

BLUECODE SOLUTIONS · CLIENT GUIDE

Apartment Management System (AMS)

A visual, step-by-step walkthrough of how societies, residents, staff and admins use the platform — from setting up a society to raising complaints, making payments, and managing visitors, assets and vendors.

ams.bluecode.com

Web Portal + Mobile App

Workflow & Process Guide

What's inside this guide

Each section below explains one part of the Apartment Management System in plain language, with a diagram showing exactly how information flows between the admin, residents, staff and security.

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PLATFORM

Web + Flutter Mobile

CORE MODULES

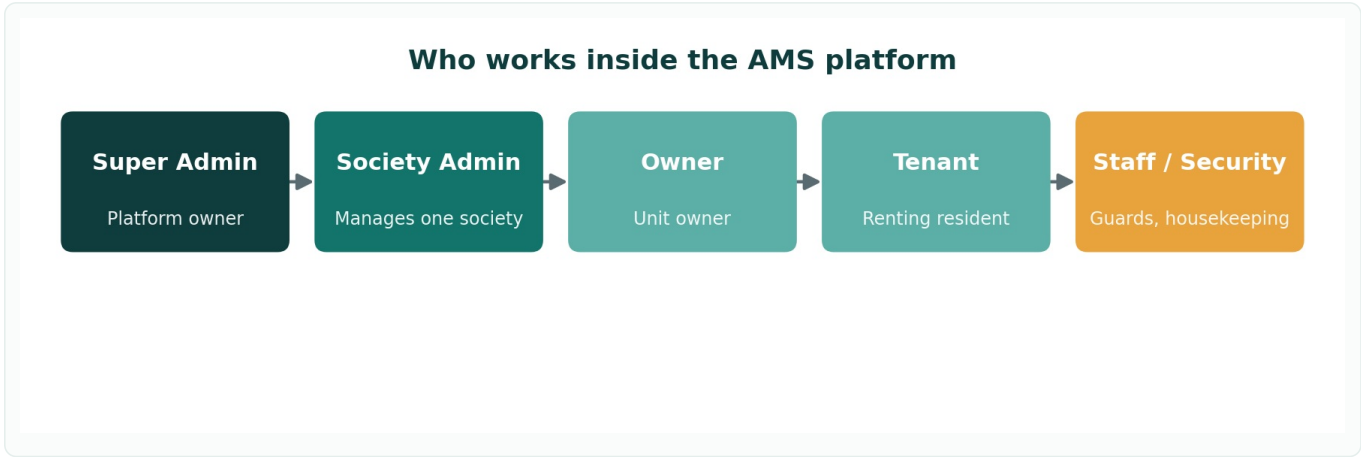
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ACCESS

Role-based (RBAC)

Roles & Who Uses AMS

Before setting anything up, it helps to know who does what. AMS is built around five roles, and every screen a person sees is filtered by their role and the society/unit they belong to.



ROLE	WHAT THEY CAN DO
Super Admin	Manages the whole AMS platform across multiple societies; creates society admins, sets platform-wide configuration.
Society Admin	Runs day-to-day operations for one society — residents, staff, finance, complaints, visitors, community posts.
Owner	A resident who owns a unit; can raise complaints, pay dues, book amenities, invite visitors, vote in polls.
Tenant	A resident renting a unit under a lease; has the same day-to-day access as an owner, scoped to their unit.
Staff / Security	Housekeeping, maintenance and security guards; use focused screens like attendance, patrol, and the visitor gate panel.

Why this matters: every module described in this guide — complaints, payments, visitors — automatically scopes what a person can see to their role and their society, so an Owner in Block A never sees data from another society.

