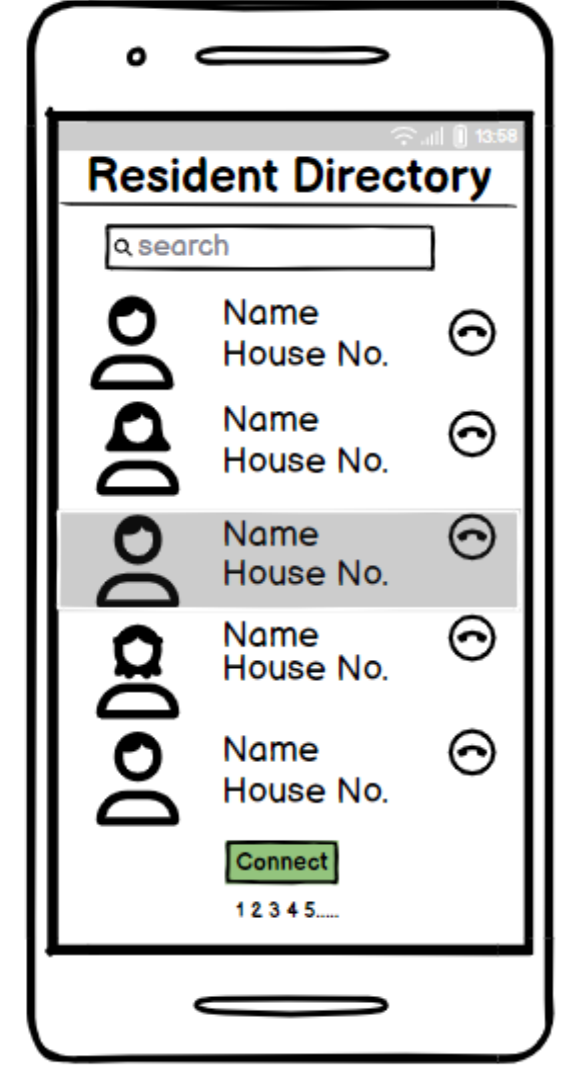
Announcements

An important update/information or announcement can be viewed on this screen.



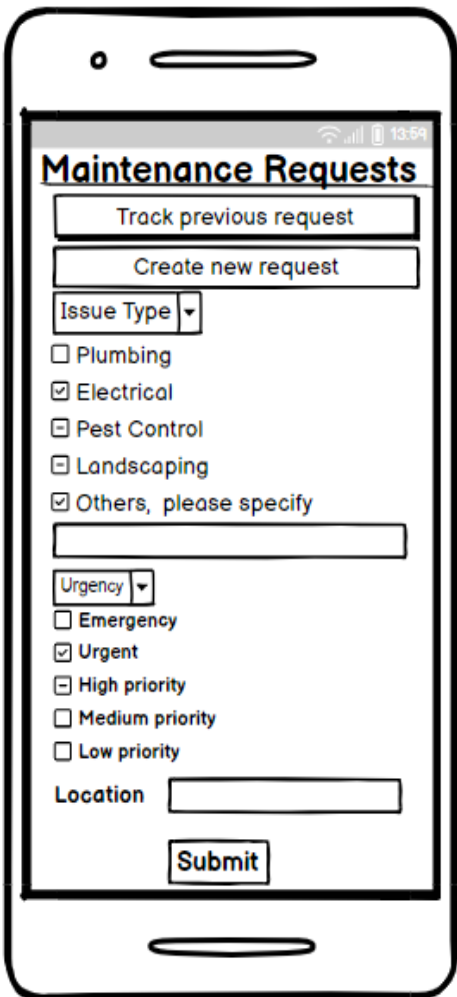
Document Repository

A repository where all the important documents of the RWA will be accessible to the residents. Residents can also upload their documents to the portal and submit for review.

