

Society Management Platform

A Complete Digital Operating System for Residential & Gated Housing Societies — Client Guide & Feature Catalog

Live Platform Portal:	https://society.codemasterminds.agency	Target Audience:	Housing Societies, Management Committees & Residents
Core Capabilities:	Billing, Gate Security, CRM, Helpdesk & White-Label	Currency & Locale:	PKR (₹) / Asia/Karachi (PKT)
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1. Executive Platform Overview

SocietySaaS is a modern, enterprise-grade cloud management system specifically designed to digitize, automate, and streamline all operations of independent residential communities, gated townships, apartment complexes, and commercial housing societies. Each customer society operates with complete data confidentiality, custom logo and color branding, dedicated administrator dashboards, and role-specific resident and security portals.

By replacing paper registers, manual cash receipts, and unverified gate entries with automated workflows, the platform eliminates revenue leakage, boosts maintenance fee collections, expedites complaint resolution, and provides residents with a premium digital living experience.

2. Society User Roles & Operational Access Levels

The system provides pre-configured role-based access control (RBAC) ensuring every society team member and resident has exactly the permissions needed for their daily responsibilities:

Role Name	User Category	Operational Responsibilities & System Permissions	Default Portal URL
Society Admin	Management	Highest authority in the society. Manages blocks, streets, and properties; registers residents and staff; sets up fee categories; generates single/bulk bills; customizes society logo, colors, and headers; monitors real-time dashboards.	/society/dashboard
Society Manager	Operations	Oversees daily operations. Manages property occupancy statuses, verifies resident profiles, assigns complaint tickets to maintenance technicians, broadcasts official community notices, monitors visitor logs.	/society/properties

Accountant	Finance	Handles financial accounting. Generates monthly maintenance bills, records resident cash/bank payments, applies automatic FIFO balance allocations, manages society expenses, executes payment reversals with audit notes, exports PDF/Excel financial ledgers.	/society/billing
Receptionist	Front Desk	Front-desk interface. Searches resident contact directory, collects over-the-counter payments, issues official computerized payment receipts, logs walk-in resident maintenance complaints.	/society/residents
Security Guard	Security Staff	Gate entry terminal operator. Verifies pre-approved 6-digit visitor passcodes in seconds; logs walk-in visitors with full details (name, CNIC, phone number, vehicle registration number); records real-time entry and exit timestamps.	/portal/gate
Maintenance Staff	Field Technician	Field technician terminal (electrician, plumber, etc.). Reviews assigned complaint work orders, updates repair statuses (In Progress, Resolved, Pending Parts), records internal technician notes upon job completion.	/portal/work-orders
Resident (Owner)	Resident	Property owner portal. Views authorized property units, downloads itemized maintenance bills & verified receipts, lodges service complaints with photo attachments, generates visitor guest passes, customizes personal workspace background color.	/portal/dashboard
Resident (Tenant)	Resident	Tenant resident portal. Views leased property unit details, checks rental maintenance invoices, lodges maintenance complaints, generates visitor guest passes, views official community notices.	/portal/dashboard
Committee Member	Executive Board	Management committee executive. High-level read-only oversight of financial statements, recovery ratios, open complaint resolution turnaround times, society notices, and meeting minutes.	/society/dashboard

3. Interactive Demonstration & Client Testing Accounts

Prospective housing societies can evaluate the platform firsthand using pre-loaded demonstration personas representing different operational roles within an active residential society:

Testing Persona	Login Email	Password	What To Test in this Persona
Society Admin Green Palms Residencia	admin@greenpalms.pk	SocietyPassword123!	Full administrative workspace: generate bulk bills, add properties, view revenue, upload custom logo and change society theme colors.
Resident / Owner Dr. Asad (Green Palms)	resident@greenpalms.pk	ResidentPassword123!	Resident experience: view bills, download receipts, lodge a plumbing complaint, generate a visitor pass, personalize workspace background color.
Security Gate Guard Green Palms Main Gate	guard@greenpalms.pk	GuardPassword123!	Gate entry terminal: verify 6-digit visitor passcodes, log walk-in visitor details (CNIC, phone, vehicle), record check-in/check-out.
Independent Society Admin Royal Orchard Villas	admin@royalorchard.pk	SocietyPassword123!	Verifies strict data isolation: illustrates that Royal Orchard has independent records and cannot access Green Palms data.

4. Core Society Management Features & Modules

4.1 Property & Unit Directory

Organize residential sectors into Blocks, Streets, and individual Properties (Houses, Villas, Apartments, Commercial Shops). Units track size (Marla, Kanal, Sq Ft), occupancy status (Owner-Occupied, Tenant-Occupied, Vacant, Under Construction), and full tenancy transfer history.

