FlatConnect

Demo Heights

A month in the life of a 550-home community, five blocks, one property-management partner and one connected platform.

How to read this story

Demo Heights is a fictional but realistic residential society in Whitefield, Bengaluru, loaded into FlatConnect as a live demo. It has the same data and rules a real society would have: 550 flats, 540 owner accounts, 107 tenant households, a property-management agency, a clubhouse, vendors, contracts and four months of billing.

Each chapter below is a situation from the life of this community. It tells what happens, which part of FlatConnect handles it, which person you could sign in as, and what the society gains. Read it from the front, or jump to the role that interests you using the use-case table at the end.

Demo Heights at a glance

550	5	330 / 220	540	107	744
Flats	Blocks	2 BHK / 3 BHK	Owner accounts	Tenant homes	Vehicles

62	12	86	14
Property team	Vendors	Assets	Facilities

The cast

Person	Role	Where	In the story
Col. Suresh Kulkarni (Retd)	President, RWA	A-1101	Sets the tone at committee meetings, signs contracts for the society and chairs the safety sub-committee.
Deepak Joshi	Secretary, RWA	C-406	Runs meetings and minutes, publishes notices, and answers most of the forum.
Manoj Agarwal	Treasurer, RWA	E-703	Approves every bill, watches collections and defaulters, and presents the accounts at the AGM.
Rohit Deshmukh	Facility Manager, ServicePro	On site	Runs the property day to day for the committee: tickets, rosters, vendors and payroll runs.
Priya Nair	Help Desk Head, ServicePro	Clubhouse lobby	Logs every call, triages requests into work orders and chases closure.
Ramesh Kumar	Security Guard, Main Gate	Morning shift	Registers every visitor on the guard console and walks the handover notes.
Arjun Mehta	Owner-resident	A-704	Owns two flats: lives in one, lets the other. Pays by UPI, books the Grand Hall for a family function.
Vikas Nair	Tenant	B-1105	Rents Arjun's second flat. Raises requests, books a room for his dance class and has a lease on record.
Neha Gupta	Owner-resident	D-607	Birthday parties at the Celebration Hall, badminton at 7 PM and a sharp eye on the bill.
Anil Verma	Electrician (society payroll)	Technician	Takes tickets from the help desk, logs the DG run test and marks attendance at the kiosk.

Chapters

1. **Meet Demo Heights** · The society, the blocks and the people
2. **The gate at 6:55 AM** · Security, visitors and parcels
3. **When something breaks** · Help desk, tickets and SLAs
4. **The first of the month** · Maintenance billing, payments and collections
5. **ServicePro and the people who run the place** · Agency staff, payroll and attendance
6. **The clubhouse** · Facilities, halls, amenities and events
7. **Where the money goes** · Vendors, contracts, expenses and the books
8. **The committee at work** · Governance, meetings, projects and compliance
9. **Assets that keep running** · Asset register, contracts, preventive maintenance and diaries
10. **A community, not just a complex** · Notices, forum, leases, pets and move-ins
11. **Everything on the phone** · FlatMate for residents, GatePass for everyone who works here

THE SOCIETY, THE BLOCKS AND THE PEOPLE

The setting

Meet Demo Heights

550 homes in five blocks, an 11-storey skyline over Whitefield, a clubhouse with three halls and a pool, and a property-management company running the day-to-day. This is the community you will explore.

Demo Heights was handed over in 2019. Five blocks, Aster, Bluebell, Camellia, Dahlia and Evergreen, rise eleven floors each with ten flats a floor. Two-thirds are two-bedroom homes of 950 and 1,080 sq ft; the rest are three-bedroom homes of 1,250 and 1,440 sq ft. Most are owner-occupied, a fifth are let out to tenants and a few are vacant while their owners relocate.

The Residents' Welfare Association is run by an eleven-member managing committee, elected every April, with sub-committees for culture and events, sports and the clubhouse, safety and security, and finance and audit. The association does not hire a payroll of guards and cleaners itself. It appointed **ServicePro Facility Management**, whose people, security, housekeeping, gardening, the help desk and the on-site facility manager, work under a written contract. A smaller team (accountant, coaches, lifeguards, plant operators and technicians) is employed directly by the society.

Everything that happens at Demo Heights, from a delivery at the gate to a committee resolution, is recorded in FlatConnect. This story follows that record through a normal month.