Society Setup

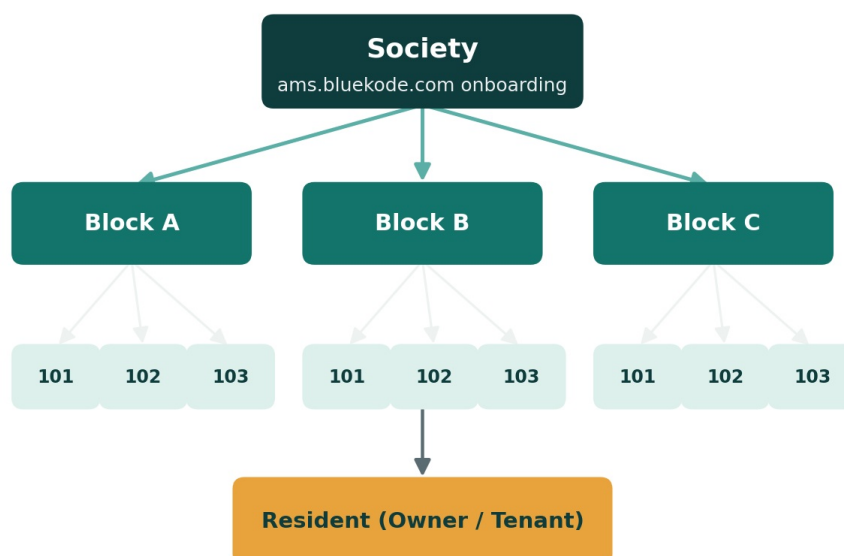
Everything in AMS is organized underneath a **Society**. Setup happens once, then residents and daily operations build on top of it.

Step 1 — Setting Up a Society



- 1 **Create the Society** — name, address and basic details are registered on the platform.
- 2 **Add Blocks / Wings** — the physical layout (e.g. Block A, B, C) is defined.
- 3 **Add Units** — each flat/unit is created under a block, with its type (1BHK, 2BHK, etc.) and occupancy status.
- 4 **Configure Maintenance Heads** — the recurring charges (maintenance, sinking fund, etc.) that will later drive invoicing are set up.

Society Setup Hierarchy

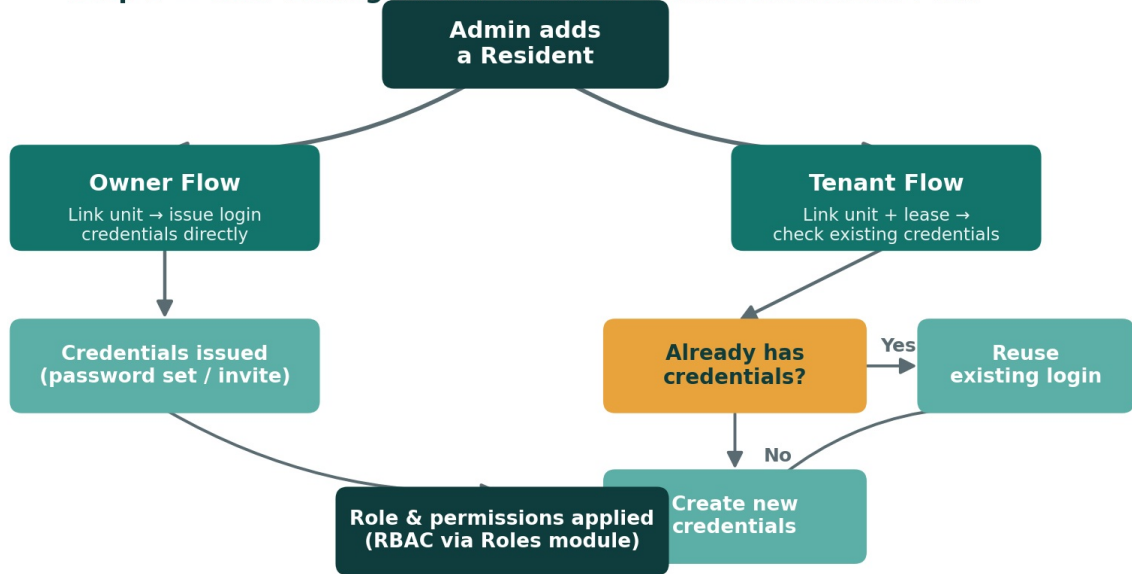


Once units exist, they can be marked **vacant** or **occupied**; an occupancy heatmap and a unit-summary dashboard give the admin a bird's-eye view of the whole society at any time.

User Management & Roles

Adding a person to AMS means two things happen together: they get linked to a unit, and they get a login. The exact path differs slightly for an Owner versus a Tenant.

Step 2 — User Management: Owner vs Tenant Credential Flow



Owner Flow

- Admin links the person to their unit as the Owner.
- Login credentials are issued directly (invite or temporary password).
- Owner role permissions are applied automatically.

Tenant Flow

- Admin links the tenant to the unit along with a lease record.
- System checks whether the person already has login credentials from a previous unit/lease.
- Existing credentials are reused, or new ones are created if none exist.

Every user account is tied to a **Role** (Super Admin, Society Admin, Owner, Tenant, Staff) which controls exactly which menus, data and actions they can access — managed centrally from the Roles & Users screen.

