



Real Estate Management System

User Manual

A comprehensive guide to managing buildings, units, villas, lands, tenants, contracts, payments, staff, and system settings.

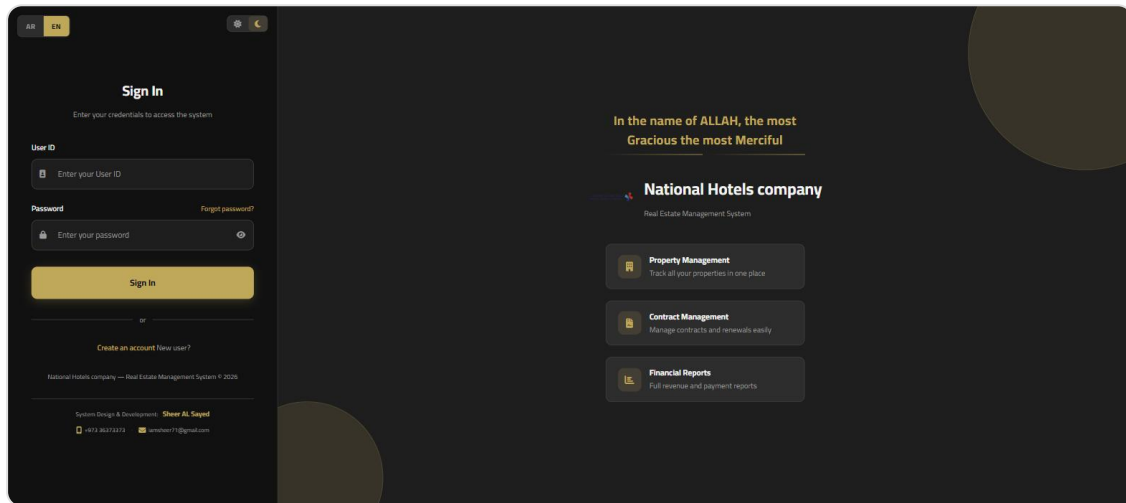
Version 2.0 | 2026

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1 Login

Access the system through your browser by navigating to the server address. The login page prompts for your username and password.

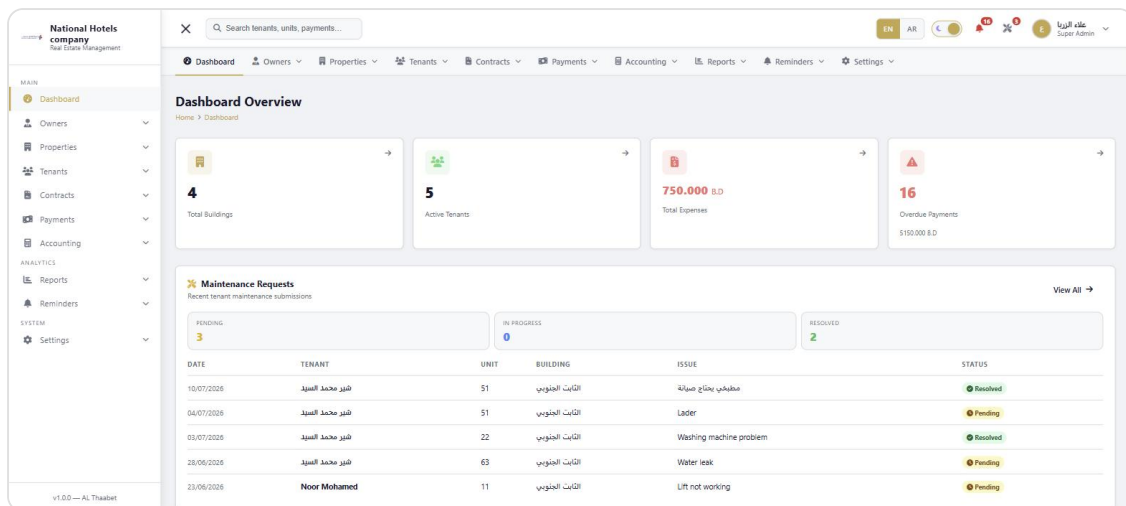


- 1 Enter your **Username** and **Password**.
- 2 Click **Login**. The system validates your credentials and redirects you to the Dashboard.

Note: User accounts are created and managed by the system administrator under Users Management.

2 Dashboard

The Dashboard provides a real-time snapshot of the portfolio — key statistics, financial summaries, upcoming reminders, and quick-access links to all major sections.

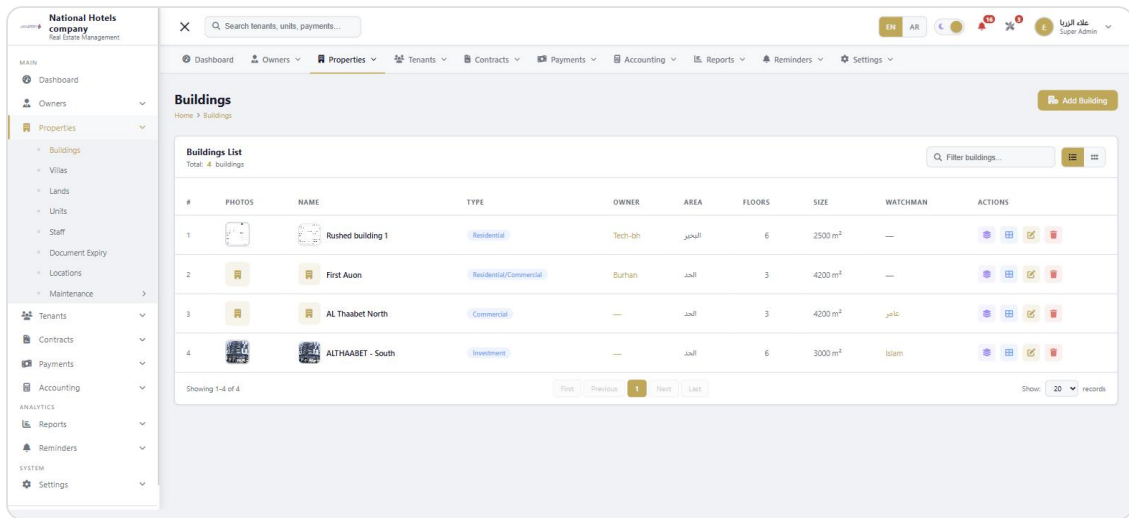


Key panels include total buildings, active agreements, upcoming payment due dates, overdue payments, total income vs. expenses, and alerts for expiring staff documents or agreements.