550	5	540	107	744	62
Flats	Blocks	Owner accounts	Tenant households	Vehicles registered	People on site (agency + society)

What FlatConnect does here

Property model
Blocks, floors, flats, flat types and areas, owners and tenants, parking slots and vehicles, all linked to each other.

People and roles
Owners, tenants, family members, committee, staff, agency staff and vendors, each with only the access their role needs.

Master data
Departments, job roles, shifts, SLA policies, categories and billing heads configured once and used everywhere.

Try it yourself

Meera Kapoor, Society Office Administrator

1. Open **Property** → **Buildings** and click Block C: floors, flat types and areas.
2. Open **Residents** → **Residents** and filter by block and flat type; open any owner to see their flat, vehicles and household.
3. Open **Master** → **Overview** to see the lists the society configured.

The outcome. One property model drives billing, security, tickets and bookings. Nobody types a flat number twice.

SECURITY, VISITORS AND PARCELS

Chapter 1 · Morning

The gate at 6:55 AM

Every person and parcel that comes through three gates is registered, approved by the resident and recorded in a tamper-evident log, whether or not the network is good.

Ramesh Kumar takes over the Main Gate at 6 AM. He reads the handover note left by the night guard, "basement ramp waterlogged, parcel for B-302 still on Rack 2", and acknowledges it on the console before the first milk vehicle arrives.

At 9:20 a family doctor reaches the gate. Arjun Mehta in A-704 had created a pre-approval for him the evening before, so Ramesh simply enters the pass code; the console shows the flat, the resident's instructions and lets the doctor in. Ten minutes later a delivery executive arrives for B-302. There is no pre-approval, so Ramesh raises an entry request and Sunita Rao approves it on her phone from her kitchen. When a visitor is denied or a resident does not answer, the guard cannot simply let them in: a documented override is needed, and it is written to a hash-chained record that the committee can verify.

Parcels are logged on arrival with a shelf location; residents see them in their app and the guard hands them over against a collection record. Overnight, the night guard walks the patrol route and scans nine checkpoints. The tags rotate, so a photographed tag is useless, and a point he could not reach, a waterlogged ramp, is recorded with his reason rather than skipped.

68	14	3	3
Visits recorded this fortnight	Parcels logged	Patrol rounds	Staffed gates

What FlatConnect does here

Guard console
Walk-ins, pre-approved passes, deliveries and cabs on one screen, with resident approval in seconds.

Pre-approvals and standing permissions
One-time guest passes and recurring permissions for maids, drivers and tutors.

Parcels and goods passes
Parcels received, shelved and released with a collection trail; furniture and goods checked against their pass, and held at the gate if the flat owes dues.

Patrol
Checkpoint tokens that rotate, skip-with-reason, partial rounds flagged for the supervisor.

Handover and incidents
Shift handover notes that must be acknowledged; incidents with severity and SLA clocks.

Audit
Entry logs and guard overrides are hash-chained so tampering is detectable.

Try it yourself

Ramesh Kumar, guard (password Demo@2026)

1. Open **Security** → **Gate Console**: see who is inside, waiting approvals and today's expected visitors.
2. Open **Security** → **Parcels**, **Security** → **Patrol** and **Security** → **Shift handovers**.

Arjun Mehta, resident

1. Open **Security** → **Pre-Approvals** and create a pass for a visitor.
2. Open **Security** → **Entry Requests** to approve or deny a visitor at the gate.

Vikram Singh, security supervisor

1. Open **Security** → **Guard Overrides** and **Security** → **Audit trail**; run the verification.

The outcome. No paper register, no phone calls to flats, a verifiable trail for every entry, and a guard who always knows what the last shift left behind.

HELP DESK, TICKETS AND SLAS

Chapter 2 · Late morning

When something breaks

A phone call, an app request or a guard's observation becomes one tracked work order, with an owner, a clock and a timeline everyone can read.

At 8:30 Sunita Rao in B-302 raises a request in the FlatMate app: the kitchen tap has very low water pressure. At the clubhouse help desk Priya Nair sees it in the request queue, checks the flat's history and converts it into a plumbing work order. She assigns it to Imran Shaikh, the society's plumber; the SLA policy sets a 48-hour resolution clock and Sunita is told who is coming.

