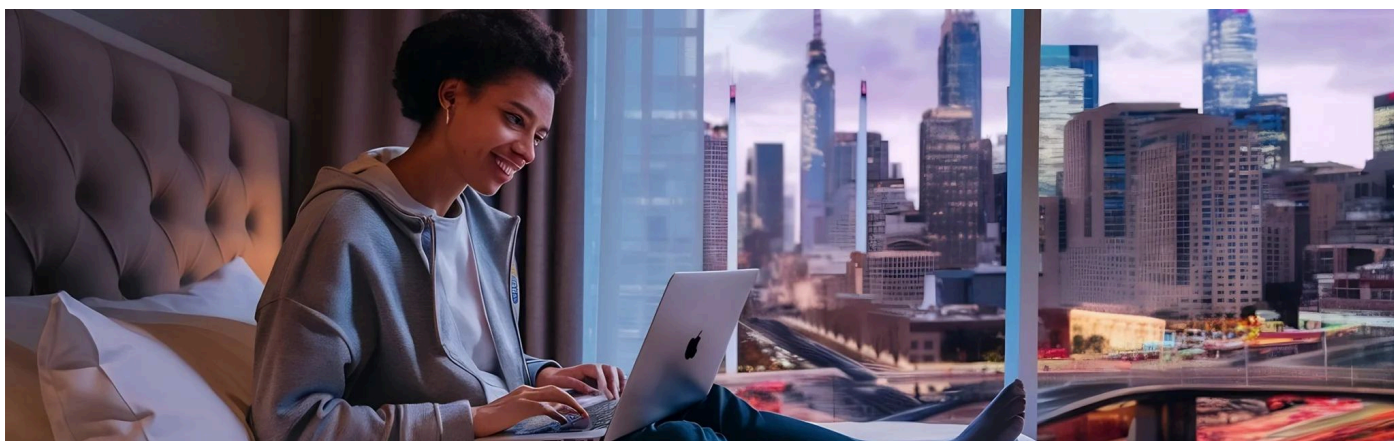# An Advanced Customer Management Portal to Streamline Amenity Booking and Maintenance Services

Summary

If you ever lived in a gated community, you know the drill want to book the clubhouse? Better hope someone answers your email.

At District One, it was no different. Even with great amenities, things felt... stuck. Too much waiting. Too many follow-ups.

So INTECH built an app that actually solved it. Nothing fancy—just what residents needed.

About the Client

Big real estate developer in Dubai. You've probably seen their properties without even realizing it.

They build homes, sure. But more than that they want residents to feel like they belong. That they're part of something.

Client's Challenges: Everyone Had the Same Complaint

Residents wanted simplicity. Management wanted structure. But what they had was noise.

Key Challenges:

Phone-tag for Bookings
Want the pool from 5–6pm? Better send an email, then wait, then call, then double-check.

No Real Record
Once you made a request booking or repair you hoped someone wrote it down. Somewhere.

Zero Live Info
No way to know if a slot was taken or a repair was scheduled. Just guesswork.

No Central Rules
Pool timings? Pet policies? Residents had to ask, or worse, assume.

People Got Annoyed
No one's fault really. But the cracks were adding up.

They had a good system—on paper. In practice, it was making people grumpy.

INTECH's Solution: One Clean System to Fix the Clutter

No overthinking. We asked people what frustrated them the most. Then we built an app that got rid of that stuff.

One app for bookings, Requests, Updates, That's it.

Here are the key features:

Book and Be Done

▶ Residents pick a time, hit "book," and it's done. Instant.

Request Repairs, Not Repeats

▶ Log an issue once. Attach a pic. No follow-up calls needed.

See What's Available

▶ Real-time views. No more "is it free?" questions.

One Tap for Policies

▶ No digging through WhatsApp groups. Everything's in-app.

Works on All Phones

▶ Flutter app = iOS and Android. Same feel, same speed

No Learning Curve

▶ Looks and feels like an app you've used before.

Implementation process

We didn't go full "agile workshop" here. We just talked to folks who used the old system and asked what annoyed them.

Here is how we did it:

1. **Asked Real Users**
   Not just management. Tenants, too. The ones sending those emails.
2. **Sketched, Showed, Fixed**
   We didn't disappear for weeks. Mockups were shared early, changes made fast.
3. **Did It in Parts**
   Launched bookings first. Then maintenance. Then notices. Easy rollout.
4. **Tested Where It Mattered**
   Not in labs. In real towers. With real people trying to book the gym.
5. **Trained On-Site Staff**
   Short sessions, no jargon. Just "here's how to do it faster."

Business Impact

People noticed. Not because it was loud—but because things just stopped going wrong.

The impact of our solution includes:

70% fewer booking clashes	40% less "what's the status?" calls	Better vibes. Happier tenants. Less stress for staff.

It wasn't about features. It was about fixing the small stuff that annoyed everyone.

Now, people trust the system—and each other—a bit more. That counts.

Tools and Technologies Used

Nothing wild. Just the right stack for a job that needed doing.

- **Flutter:** One codebase. Two platforms. Done faster.

- **Dart:** Runs smooth. Keeps things snappy.

- **Cloud Backend:** Syncs everything in real time.

- **Push Alerts:** For bookings, repairs, and reminders.

- **Firebase (if you care):** Helps track crashes and keep things tight.