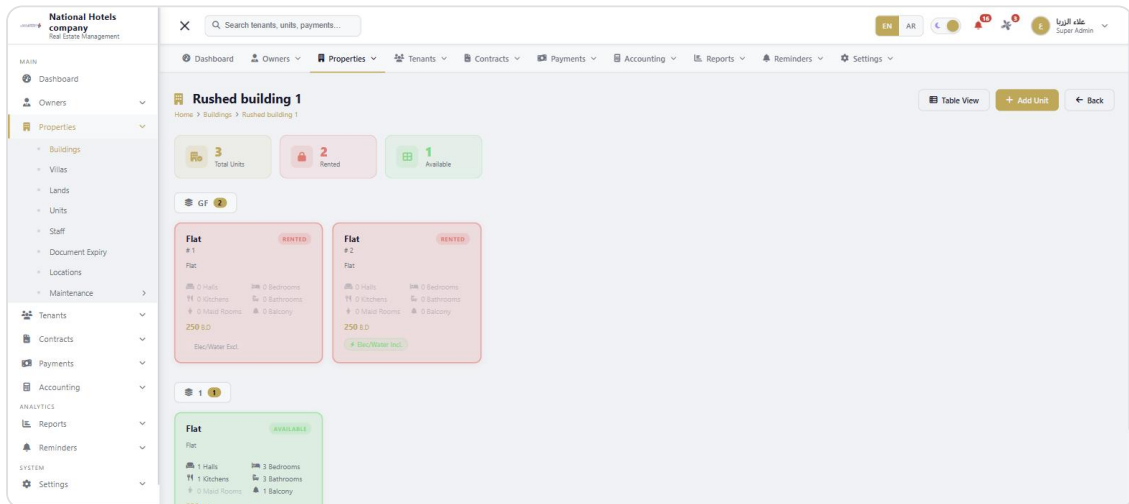
Tip: Dashboard stat cards are clickable — they navigate directly to the relevant section with pre-applied filters.

3 Buildings

The Buildings section lists all registered properties. Add new buildings, view details, and drill into their units from here.



Each building card shows the name, location, number of units, and occupancy status. Clicking a building opens its detail page.



The building detail page shows full information including a photo gallery, a list of all units with their status (vacant / occupied), and quick links to add or manage units.

Add Building

Edit Building

View Units

Photo Gallery

4

Units

The Units page lists all apartment and office units across all buildings. Filter by building, floor, status, or unit type.

#	PHOTO	UNIT NAME	TYPE	UNIT NO	FLOOR	VACANCY	TENANT	AREA (SQM)	RENT	CONTRACT	ELEC/WATER	ACTIONS
ALTHAABET - South 25 units												
1		Full Floor G	Full Floor	G	GF	Available	—	2,000	—	—	Green	View Building
2		Flat 12	Flat	12	1	Maintenance	—	220	350	—	Green	View Building
3		Flat 64	Flat	64	6	Available	—	200	350	—	Green	View Building
4		Flat 63	Flat	63	6	Remitted	شركة محمد السيد	200	350	—	Green	View Building
5		Flat 62	Flat	62	6	Available	—	200	350	—	Green	View Building
Al Thaabet North 2 units												

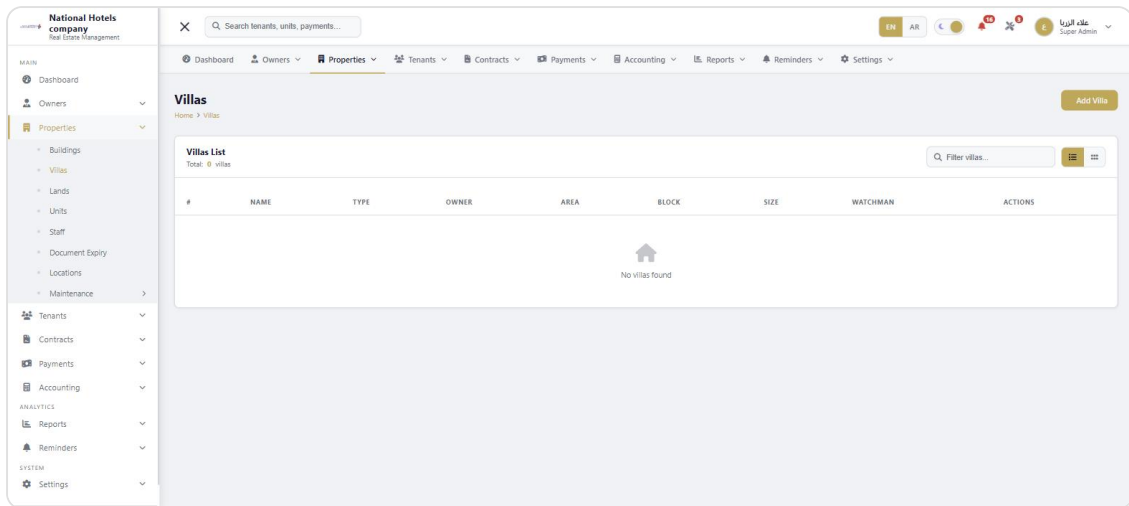
Each row shows the unit number, building, floor, type, size, and current occupancy status. From here you can add a new unit, edit an existing one, or view its agreement history.

Status colours: Green = Occupied | Red = Vacant.

5

Villas

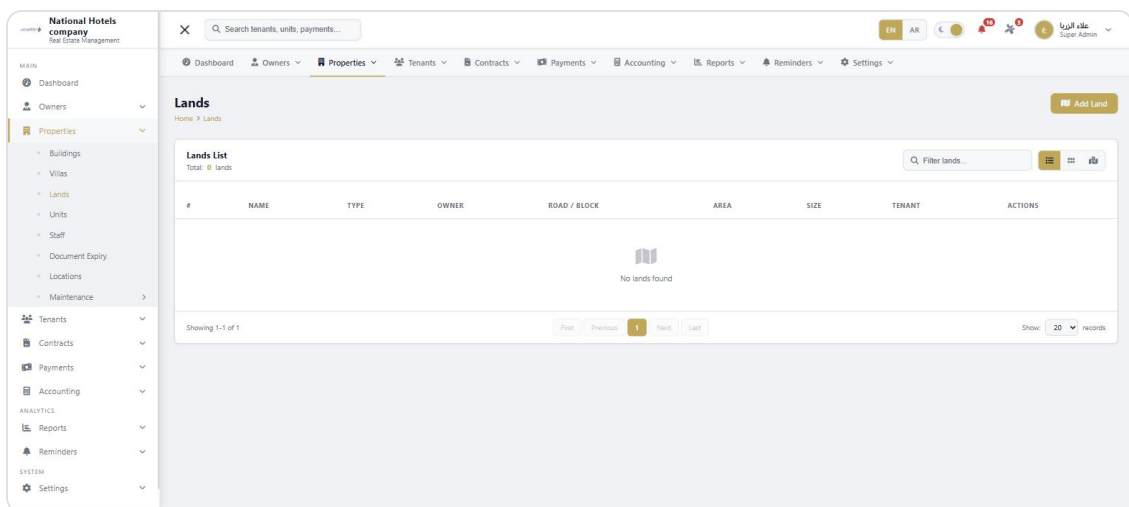
The Villas page manages standalone villa properties, separate from multi-unit buildings. Each villa has its own photos, rent details, and agreement history.