A harder case sits two flats down the list: Lift 2 in Block C is stopping between floors. The ticket is marked emergency, a rescue is arranged and the ticket is linked to the lift AMC with OtisCare. The technician needs a door sensor from the OEM; the ticket goes on hold with that reason, residents can read the plain-language update, and the committee sees the same failure listed in the issue register because it has happened three times in 90 days.

When a ticket closes, the resident is asked to rate it. The ServicePro scorecard the committee reads each month is simply the report of what happened: tickets raised, closed within SLA, average first response and the breaches.

34	14	17	12
Tickets in the register	Open right now	Closed with a rating	SLA policies

What FlatConnect does here

Request-to-ticket triage
Resident requests become work orders by the desk, or automatically by rule, with status flowing back.

Assignment and acceptance
Department, technician or vendor, with accept, start, hold, complete and verify steps.

SLA clocks
Response and resolution due times by priority; live breach flags and escalation levels.

Audit timeline
Every action is logged; residents see their share of it, internal notes stay internal.

Cost recovery and vendors
Chargeable repairs bill the flat; vendor tickets link to the AMC contract.

Reports
Volume, first-response time, closure rate and satisfaction by department.

Try it yourself

Priya Nair, help desk head

1. Open **Help Desk** → **Console** and **Help Desk** → **Service Requests**; open a request and raise a ticket from it.
2. Open **Help Desk** → **Service Tickets**, filter Emergency, open the Block C lift ticket and read the timeline.

Imran Shaikh, plumber

1. Open **BMC** → **Tickets** (own records only): accept, start and complete a job.

Sunita Rao, resident

1. Open **My Home** → **My Requests**: raise a request and watch its status change.

The outcome. Issues are fixed in days, not weeks, and every resident can see why a job is waiting instead of calling the office.

MAINTENANCE BILLING, PAYMENTS AND COLLECTIONS

Chapter 3 · Month end

The first of the month

Maintenance is billed per square foot, so four flat sizes get four different bills, with extras for second parking slots and a surcharge for let-out flats, and every payment lands on the books.

On the 1st, Rohit Deshmukh runs the monthly billing. The engine reads each flat's area, applies the society's rates (maintenance at ₹3.50 per sq ft, sinking fund at ₹0.50, common electricity at ₹0.30, plus a fixed ₹400 for water) and adds ₹600 where a 3-BHK has a second car slot. A 950 sq ft home is billed ₹4,485; a 1,440 sq ft home ₹7,192. A let-out flat carries a 10% non-occupancy surcharge on maintenance, because that was the general body's resolution.

Arjun Mehta pays within the first week; his tenant Vikas pays by the middle of the month; Neha Gupta waits for the last week and gets a reminder. Treasurer Manoj Agarwal watches the collection curve, the ageing buckets and the list of flats that are repeatedly late. A small group of long-pending flats are visible as defaulters, with how long and how much, and a part-payer's balance stays overdue until it is cleared.

Every payment, cash, cheque, UPI or bank transfer, is posted as an accounting voucher the moment it is recorded. The balance sheet balances because the billing module and the books are the same system.

536	90%	63%	145	₹17.20 lakh
Bills per month	Collected for September	October so far	Bills overdue today	Outstanding

What FlatConnect does here

Rate cards by billing head
Per sq ft, fixed, metered or opt-in heads; society, block or flat-level rates by financial year.

Bill generation and publishing
Draft, review, publish; nothing reaches residents until the committee is happy.

Non-occupancy and optional heads
Surcharges for let-out flats, second parking slot as an opt-in add-on.

Payments
Offline modes recorded by the office; online through the society's own gateway; receipts with allocation across bills.

Overdue and interest
Nightly overdue marking, interest rules, ageing buckets and chronic-defaulter lists.

Disputes
A resident can dispute a line; the committee resolves it with a credit that leaves the original bill intact.

Try it yourself

Manoj Agarwal, treasurer

1. Open **Finance** → **Bills** and **Finance** → **Payments**; open **Finance** → **Reports** for ageing and defaulters.
2. Open **Finance** → **Billing Heads** to see the rate card, and **Finance** → **Unit Billing** to preview one flat's bill.

Arjun Mehta, resident

1. Open **Finance** → **My Bills**: current bill, history, receipts, Pay online dialog, and raise a dispute.

Rohit Deshmukh, facility manager

1. Open **Finance** → **Bills** and open one bill to see how it is built line by line.

The outcome. A treasurer who used to spend ten days a month on collections now spends an afternoon, and the committee sees the same numbers the auditor will.