Resident Management

Once a resident has a login, their profile becomes the hub for everything tied to their household: vehicles, pets, leases, and move-in/move-out history.

FEATURE	WHAT IT DOES
Resident Directory	Searchable list of every resident in the society, with unit and contact details.
Vehicle Management	Residents register vehicles, which are then recognized at the security gate and in parking allocation.
Pet Management	Pet records are attached to a resident's profile for society records.
Lease Agreements	Tenant leases are tracked with start/end dates, feeding the tenant credential check described in Section 03.
Move-In / Move-Out	A formal move-out updates unit occupancy and closes out the resident's active status.
Resident QR Pass	Each resident gets a personal QR code that can be scanned for quick identity verification.

Bulk Import: for a new society going live, hundreds of residents can be onboarded at once through a bulk-import screen instead of adding them one by one.

Complaints & Maintenance Requests

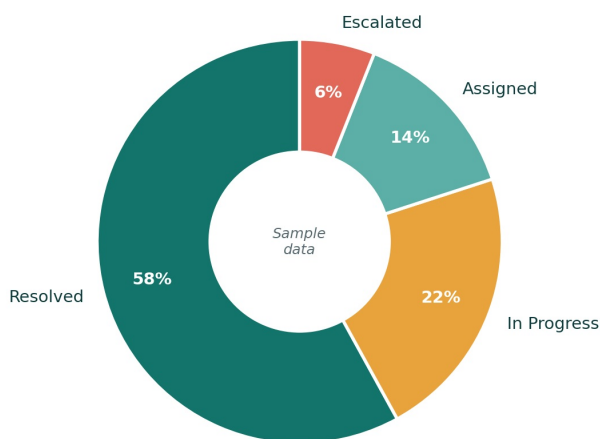
A complaint moves through a clear lifecycle so residents always know its status, and admins can track service quality.

Step 3 — Complaint Lifecycle



- 1 **Raised** — a resident submits a complaint, optionally with a photo, under a category (plumbing, electrical, security, etc.).
- 2 **Categorized** — the complaint is filed under a predefined category with its own SLA priority.
- 3 **Assigned** — the admin assigns it to a staff member or vendor.
- 4 **In Progress** — work is tracked; if it breaches its SLA window it automatically appears in the **Escalation Queue**.
- 5 **Resolved** — the assigned person marks it complete.
- 6 **Rated** — the resident rates the resolution, feeding into staff-performance reporting.

Example: Complaint status mix on the Complaint Dashboard

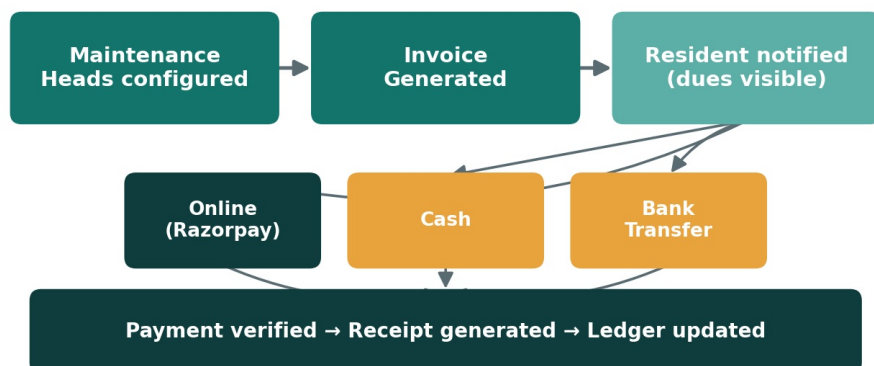


Admins get dedicated dashboards for **SLA monitoring**, a **complaint heat-map** by location, and **repeat-complaint** tracking to spot recurring issues early.