Click **Add Villa** to register a new villa with its address, owner, type, and initial status. Edit and delete options are available per row.

6 Lands

The Lands page tracks land plots available for lease or investment. Each entry records location, area, owner, and current rental status.



Lands follow the same add/edit/delete workflow as buildings and villas. Use the filter bar to search by location or status.

7 Staff

The Staff section stores records for all employees — maintenance workers, security, administrators, and others. Each record includes personal details, job title, contact info, and document expiry dates.

#	NAME	CPR	JOB TYPE	CONTACT	NATIONALITY	PASSPORT NO	PASSPORT EXPIRY	RESIDENCE EXPIRY	ACTIONS
1	Test	—	Office Manager	—	Egypt	—	—	—	
2	Abdulrahman	802036257	Property Maintenance Follow-up	36797745	India	3690222	12/06/2026	12/06/2026	
3	عالم	850102365	Watchman	90745632	Pakistan	985632	24/06/2026	19/06/2026	
4	Islam	900100200	Watchman	36985214	Bangladesh	1023654	28/04/2026	13/07/2026	

Showing 1-4 of 4

First Previous 1 Next Last

Show 20 records

- 1 Click **Add Staff** to create a new employee record.
- 2 Fill in name, nationality, job title, phone, and upload any required documents (ID, visa, etc.).
- 3 Set document expiry dates so the system can alert you before they expire.

8 Staff Document Expiry

This view highlights all staff whose documents (visas, residency permits, IDs) are expiring soon or have already expired, making compliance management easy.

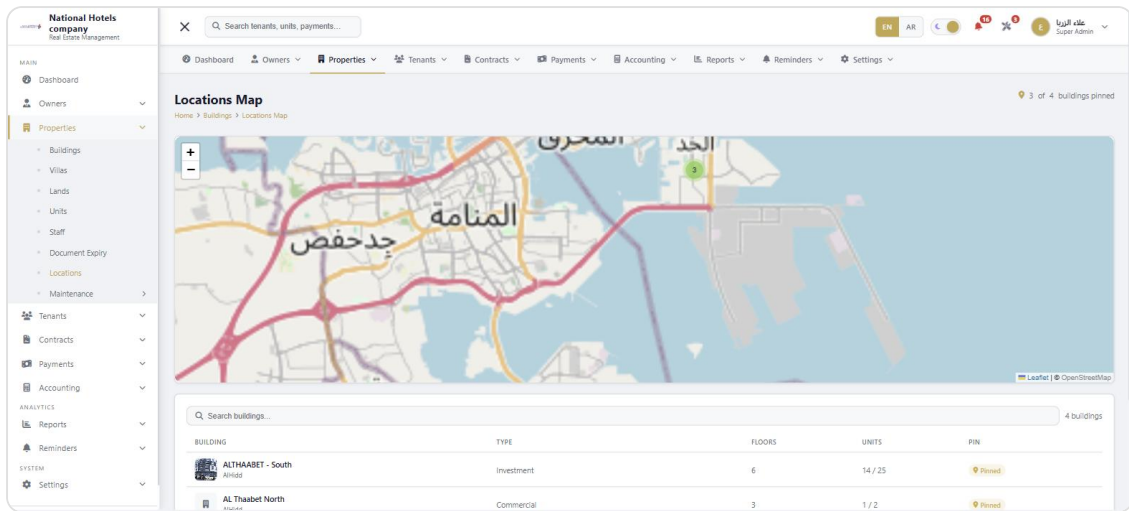
NAME	NATIONALITY	PASSPORT EXPIRY	PASSPORT DAYS	RESIDENCE EXPIRY	RESIDENCE DAYS	ACTIONS
Islam	Bangladesh	26/04/2026	95 days ago	13/07/2026	19 days ago	
عامر	Pakistan	24/06/2026	36 days ago	13/06/2026	49 days ago	

The list is colour-coded: red for already expired, amber for expiring within 30 days. Click any row to open the staff record and update the document details.

Tip: This alert is also accessible from the Dashboard notification panel.

9 Locations Map

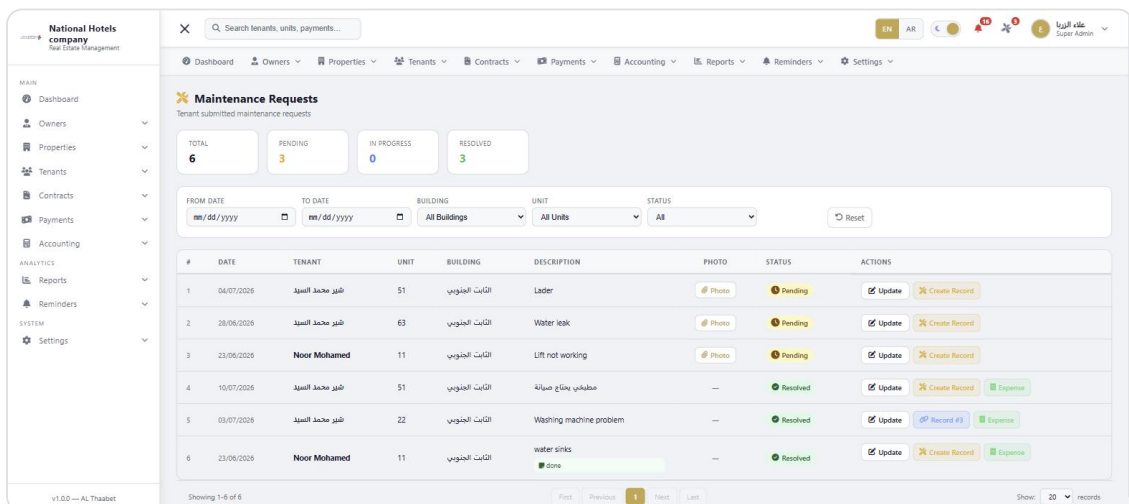
The Locations Map displays all properties (buildings, villas, lands) as pins on an interactive map. Click any pin to see a summary card with a link to the full property page.