4.2 Automated Billing & FIFO Payment Accounting

Create customizable recurring fee heads (General Maintenance, Security, Clean Water, Trash Collection). Generate single or bulk monthly bills with duplicate prevention. Payments are automatically allocated using **FIFO (First-In, First-Out) accounting** against the oldest unpaid invoices first, with instant printable receipts.

4.3 Digital Visitor Pass & Gate Terminal

Residents generate pre-approved visitor passes with a unique 6-digit passcode. Security personnel use the dedicated **Gate Terminal** to verify codes instantly, or record walk-in visitors with CNIC, mobile, and vehicle number, preventing unauthorized access.

4.4 Complaints Helpdesk & Technician Dispatch

Residents lodge complaints with photo evidence categorized by discipline (Electrical, Plumbing, Security, Sanitation). Management assigns tickets to maintenance staff, who track repairs through a specialized field work-order interface.

4.5 Custom Branding & Personal Appearance

Upload your society's official emblem/logo, select brand primary and secondary colors, configure invoice headers, and define a default theme. Users can also personalize their personal workspace background color from preset chips or a custom color picker with automatic text contrast adjustment.

5. Maintenance Support SLAs & Infrastructure Add-Ons

Ensure round-the-clock reliability with guaranteed response times, continuous software updates, daily backups, and optional infrastructure add-ons:

Service / Package	Pricing (PKR)	Included Technical Specifications
Standard Maintenance SLA	PKR 12,000 per month	24-hour turnaround for bug fixes, monthly continuous software updates, daily automated database snapshots with 14-day retention, wildcard SSL renewal, firewall rate-limiting, 99.5% uptime.
Premium Business SLA ★ Recommended	PKR 25,000 per month	Same-day 4-hour urgent bug remediation, bi-weekly continuous upgrades, 6-hour database snapshots saved offsite to AWS S3 (30-day retention), quarterly security audits, dedicated WhatsApp & phone hotline for management, 99.9% uptime.
Enterprise 24/7 SLA	PKR 50,000 per month	1-hour critical response SLA for security gate & billing, named senior engineer assigned to society, continuous real-time point-in-time recovery, includes 4 hrs/month bespoke custom feature engineering, 99.99% high-availability cluster.
Custom White-Label Domain & SSL	PKR 5,000 one-time setup	Deploy portal on society's own branded domain (e.g. portal.your-society.com), automated wildcard SSL certification, custom DNS routing, and white-labeled email sender records.
Dedicated Cloud VPS Server	PKR 20,000 per month	Isolated high-capacity cloud server (8 vCPU, 16GB RAM, NVMe storage) for large communities (1,000+ units) with high gate traffic and zero sysadmin overhead.
Transactional SMS Gateway API	PKR 1.80 / SMS Bundles from PKR 8,500	Branded alphanumeric sender ID mask (e.g. GP-SOCIETY) for instant bill generation alerts, payment receipts, visitor OTPs, and emergency alerts.
WhatsApp Business API Integration	PKR 15,000 setup + usage	Deliver maintenance bills directly on WhatsApp with PDF attachments, 1-click payment links, complaint ticket status tracking, and visitor approvals.
Online Payment Gateway Integration	PKR 25,000 one-time integration	Direct merchant integration with JazzCash, EasyPaisa, Bank Alfalah, Kuickpay, or Stripe. Direct deposit into society's bank account with automated FIFO reconciliation.
Biometric & RFID Barrier Integration	Custom Quote per gate barrier	RFID vehicle windshield tags & biometric turnstiles connected directly to SocietySaaS for automatic boom-barrier opening for verified residents in good standing.

6. How to Onboard Your Housing Society

Getting your housing society setup takes only a few simple steps:

- **Step 1: Submit Society Registration:** Visit <https://society.codemasterminds.agency/apply> and provide your society details, estimated units, and contact person.
- **Step 2: Account Activation & Setup Link:** Upon review, an official onboarding invitation link is emailed to your designated Society Administrator.
- **Step 3: Upload Plots & Residents:** Use our Excel spreadsheet import tool to load your plots, houses, and resident phone numbers in minutes.
- **Step 4: Customize Your Branding:** Upload your society emblem and configure brand colors in the Society Admin Branding panel.

- **Step 5: Go Live:** Issue login credentials to residents and staff, and start generating computerized maintenance bills and visitor passes.

SocietySaaS Client Product Guide — <https://society.codemasterminds.agency> — Contact: info@codemasterminds.agency