Payments & Finance

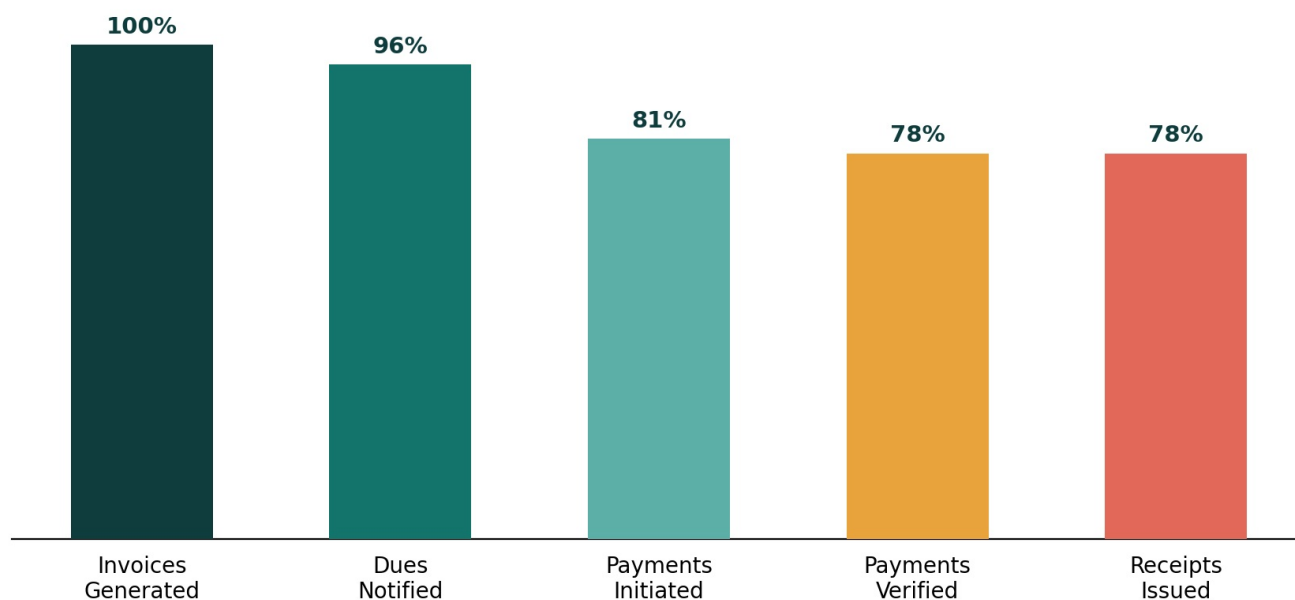
Maintenance collection follows a predictable cycle from configuration to reconciled ledger entry.

Step 4 — Maintenance Payment Flow



- 1 **Maintenance Heads configured** — the admin defines what residents are billed for (maintenance, sinking fund, parking, etc.).
- 2 **Invoices generated** — individually or in bulk for the whole society, on a schedule or on demand.
- 3 **Resident notified** — dues appear on the resident's dashboard with the outstanding amount.
- 4 **Payment made** — via online gateway (Razorpay), recorded cash, or bank transfer, each verified before posting.
- 5 **Receipt & ledger** — a receipt is generated and the society's financial ledger is updated automatically.

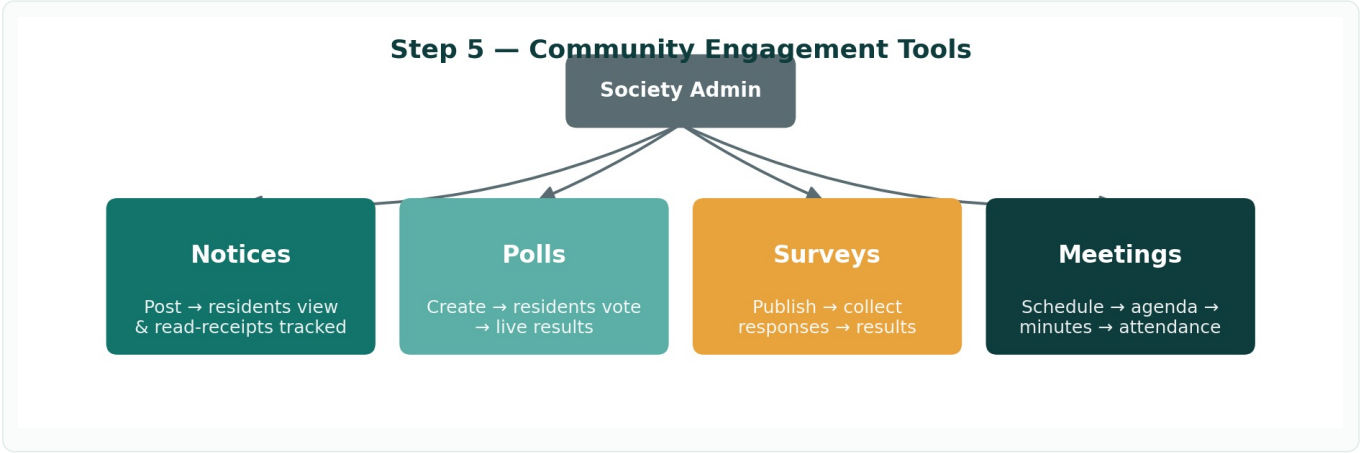
Example: Monthly maintenance collection funnel



Beyond collections, Finance also covers **expenses** (with an approval step), **penalty configuration** for late payments, and **GST/financial reports** for the management committee.