Use the map to get a geographic overview of the portfolio, identify property clusters, and quickly navigate to a specific property by area.

10 Maintenance Requests

Tenants or managers can log maintenance requests for any unit, villa, or building. Each request tracks the issue, priority, assigned technician, and current status.



1 Click **Add Request** and select the property and unit.

- 2 Describe the issue and set the priority (Low / Medium / High / Urgent).
- 3 Assign a staff member and set the expected completion date.
- 4 Update the status as work progresses: Pending → In Progress → Completed.

11 Maintenance History

Maintenance History shows all completed and closed maintenance requests. Use it to audit past work, track costs, and review technician performance.

National Hotels company
Real Estate Management

Search tenants, units, payments...

Dashboard Owners Properties Tenants Contracts Payments Accounting Reports Reminders Settings

Maintenance History

Complete maintenance log across all buildings and units

TOTAL RECORDS: 3 | TOTAL COST: BD 100.000 | IN PROGRESS: 3 | COMPLETED: 0 | CANCELLED: 0

FROM DATE: mm/dd/yyyy | TO DATE: mm/dd/yyyy | BUILDING: All Buildings | STATUS: All Statuses | Apply | Reset

Maintenance Records
Showing 3 records

#	BUILDING	UNIT	CONTRACTOR	DESCRIPTION	START DATE	END DATE	COST (BD)	STAFF	STATUS	ACTIONS
1	القاعات الفندقية	22	test	Washing machine problem View Request #5: كبر مشكلة الغسالة	03/07/2026	03/07/2026	20,000	Abdulrahman	In Progress	View Edit
2	القاعات الفندقية	21	Xyz	Testa View Request #6: اختبار	15/06/2026	24/06/2026	50,000	Abdulrahman	In Progress	View Edit
3	القاعات الفندقية	1	test	testd View Request #7: اختبار	12/06/2026	23/06/2026	30,000	تامر	In Progress	View Edit

Total Costs: BD 100.000

Showing 1-3 of 3 | First | Previous | 1 | Next | Last | Show: 25 records

Filter by property, date range, or technician. Each row links back to the original request for full details.

12 Tenants

The Tenants section stores all tenant profiles — personal details, contact info, ID documents, and a history of their agreements and payments.

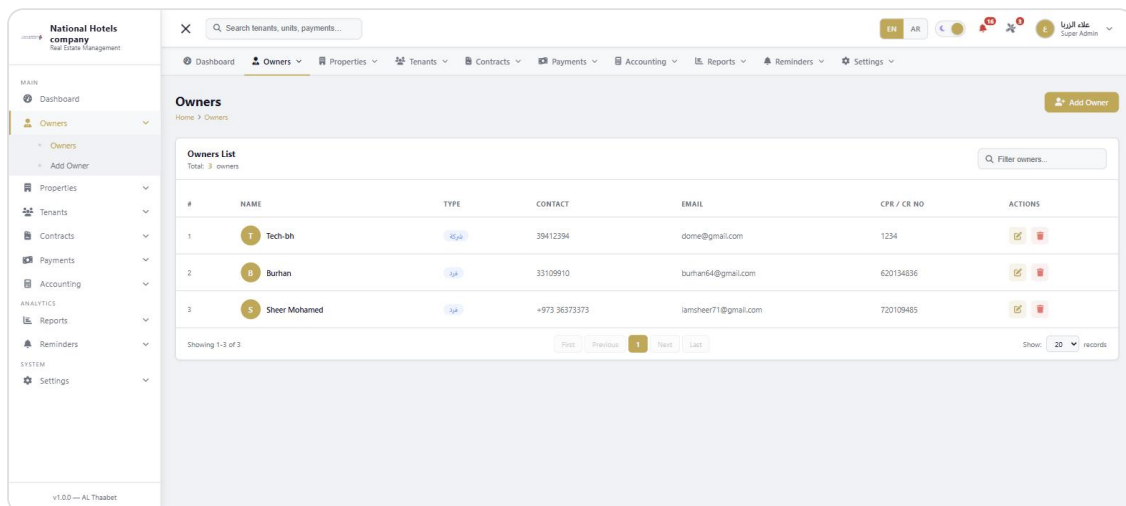
#	NAME	TYPE	CONTACT	EMAIL	CPR / CR	ACTIONS
1	Mohamed Yousef	Individual	00000000	---	850109632	
2	شهر محمد السيد	Individual	36373373	feras.mattu@gmail.com	720109485	
3	Noor Mohamed	Individual	33300210	---	670304344	
4	إيهاب رجب النجار	Company	00000000	iamshier71@gmail.com	660102368	
5	أيمن الكوهدى	Government	00000000	tsai@gmail.com	650102365	

- 1 Click **Add Tenant** to create a new profile.
- 2 Enter name, nationality, CPR/ID, phone, email, and upload ID documents.
- 3 Once saved, the tenant can be linked to an agreement.

Note: Tenants with outstanding overdue debt are flagged in red and cannot be assigned a new agreement until the debt is cleared.

13 Owners

The Owners section manages property owner records, including personal details, bank information, and a breakdown of portfolio income after management deductions.



#	NAME	TYPE	CONTACT	EMAIL	CPR / CR NO	ACTIONS
1	Tech-bh	شركة	39412394	dome@gmail.com	1234	 
2	Burhan	شركة	33109910	burhan64@gmail.com	620134836	 
3	Sheer Mohamed	شركة	+973 36373373	iamsheer71@gmail.com	720109485	 

Each owner profile links to their properties and provides a financial summary showing gross income, management percentages applied, and net amounts due. Owner-specific percentage overrides can be set per year and per percentage category.

14 Agreements

Agreements are the core of the system — each links a tenant to a unit (or villa/land) for a defined rental period, specifying rent amount, payment frequency, and start/end dates.