AGENCY STAFF, PAYROLL AND ATTENDANCE

Chapter 4 · Every day

ServicePro and the people who run the place

41 agency people and 21 employees on the society's payroll, with one attendance record, two different ways of paying for it.

The security guards, housekeepers, gardeners, help-desk executives and facility managers belong to ServicePro. They are paid by ServicePro, and the society pays ServicePro against its contract. The contract is not a flat monthly cheque. It is built from approved attendance: guards by shift worked, housekeepers by days present, the facility managers by day rate. When a gate post goes uncovered, the invoice shows it.

The other half, the accountant, three coaches, two lifeguards, the clubhouse team, plant operators and technicians, is on the society's own payroll: salary structure, provident fund, ESI where eligible, professional tax, leave balances, overtime and a pay run that ends in bank-transfer instructions.

Both groups use the same kiosk PIN to mark attendance and appear on the same roster board. Rohit approves attendance each morning; only approved days count towards payroll or ServicePro's invoice. That one rule is the reason the invoice and the payroll never disagree about who worked.

41	21	2	4
Agency staff (ServicePro)	Society employees	Pay runs completed	Agency invoices raised

What FlatConnect does here

Roster board
Drag-and-drop shifts across duty posts, with leave-aware availability, templates and cloning.

Attendance
Kiosk PIN, phone check-in with geofence, approval queue and corrections with reasons.

Agency billing
Per-day, per-shift or monthly-less-absence billing built from approved attendance, raised as an invoice for approval.

Statutory payroll
PF, ESI, professional tax, TDS, bonus and gratuity, pay runs and payslips.

Leave
Policies, balances, applications and approvals for the society's own employees.

Staff self-service
My Workplace: attendance, payslips and leave for every employee with a login.

Try it yourself

Rohit Deshmukh, facility manager

1. Open **Workforce** → **Staff** and **Workforce** → **Agency Staff**: ServicePro people versus the society's own employees.
2. Open **BMC** → **Roster Board**, **Workforce** → **Attendance Approval** and **Workforce** → **Pay Runs**.
3. Open **Operations** → **Vendor Contracts**, pick the Security contract and read the attendance-based invoice assessment.

Anil Verma, electrician

1. Open **My Workplace**: attendance, payslips and leave.

The outcome. One truthful record of who worked, used twice: to pay people and to pay the agency.

FACILITIES, HALLS, AMENITIES AND EVENTS

Chapter 5 · Evening

The clubhouse

Three halls of different sizes, a pool, courts and a gym, with rate cards, deposits, approvals and equipment that has to come back.

The Grand Hall seats 300; the Celebration Hall 120; the Community Room 40. Each has its own rate card: day and evening slots, add-ons for air conditioning, kitchen and sound, and a refundable deposit. When Arjun Mehta books the Grand Hall for his daughter's engagement, the app quotes the price from the hall's rate card, adds the equipment he needs and sends the request to the facility manager.

The hall is held while the request is pending, then confirmed and locked once the deposit is paid. On the day, the desk issues the sound system against asset tags; the booking cannot be completed until it comes back. The hire fee reaches Arjun's next maintenance bill as a single charge.

The sports side is lighter-touch: badminton and tennis courts are booked by the hour; the pool, gym and table-tennis room are free-access with timings and a monitor on duty. Events such as the Diwali evening live in the same calendar, with RSVPs, a budget, sponsorship and expense approvals.

14	3	21	5
Facilities	Halls	Bookings on record	Events

What FlatConnect does here

Facilities and schedules
Opening hours by weekday, blackout dates, maintenance blocks and capacity.

Rate cards and slots
Hourly, half-day, full-day or named slots, priced by the server so quotes never disagree with invoices.

Amenity add-ons
AC, kitchen, sound, chairs and tables with rates, quantities and asset-tagged issue and return.

Booking lifecycle
Request, hold, approve, confirm and lock, check-in, complete, reschedule or cancel.

Events
Programme, RSVPs, budget, sponsorship, expenses and a shared calendar.

Charges to the bill
Hall rent and deposits reach the flat's next bill automatically.

Try it yourself

Arjun Mehta, resident

1. Open **Facilities & Events** → **Bookings**, choose Grand Hall, pick a date and see the live quote.

Rohit Deshmukh, facility manager

1. Open **Facilities & Events** → **Bookings** to approve a pending request; open **Facilities & Events** → **Facilities** to see a hall's rate card and amenities.
2. Open **Facilities & Events** → **Calendar** to see bookings, events and tickets together.