Community

AMS gives the Society Admin four ways to keep residents informed and involved.



TOOL	FLOW
Notices	Admin posts a notice → residents view it → read-receipts are tracked per resident.
Polls	Admin creates a poll → residents vote → results update live.
Surveys	Admin publishes a survey → residents respond → results are compiled for review.
Meetings	Admin schedules a meeting with an agenda → attendance is recorded → minutes are uploaded and published afterward.

An **Emergency Broadcast** option is also available for urgent, society-wide alerts that need to reach every resident immediately.

Visitor & Security Management

The same gate workflow is reused across visitors, deliveries, vehicle entries and emergencies — making the guard's job consistent no matter what's arriving at the gate.

Step 6 — Visitor, Delivery & Vehicle Gate Flow



Same gate flow also covers Delivery Entries, Vehicle Entries and SOS Alerts

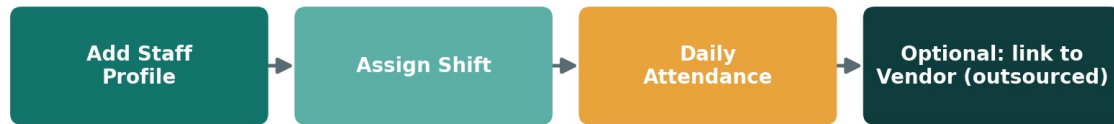
- 1 Entry created** — a resident pre-invites a visitor, or a guard logs a walk-in visitor, delivery, or vehicle at the gate.
- 2 Approve / verify** — pre-invited entries are auto-approved on arrival; walk-ins can require resident approval.
- 3 Check-in at gate** — the guard records entry, sometimes via QR scan for recurring passes.
- 4 Inside** — the entry shows on the "currently inside" dashboard for security oversight.
- 5 Check-out** — recorded when the visitor/vehicle leaves.

Security also covers: SOS Alerts (resident-triggered emergency alerts that guards acknowledge and resolve) and **Guard Patrol** (QR checkpoints guards scan on rounds, with a dashboard flagging missed or suspicious rounds).

Staff Management

Housekeeping, maintenance and security staff are managed with their own lightweight workflow.

Step 7 — Staff Onboarding & Attendance

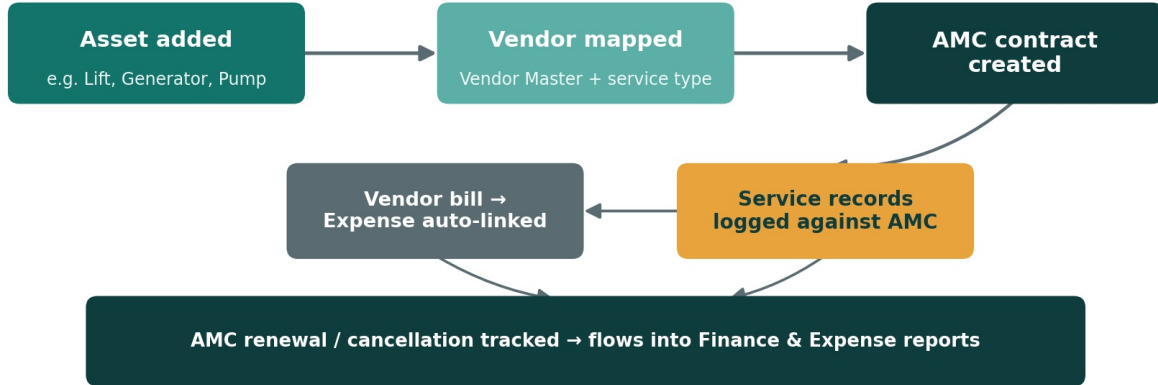


- 1 **Add Staff Profile** — basic details and role (e.g. housekeeping, electrician, guard) are entered, optionally with a linked user login.
- 2 **Assign Shift** — a shift pattern is set for scheduling.
- 3 **Daily Attendance** — check-in and check-out are recorded, with a summary view for payroll or review.
- 4 **Vendor linkage (optional)** — outsourced staff can be linked to the vendor that supplies them.