#	CODE	TENANT	UNIT	RENT	START	END	STATUS	DOC	ACTIONS
1	AG-2026-024	شهر محمد السيد	شقة — 51 — القاب الجنوبي	350	01/10/2026	30/09/2027	Active		
2	AG-2026-023	شهر محمد السيد	شقة — 22 — القاب الجنوبي	350	01/07/2026	30/06/2027	Active		
3	AG-2026-022	Mohamed Yousef	شقة — 53 — القاب الجنوبي	350	01/08/2026	31/07/2027	Active		
4	AG-2026-021	Mohamed Yousef	شقة — 2 — بناية الرشيد	250	01/07/2026	30/06/2027	Active		
5	AG-2026-020	فهد الكوهدى	شقة — 1 — بناية الرشيد	250	01/07/2026	30/06/2027	Active		
6	AG-2026-019	شهر محمد السيد	شقة — 63 — القاب الجنوبي	350	18/06/2026	17/06/2027	Active		
7	AG-2026-018	شهر محمد السيد	شقة — 61 — القاب الجنوبي	350	01/06/2026	31/05/2027	Active		
8	AG-2026-017	إلهاب رجب النخاعة	شقة — 44 — القاب الجنوبي	350	01/06/2026	31/05/2027	Active		

- 1 Click **Add Agreement** and select the property type (Unit / Villa / Land).
- 2 Choose the tenant, unit, start date, end date, rent amount, and payment period.
- 3 Save — the system automatically generates the payment schedule.

Agreement Expiry Alerts: The Dashboard and Rent Reminders section highlight agreements approaching their end date so renewals are never missed.

15 Payments

The Payments page lists all scheduled and received rent payments across all active agreements. Mark payments as received, view receipts, and track partial payments.

Payments

46 payments | Total: 11950,000 BHD

BUILDING: All Buildings | UNIT: All Units | TENANT: All Tenants | X Reset

#	MONTH	UNIT	AMOUNT	TYPE	DATE	INVOICE	ACTIONS
Muhammad Yousef (9 payments)							
1	2026-07	Flat 2 - Rushed building 1	250,000	Cash	29/06/2026	2026/0016	
2	2026-08	Flat 2 - Rushed building 1	250,000	Cash	29/06/2026	2026/0016	
3	2026-09	Flat 2 - Rushed building 1	250,000	Cash	29/06/2026	2026/0016	
4	2026-07	Flat 2 - Rushed building 1	—	Cash	29/06/2026	2026/0017	
5	2026-08	Flat 2 - Rushed building 1	—	Cash	29/06/2026	2026/0017	
6	2026-09	Flat 2 - Rushed building 1	—	Cash	29/06/2026	2026/0017	
7	2026-08	Flat 53 - ALTHAABET - South	350,000	Cash	29/06/2026	2026/0018	

Use the filters (by tenant, unit, month, status) to find specific payments quickly. Each row shows the due date, amount, payment method, and whether it was paid on time or late.

Tip: Click the receipt icon on any paid row to generate or print a payment receipt for the tenant.

16 Overdue Payments

The Overdue Payments page isolates all payments that have passed their due date without being received — the primary tool for following up on late tenants.

#	TENANT	BUILDING	UNIT	AGREEMENT	PERIOD	DUE DATE	DAYS OVERDUE	REMAINING (BHD)	ACTIONS
1	Noor Mohamed	البيت الجنوبي	شقة 13	—	2026-05	01/05/2026	92 days	250,000	Pay WA Email
2	Noor Mohamed	البيت الجنوبي	شقة 13	—	2026-06	01/06/2026	61 days	100,000	Pay WA Email
3	—	—	—	—	2026-06	01/06/2026	61 days	350,000	Pay Email
4	—	—	—	—	2026-06	01/06/2026	61 days	350,000	Pay Email
5	إلهاب رجب للتجارة	البيت الجنوبي	شقة 44	AG-2026-017	2026-06	01/06/2026	61 days	350,000	Pay WA Email
6	فوز محمد السيد	البيت الجنوبي	شقة 61	AG-2026-018	2026-06	01/06/2026	61 days	350,000	Pay WA Email
7	فوز محمد السيد	البيت الجنوبي	شقة 63	AG-2026-019	2026-06	01/06/2026	61 days	350,000	Pay WA Email
8	فيلس الكوهدني	بنية الرشيد	شقة 1	AG-2026-020	2026-07	01/07/2026	31 days	250,000	Pay WA Email
9	إلهاب رجب للتجارة	البيت الجنوبي	شقة 21	—	2026-07	01/07/2026	31 days	350,000	Pay WA Email

For each overdue payment the system shows the number of days overdue, tenant contact details, and the total outstanding balance. Send reminders directly from this view or navigate to the Rent Reminders section for batch messaging.

17 All Incomes

The All Incomes page aggregates every income transaction across all properties — rent received, deposits, late fees, and any other income category configured in General Settings.

#	SCOPE	REFERENCE	TYPE	DETAILS	RECEIVED FROM	DATE	AMOUNT (BHD)	PAY METHOD	ATTACHMENT
1	Building	ALHAABET - South	Services	Commercial Rent	Awal Kindergarten	11/06/2026	30,000	Cash	

Filter by date range, property, income type, or owner to analyse revenue. Totals update dynamically with the current filter. Export to PDF or print directly from this view.

18 All Expenses

All Expenses tracks every expenditure — maintenance costs, utility bills, service fees, and any custom expense category. Compare expenses against income to monitor property profitability.

All Expenses
Complete expenses record across all categories

ALL RECORDS: 6 | TOTAL (BHD): 750,000 | BUILDING (BHD): 140,000 | ADMINISTRATIVE (BHD): 510,000 | UNITS MAINTENANCE (BHD): 100,000

Filters: All | Building | Administrative | BUILDING: All Buildings | YEAR: All Years | MONTH: All Months | Reset