The outcome. A clubhouse that earns its keep, with no double bookings and no arguments about what was agreed.

VENDORS, CONTRACTS, EXPENSES AND THE BOOKS

Chapter 6 · Mid-month

Where the money goes

Twelve vendors, eleven contracts, instalments that appear on schedule, approval bands that match the society's bye-laws, and TDS worked out for you.

Every vendor at Demo Heights has a contract, and every contract has a schedule. The lift AMC with OtisCare produces a quarterly instalment; the STP operator bills monthly; ServicePro bills from attendance. Each invoice becomes an expense that must be approved by the right number of office-bearers: one signature up to ₹25,000, two above that, and a committee resolution reference above ₹1,00,000.

Manoj Agarwal never signs his own entries: the person who raises a bill cannot approve it. A large purchase carries its paper trail: the CCTV upgrade shows three comparative quotes on file, one marked as selected, and the committee resolution that sanctioned it. TDS is computed by the system under section 194C, with the right rate for the kind of vendor and the right threshold.

Everything lands in the ledger: maintenance income, vendor payables, TDS and GST liabilities, funds and the bank. Statements, the trial balance and the balance sheet are one click away.

12	11	31	16
Vendors	Contracts in force	Expenses booked	Paid so far

What FlatConnect does here

Vendors and contacts
Empanelment, GST/PAN, TDS category, bank details, multiple contacts and gate agents.

Contracts and instalments
AMC, service and rate contracts with schedules, escalation, penalty terms and renewal alerts.

Approval bands
Society-set limits, number of signatures, quotes and resolution requirements.

Payables
Ageing by vendor credit period, MSME flag, TDS and retention at approval.

Books
Ledger, vouchers, trial balance, balance sheet, income and expenditure, bank reconciliation.

Funds
Sinking, corpus and special funds tracked against their targets.

Try it yourself

Manoj Agarwal, treasurer

1. Open **Finance** → **Expenses**: see bills awaiting approval, the CCTV one with its three quotes, and a rejected one.
2. Open **Finance** → **Vendors & Payables** for ageing, and **Finance** → **Approval Bands**.
3. Open **Finance** → **Books & Statements** and **Finance** → **Balance Sheet**.

Col. Kulkarni, president

1. Open **Operations** → **Vendor Contracts**: signatory, scope, SLA and penalties; then approve a pending bill as the second signature.

The outcome. Spend is controlled by rules the society wrote, and the books are ready for audit all year.

The committee at work

Meetings with quorum and minutes, resolutions with numbers, sanctioned projects residents can follow, and a statutory calendar that nudges before a deadline.

Once a month the committee meets in the Community Room. The secretary has circulated the agenda a week earlier; attendance is recorded at the door and the meeting checks quorum. Resolutions are recorded with proposer, seconder and votes, and numbered consecutively for the year. The September meeting approved the Diwali budget and sanctioned a CCTV upgrade; the minutes were approved the following week.

Large work becomes a project: Block A's terrace waterproofing has a sanctioned amount, milestones, updates and a public summary residents can read. Recurring problems, such as the Block B basement ramp, go into the issue register, with an owner, a due date and a link to the work that fixes them.

Compliance is not left to memory. The annual Registrar return, fire NOC, lift certificates, STP consent, insurance and TDS returns appear in a calendar with responsible office-bearers and reminders.

11	4	7	11	3
Committee members	Sub-committees	Meetings on record	Resolutions passed	Projects

What FlatConnect does here

Committees and members
Managing committee, sub-committees, terms, positions and member register linked to residents.

Meetings and resolutions
Agenda, quorum, minutes, votes and numbering; AGM flagged against its due month.

Projects and issues
Sanction, milestones, spend against sanction and a public view; an issue register with review dates.

Audit and compliance
Statutory audit stages, rectification dates and a dated compliance register.

Surveys and polls
Society-defined forms and quick polls with responses by flat.

Rule book
Versioned rules with approval, published to residents.

Try it yourself

Deepak Joshi, secretary

1. Open **Governance (RWA)** → **Meetings**: open the September meeting; see attendance, agenda, resolutions and minutes.
2. Open **Governance (RWA)** → **Committees** for the sub-committees.
3. Open **Planning** → **Projects** and **Planning** → **Issue Register**.