Assets, Vendors & AMC Contracts

These three modules work together to keep society equipment maintained and its cost tracked automatically in Finance.

Step 8 — Asset, Vendor & AMC Relationship



MODULE	PURPOSE
Assets	Physical equipment the society owns — lifts, generators, pumps, gym equipment — each with its own record and history.
Vendors	The external companies/individuals who service assets, with the services they offer and their status (active/inactive).
AMC (Annual Maintenance Contracts)	A formal contract between the society and a vendor for an asset, tracked with renewal and cancellation dates.

- 1 Asset added** to the society's inventory.
- 2 Vendor mapped** to that asset for a specific service type.
- 3 AMC contract created** linking the asset and vendor with contract terms.
- 4 Service records** are logged each time the vendor performs work under the AMC.
- 5 Vendor bills auto-link** to Expenses, so AMC costs flow straight into the Finance reports from Section 06.

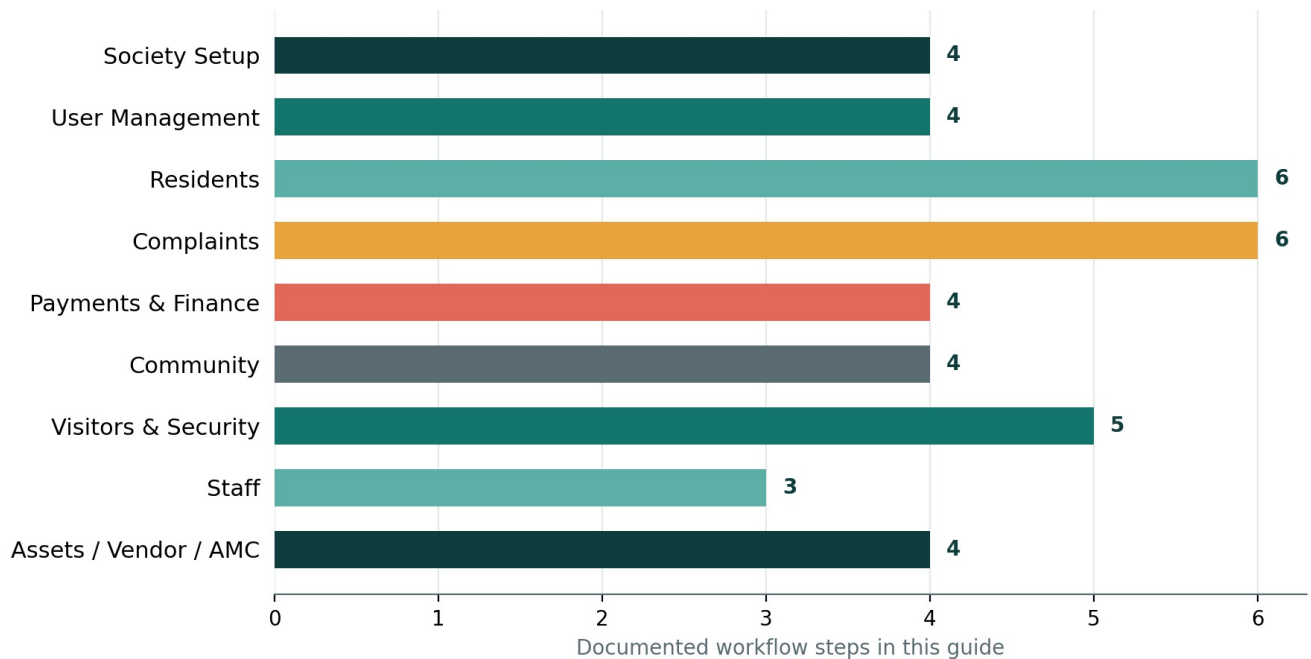
Putting It All Together

Every module in this guide connects into one continuous life-cycle, from the moment a society is created to the everyday running of the community.

End-to-End AMS Workflow at a Glance



What this guide covers, module by module



This guide mirrors the actual modules in the AMS codebase (Societies, Residents, Complaints, Financials, Communication, Meetings, Visitors, Staff, Assets, Vendors, AMC, and Roles/Users) so what's shown here is exactly what a client will see in the live product at ams.bluecode.com.