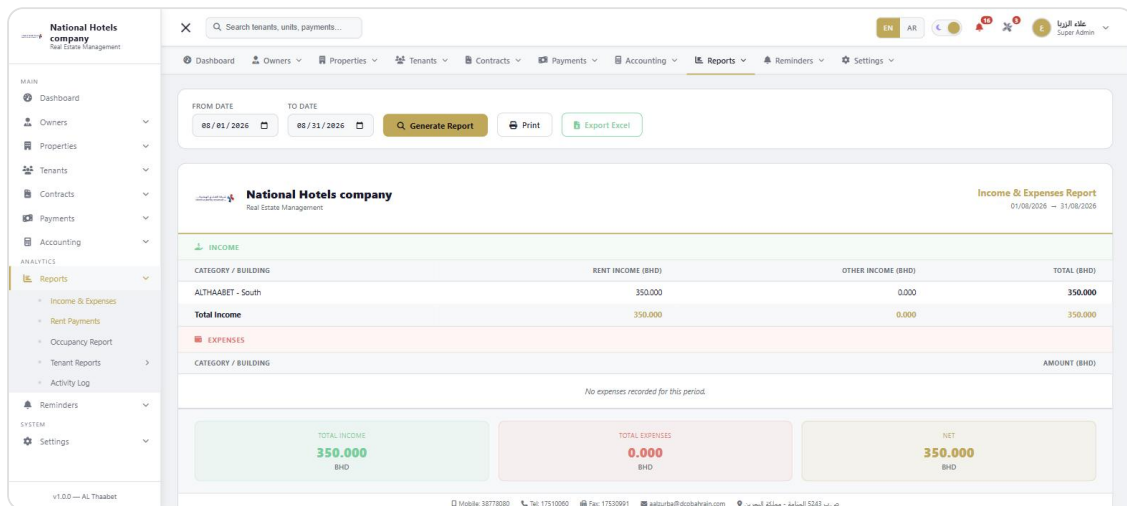
#	SCOPE	REFERENCE	TYPE	DETAILS	PAY FOR	DATE	AMOUNT (BHD)	PAY METHOD	ATTACHMENT
1	Building	ALTHABET - South	Invoice	General Maintenance	Horizons	03/07/2026	35,000	Cash	—
2	Building	Al Thabat North	Utilities	Carpentry	المطيل للتجارة	01/07/2026	30,000	Cash	—
3	Administrative	—	Maintenance Contract	Elevator	شركة آفم الحربية	28/06/2026	60,000	Visa Card	—
4	Building	ALTHABET - South	Invoice	Water	المطيل للتجارة	28/06/2026	25,000	Cash	📎
5	Building	ALTHABET - South	Invoice	Electricity	هبة الكهرباء وقاء	11/06/2026	50,000	Check	📎
6	Administrative	—	Management	General Maintenance	Horizons	09/06/2026	450,000	Check	📎

Showing 1-6 of 6 | First | Previous | 1 | Next | Last | Show: 20 records

- 1 Click **Add Expense** and select the property, category, and amount.
- 2 Add a description and attach any supporting invoice or receipt image.
- 3 Save — the expense is immediately reflected in Reports and Dashboard totals.

19 Reports

The Reports section generates printable and exportable summaries of the portfolio's financial and operational performance.

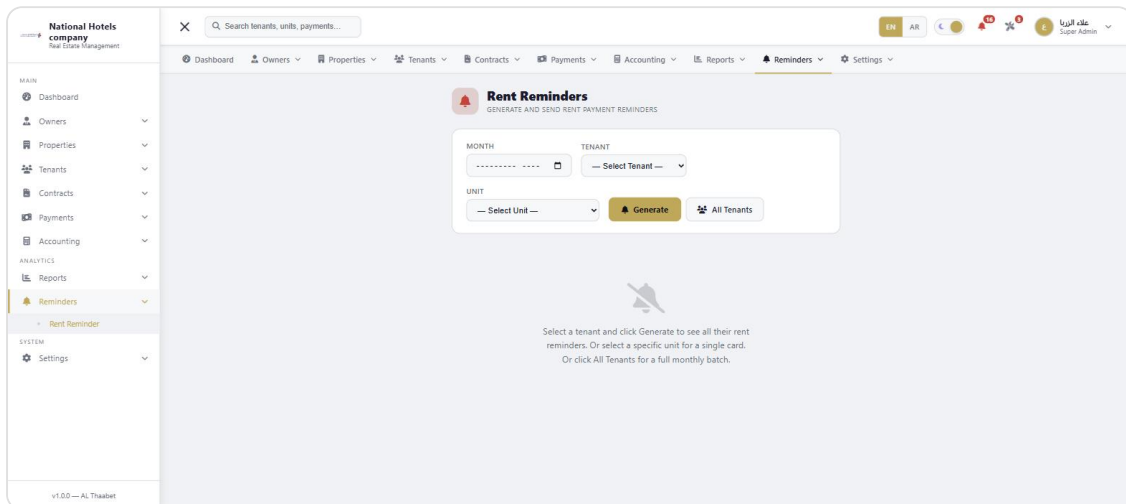


Available report types: Income vs. Expense Summary, Owner Statement (net income after deductions), Occupancy Rate, Agreement Expiry Report, and Overdue Payments Report. Select a date range and property filter, then click **Generate**.

Owner Statement: Calculates the net amount owed to each owner after applying management percentage deductions (rebuild, management, maintenance), with a clear breakdown per category.

20 Rent Reminders

Rent Reminders lets you send payment reminder messages to tenants via WhatsApp (UltraMsg) or email — individually or in bulk to all overdue tenants.



- 1 Select the tenants to remind (or click **Select All**).
- 2 Choose the reminder template and channel (WhatsApp / Email).
- 3 Click **Send** — messages are dispatched and the action is logged.

Note: WhatsApp reminders require UltraMsg integration configured in System Settings. Email reminders use the SMTP/Resend configuration.

21 Activity Log

The Activity Log records every action performed in the system — who did what and when — providing a complete audit trail for accountability and troubleshooting.

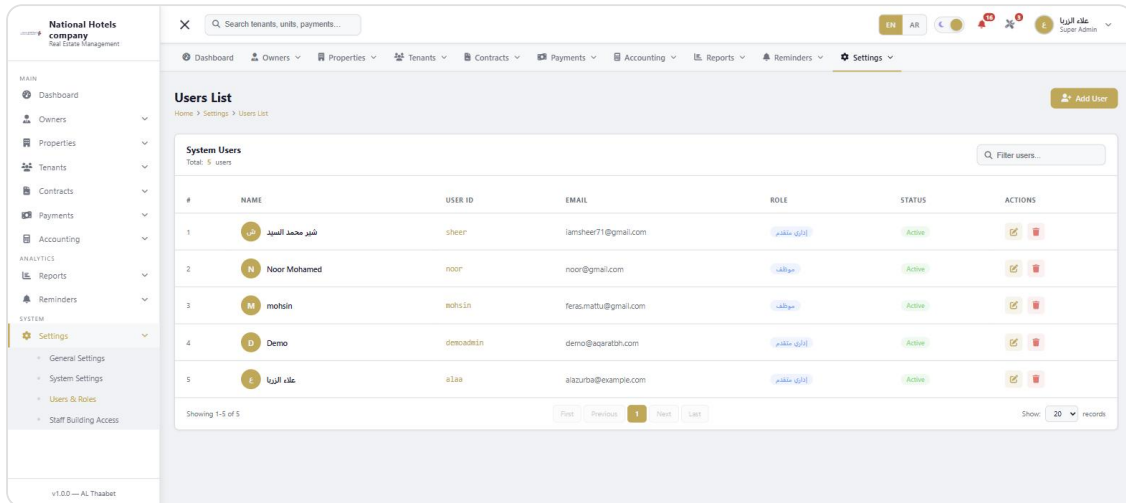
OPERATION	TABLE	RECORD INFO	USER	DATE & TIME
Delete	tblusers	31 - eham	alaa	22/07/2026 14:57 - 10 days ago
Delete	tblusers	30 - Salman Saad	alaa	22/07/2026 14:57 - 10 days ago
Delete	tblusers	28 - Ahmed	alaa	22/07/2026 14:57 - 10 days ago
Delete	tblowners	1 - الجمعية المساهمة - 1	alaa	22/07/2026 14:56 - 10 days ago
Edit	tbltenants	6 - Mohamed Yousef	shear	22/07/2026 14:29 - 10 days ago
Edit	tbltenants	1 - فيصل الكوهدى - 1	shear	22/07/2026 14:29 - 10 days ago
Edit	tbltenants	2 - إلهاب راتب للتجارة - 2	shear	22/07/2026 14:29 - 10 days ago
Edit	tblusers	35 - علاء الزبنا - alaa.urbat@example.com	shear	22/07/2026 14:28 - 10 days ago
Edit	tbltenants	2 - إلهاب راتب للتجارة - 2	shear	15/07/2026 20:13 - 17 days ago