Prakash Menon, auditor

1. Open **Governance (RWA)** → **Audit** and **Governance (RWA)** → **Statutory Register**.

The outcome. A committee that can show its decisions, its spending and its deadlines to any member who asks.

ASSET REGISTER, CONTRACTS, PREVENTIVE MAINTENANCE AND DIARIES

Chapter 8 · Behind the scenes

Assets that keep running

86 assets, from 15 lifts to the rooftop solar plant, each with its category, warranty, contract coverage and next service.

The lifts, the DG sets, the STP, the fire pumps and the clubhouse AC are on a register with their make, model, serial number, install date and warranty. A contract covers them by category: when a new lift is added tomorrow it is under the OtisCare AMC the day it is registered.

Preventive schedules turn recurring jobs into tasks: the monthly lift inspection, quarterly pump servicing, weekly STP checks and the half-yearly terrace inspection. Operators keep a shift diary, so that the DG diesel level, the pool chlorine and the STP inlet flow are in the system rather than in a notebook. When a unit fails, the ticket links to the asset, and the asset's history shows every visit.

86	9	7	10
Assets on the register	Preventive schedules	Maintenance tasks	Diary entries

What FlatConnect does here

Asset register and QR tags
Categories, location, make, model, warranty and condition, and a QR sticker on every asset and meter that technicians scan with their phone.

Contract coverage
AMC coverage by asset or category, with SLA and penalty terms.

Preventive maintenance
Recurring schedules that generate tasks with checklists.

Operation logs
Shift diary with readings: DG, STP, pool, tanks, fire pumps and lighting rounds.

Inventory
Stock levels, minimums and issue against tasks.

Resource calendar
Capacity, booked and recorded labour on one grid.

Try it yourself

Rohit Deshmukh, facility manager

1. Open **Operations** → **OAM Dashboard**, **Operations** → **Assets** and **Operations** → **Operation Logs**.
2. Open **BMC** → **Preventive Maint.**, **Operations** → **Maintenance Tasks** and **BMC** → **Inventory**.

Farid Ansari, lift technician

1. Open **BMC** → **Tickets** and **Operations** → **Maintenance Tasks** for assigned jobs.

The outcome. Breakdowns become rarer, warranties stop lapsing unnoticed, and contractors are held to their SLAs.

NOTICES, FORUM, LEASES, PETS AND MOVE-INS

Chapter 9 · The weekend

A community, not just a complex

Notices that reach everyone, a forum with polls, a community board, leases with police verification, pet registers and a move-in checklist.

The notice on tank cleaning is pinned to the home screen of every resident and expires itself afterwards. The Diwali survey collects one response per flat and the committee sees headcount and food preference. The forum has a poll for the annual-day weekend; a thread about a new composting corner got three volunteers in a day.

The office keeps tenancy records for the 107 let-out flats: lease dates, owner consent and police verification status, with reminders before expiry. Pets are registered with vaccination dates; a lapsed certificate shows. A tenant moving in files a move request, the guard knows the movers' vehicle number, and the lift is reserved.

8	9	107	10
Notices	Forum threads	Leases on record	Pets registered

What FlatConnect does here

Notices and documents
Targeted by block or flat, pinned, expiring, with category and priority.

Forum and polls
Categories, moderation and polls with live results.

Surveys and forms
Society-defined forms with one response per flat.

Leases and move-ins
Tenancies, police verification, owner consent, move and NOC requests.

Pets and vehicles
Registers with vaccination dates, stickers and a plate lookup.

Community board
Buy, sell, rent, lost-and-found and giveaways, with expiry.

Try it yourself

Neha Gupta, resident

1. Open **Communication** → **Notices**, **Communication** → **Forum** and **Communication** → **Forms For You**.
2. Open **My Home** → **My Pets** and **My Home** → **Move & NOC**.

Vikas Nair, tenant

1. Open **My Home** → **Leases**: lease dates and verification status.

The outcome. Residents hear from the society in one place, and the committee finally has a single list of who lives where.

FLATMATE FOR RESIDENTS, GATEPASS FOR EVERYONE WHO WORKS HERE

Chapter 10 · All day

Everything on the phone

Residents use FlatMate. Guards, technicians, the help desk, supervisors and the committee use GatePass, which shows each of them only their own work. The office works on the web.