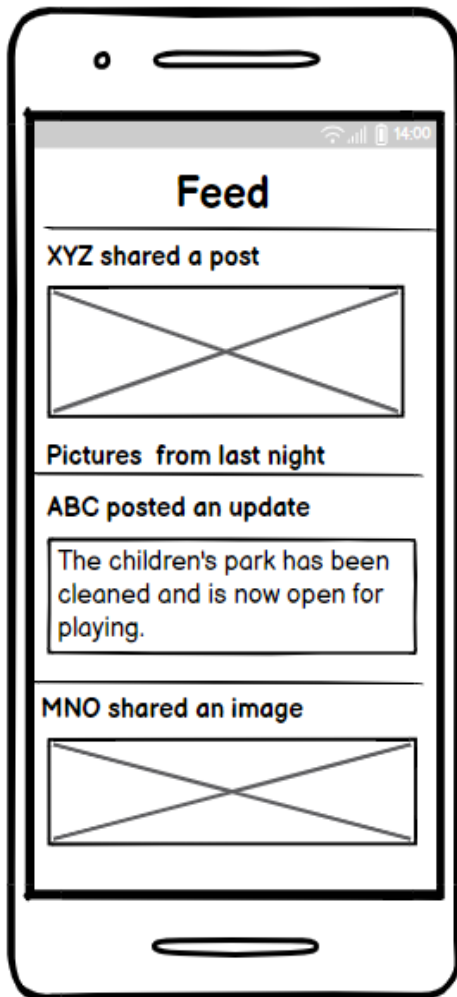


Resident Directory

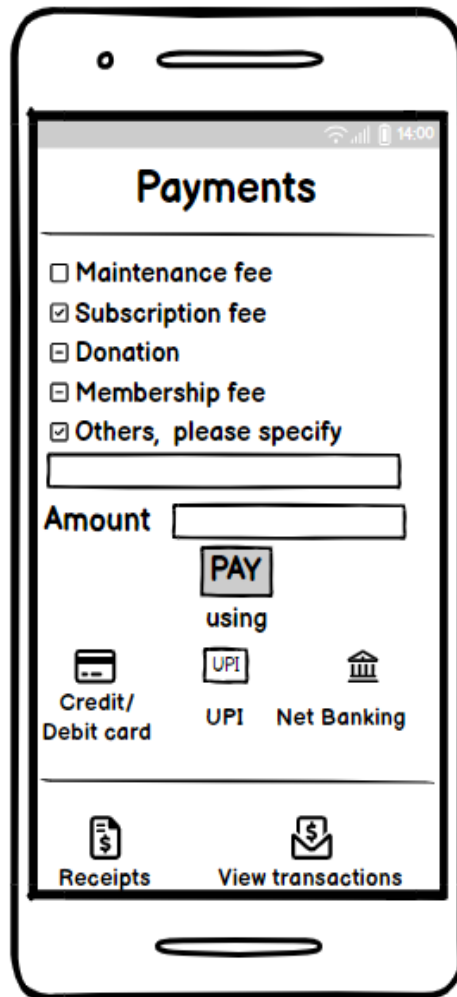
A directory with the details of all the residents living in the society.



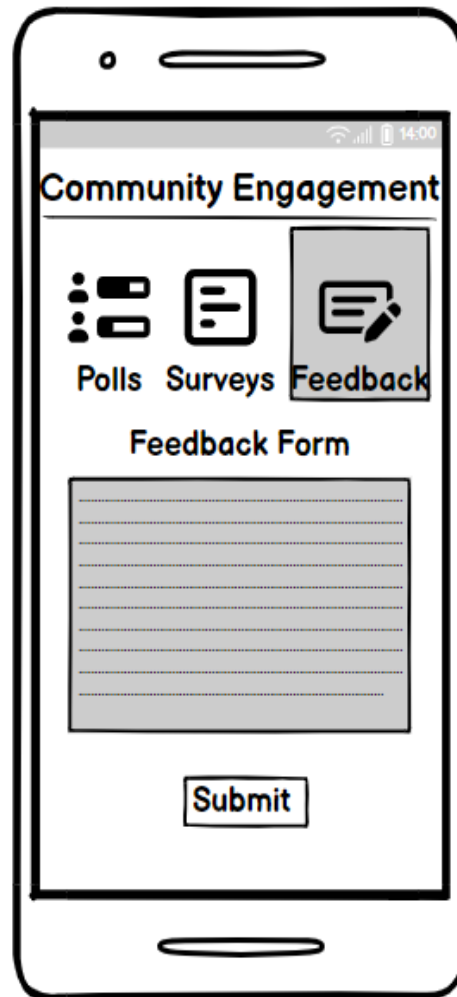
All the maintenance requests can be submitted through this feature along with the urgency of the problem. The user will have the option to track the status of his previous requests.



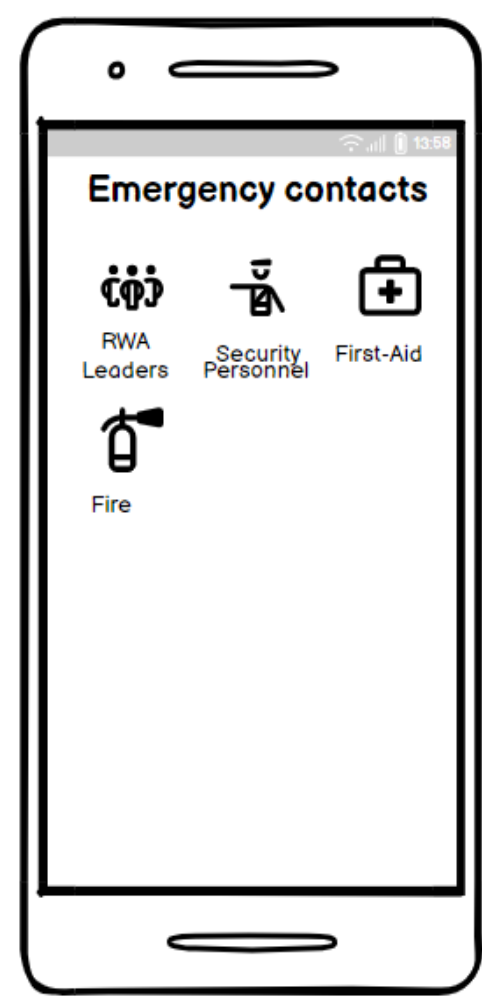
Residents can share posts, updates and images with the community through the feeds wall. They can share multiple images as well.



The residents can pay their subscription fees or any other fees through this feature without having to visit the office in-person. They can view all the past transactions and get online receipts.



Residents can engage in community polls and participate in surveys. They can provide feedback for TH RWA which can improve its functioning.



All the emergency contacts that the residents might require during critical times can be accessed through this.

CONCLUSION

The RWA Application can be a boon to the residents as it will streamline the various operations of the RWA and enhance community engagement and communication among people. The residents will not miss out on updates and announcements by the RWA, can register their participation in any event from the comfort of their homes and make necessary payments without having to visit the office. Also, the services will be easily accessible to them in times of need. It will also promote a harmonious and well-connected neighbourhood.

THANK YOU!