Each log entry shows: Date/Time, User, Section affected, Operation type (Add / Edit / Delete), and Record details. Filter by user, date range, or section. The log covers all sections including System Settings, Users, Buildings, Agreements, Payments, and more.

Admin only: The Activity Log is accessible only to users with Administrator or Senior Administrator roles.

22 Users Management

Manage system user accounts — create new users, assign roles, change passwords, and activate or deactivate accounts.



- 1 Click **Add User** to create a new account.
- 2 Enter the user's full name, username, email, password, and role (Employee / Senior Administrator).
- 3 Set status to **Active** to allow login, or **Inactive** to suspend access.

Roles: Senior Administrators have access to Users, System Settings, and the Activity Log. Employees see operational sections only.

23 System Settings

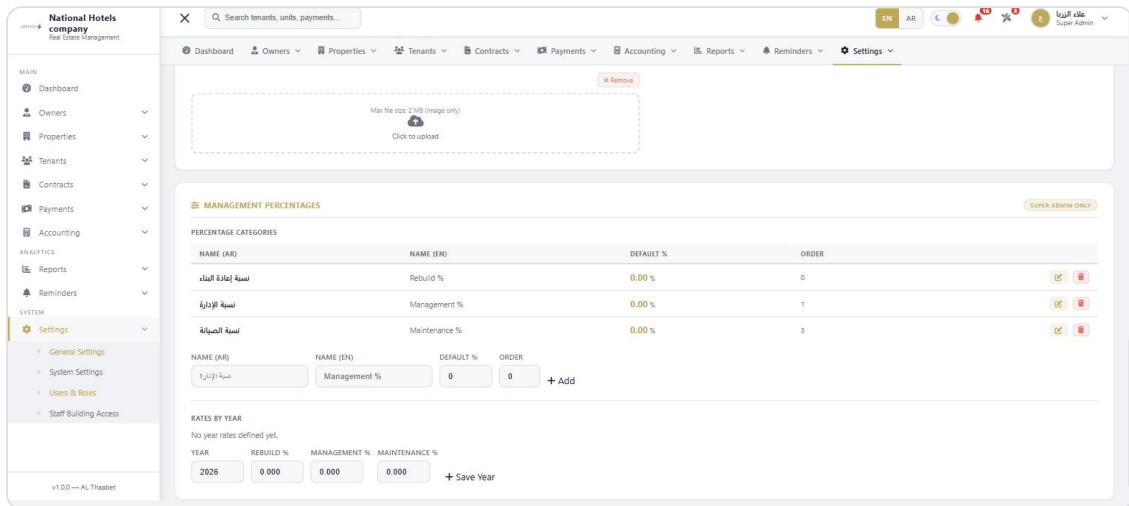
System Settings is the control centre for configuring the company profile, authorised persons, company images, and management percentage categories.

Company Information — Enter the company name (Arabic & English), phone, fax, mobile, email, address, PO Box, commercial registration, licence number, and IBAN. This information appears on printed documents and reports.

The screenshot shows the 'System Settings' page for 'National Hotels company'. The page is divided into a left sidebar and a main content area. The sidebar contains a 'MAIN' section with links to Dashboard, Owners, Properties, Tenants, Contracts, Payments, Accounting, Reports, and Reminders. Below this is an 'ANALYTICS' section with links to Reports and Reminders. The 'SYSTEM' section is expanded, showing 'Settings' with sub-links for General Settings, System Settings (selected), Users & Roles, and Staff Building Access. The main content area has a search bar at the top and a navigation menu with links to Dashboard, Owners, Properties, Tenants, Contracts, Payments, Accounting, Reports, Reminders, and Settings. The 'System Settings' page is titled 'System Settings' and has a breadcrumb trail: Home > General Settings > System Settings. The 'COMPANY INFORMATION' section contains the following fields:

Field	Value
COMPANY NAME (ARABIC)	فندق النخلة
COMPANY NAME (ENGLISH)	National Hotels company
EMAIL	aalcurba@dcobahrain.com
TELEPHONE	17510060
FAX	17530991
MOBILE	38778080
CR NO	
PO BOX	
ADDRESS (ARABIC)	ص.ب. 5243 - المنامة - مملكة البحرين
ADDRESS (ENGLISH)	PO BOX 5243 - Manama - Kingdom of Bahrain
IBAN ACCOUNT NUMBER	BH00001234567890320145
LICENSE NO	123456