FlatMate is where most residents live. Home shows what they owe and what needs them now: a visitor at the gate, a parcel, a vote. Gate holds guest passes with a QR code to share, regular visitors, parcels and goods passes. Community has notices, events, the calendar, the directory and projects. A complaint goes in with up to four photos, and the photos travel with it onto the work order. A person who lives in one flat and owns another sees both.

GatePass opens differently for each person. Ramesh on the Main Gate gets the gate console: a returning visitor's face comes up from their phone number, a resident's answer arrives as a notification, and the queue keeps working through a dip in the network. The handset belongs to the gate, not to him, and locks itself if it is left idle. Farid, the lift technician, gets his jobs: he scans the QR sticker on the lift, records the fault, takes a part from the store and books his hours. The facility manager gets a Team tab of approvals, incident queues and gate coverage. The treasurer signs expenses from a single inbox.

None of these is a separate system. A tap on the phone is the same record the treasurer sees on her screen.

Typically under 30

Gate approvals in seconds

Push, email, SMS, WhatsApp

Channels

What FlatConnect does here

FlatMate (residents)

Dues and payments, visitors and guest passes, complaints with photos, bookings, goods passes, notices and community, with an optional fingerprint lock.

Gate console

Lookup-first walk-ins, QR passes, parcels, goods passes, keys, work permits and patrol, on registered gate handsets with an offline queue.

Work on the phone

Tickets, checklists, meter readings and the shift diary, with QR tags on equipment and parts from the store.

Team and approvals

Leave, attendance and spending approvals, incident and SOS queues, and gate coverage for supervisors and the committee.

Staff kiosk

PIN attendance, or phone check-in at the duty post, with approvals and corrections in the office.

Notifications

Push, email, SMS and WhatsApp channels with per-user preferences; a tap opens the right screen.

Try it yourself

Arjun Mehta

1. Use the web portal (same record) or the FlatMate app with the same society.

Farid Ansari, lift technician

1. Sign in to GatePass and open **Work** → **My Jobs**, then **Scan a Tag**.

> **Rohit Deshmukh, facility manager**
>
> 1. Sign in to GatePass and open the **Team** tab: approvals, incident queue and coverage today.

The outcome. A society that is as easy to use as a messaging app and as accountable as a ledger.

USE CASES

Capabilities by role

Role	What they do	Chapters
RWA President / Secretary	Run meetings, sanction spend, show residents where the money goes.	7. The committee at work 6. Where the money goes 2. When something breaks
Treasurer	Collections, defaulters, vendor approvals and the books.	3. The first of the month 6. Where the money goes
Property / Facility Manager	Rosters, tickets, vendors and the pay run.	4. ServicePro and the people who run the place 2. When something breaks 8. Assets that keep running
Security Head	Gates, visitors, overrides and patrol.	1. The gate at 6:55 AM
Help Desk	Calls to tickets to closure.	2. When something breaks
Resident (owner)	Pay, approve, book, ask.	3. The first of the month 1. The gate at 6:55 AM 5. The clubhouse 9. A community, not just a complex
Tenant	Same convenience; lease and move-in handled.	9. A community, not just a complex 2. When something breaks
Clubhouse Manager	Halls, courts, amenities and events.	5. The clubhouse
Society Admin / Office	People, access control and setup.	Meet Demo Heights

A 45-minute guided tour

Minutes	Sign in as	Open	Show
0-5	Meera Kapoor	Property → Buildings, Residents → Residents	The property model and the 550 flats.
5-12	Manoj Agarwal	Finance → Bills, Payments, Billing Heads, Expenses	Billing per sq ft, collections, approvals.
12-20	Rohit Deshmukh	Workforce → Staff, Roster Board, Attendance Approval, Pay Runs; Operations → Vendor Contracts	Agency staff versus payroll, and the ServicePro invoice.
20-27	Priya Nair	Help Desk → Console, Service Tickets	Request to ticket to SLA.
27-33	Ramesh Kumar	Security → Gate Console, Parcels, Patrol	The gate and its audit trail.
33-39	Arjun Mehta	Services → Facility Booking, My Home → My Billing	The resident view.
39-45	Deepak Joshi	Governance (RWA) → Meetings, Committees; Planning → Projects	Governance and compliance.

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Demo Heights is a fictional society. All names, flats, phone numbers and amounts are illustrative.