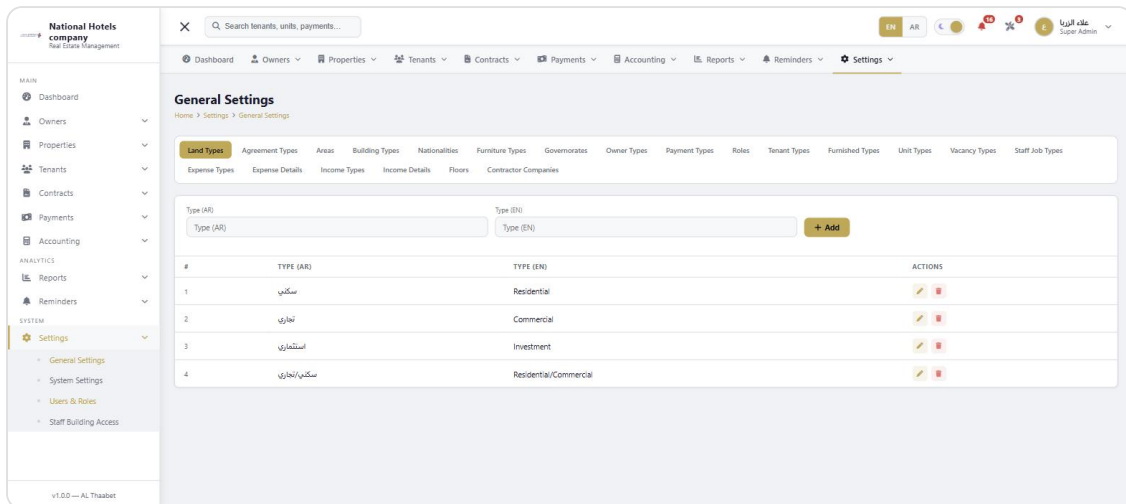
Management Percentages — Define the percentage categories deducted from owner income (e.g. Rebuild %, Management %, Maintenance %). Set a default percentage per category and optionally override per year using the year-rate table.



Note: All changes to System Settings are recorded in the Activity Log for audit purposes.

24 General Settings

General Settings provides lookup tables that power the dropdowns throughout the system. Configure land types, building types, unit types, nationalities, governorates, payment methods, furniture types, owner types, tenant types, job titles, occupancy types, expense types, income types, expense details, income details, floors, contractor companies, and more.

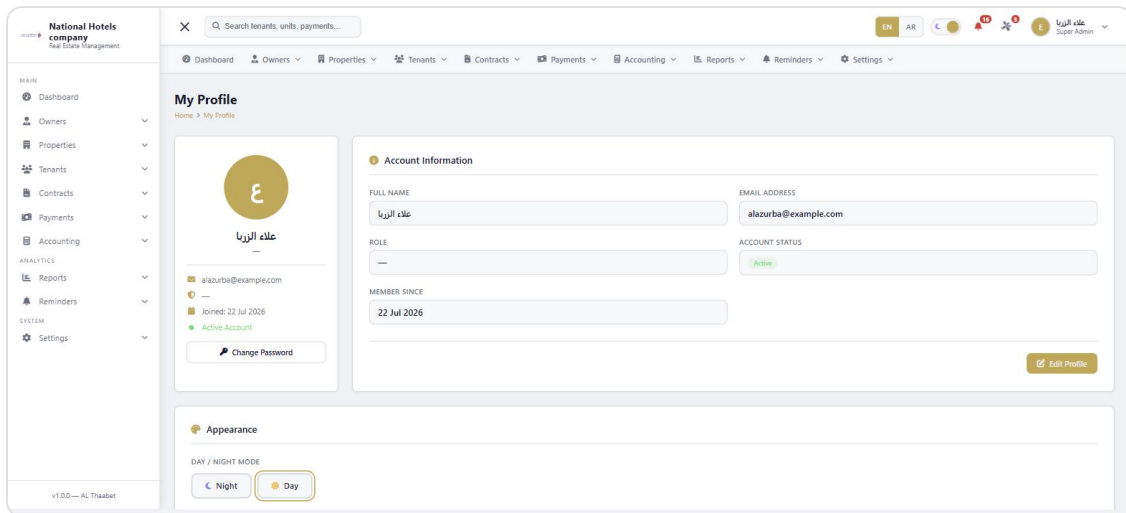


Each tab in General Settings corresponds to one lookup table. Add, edit, or remove entries and they immediately become available system-wide in the relevant dropdowns.

Tip: Keep lookup values clean and consistent — they appear on reports and printed documents.

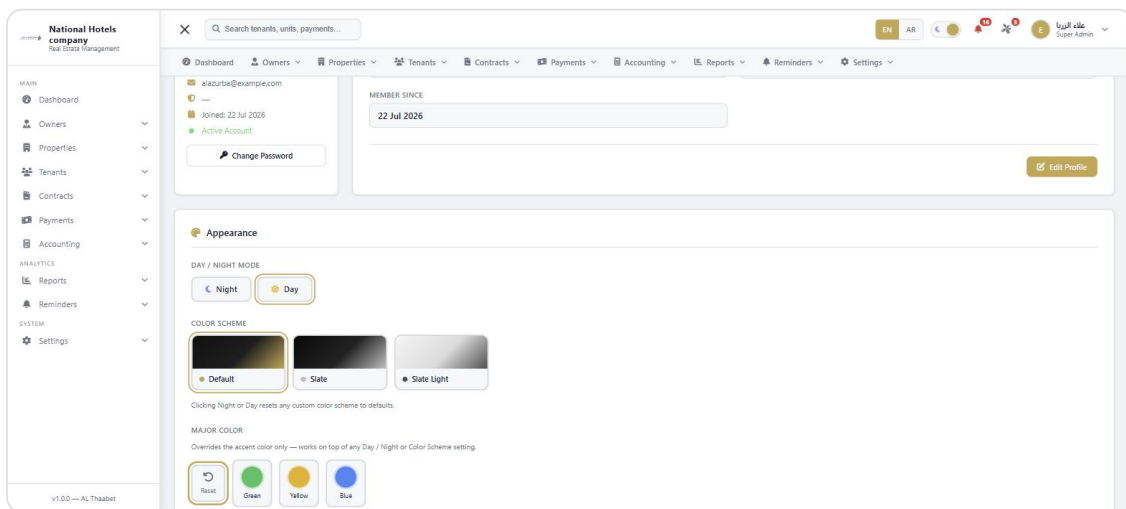
25 User Profile & Appearance

Every user can customise their account profile and the visual appearance of the system from the Account Settings page, accessed by clicking their avatar in the top-right corner.



Profile — Update your display name, email address, and password.

Appearance — Toggle between Day (light) and Night (dark) mode. Choose a colour scheme (Default, Green, Blue) and optionally apply a Major Color accent overlay (Green, Yellow, or Blue) that tints active accent elements independently of the day/night mode.



Language — Switch the interface between English and Arabic at any time using the **EN / AR** toggle in the top navigation bar. The language preference persists across sessions.

Major Color: The accent overlay applies a colour tint to buttons, active menu items, and highlights without changing the underlying day/night colour scheme. Reset to default by clicking the reset switch.

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For support, contact your system administrator.