



Exploring the Impact of House Renting Websites: A Comparative Study on User Experience

¹ Prof. G. Y. Tidke, ² Mr.Yash Baitule, ³ Mr. Swapnil Gore, ⁴ Mr.Vishal Lande, ⁵ Mr.Aniket Bawaskar

^{1 2 3 4 5} Department of Computer Science and Engineering, Mauli Group of Institution's College of Engineering and Technology, Shegaon

ABSTRACT—

The purpose of this research paper is to analyze the development and impact of a house renting website. The house renting website is a platform that allows users to book house rooms, apartments, villas, and other accommodation types in a seamless manner. The website is designed to provide a user-friendly interface and a range of features that enhance the user experience. In this paper, we discuss the development process of the website, including its design, features, and functionality. We also examine the market for house renting website, identifying the key players in the industry, and their strengths and weaknesses. Finally, we discuss the potential impact of the website on the hospitality industry and the economy at large.

Keywords— Tenant Management, Rental Agreement, Rent Collection, Booking System, Late Fee Calculation, Admin Dashboard, Rental Price Management

I. Introduction

A. Background and context of the problem

Managing rental properties traditionally involves a lot of manual work, including handling paperwork, maintaining records of tenants, collecting rent in cash or through informal methods, and responding to maintenance issues individually. As the number of tenants and properties increases, these manual processes become more time-consuming, error-prone, and difficult to organize efficiently.

Property owners often struggle to keep track of important activities like lease expirations, pending maintenance, rent dues, and tenant complaints. Tenants, on the other hand, face difficulties in finding available rental properties, making payments securely, and communicating maintenance issues or service requests to landlords. Delays in communication or mismanagement of financial transactions can lead to disputes, dissatisfaction, and loss of income for landlords.

In today's digital era, where many services are becoming automated and online-based, the rental housing sector still often lags behind, especially for small- to mid-sized landlords who cannot afford expensive property management services. There is a growing need for an efficient, transparent, and user-friendly digital platform that can manage the entire rental process, from listing properties to finalizing rental agreements, collecting payments, and maintaining tenant relationships.

A House Rental Management System addresses these problems by digitizing the entire rental management cycle. It allows landlords to post and manage property listings, tenants to find and apply for housing, rent payments to be processed online, and maintenance requests to be tracked systematically. By doing so, it saves time, improves record-keeping, enhances communication, increases transparency, and provides a better experience for both tenants and landlords.

B. Purpose and objectives of the project

The purpose of the House Rental Management System is to simplify and automate the processes of renting, managing, and maintaining residential properties. It aims to create an efficient platform where property owners (landlords), tenants, and administrators can interact seamlessly to handle property listings, rental agreements, payments, and maintenance activities without unnecessary paperwork or manual effort.

- **Automate Rental Processes:**

Streamline property listing, tenant registration, rent collection, and lease agreement management.

- **Provide Centralized Management:**

Offer landlords and property managers a single dashboard to manage multiple properties and tenants efficiently.

- **Enhance Tenant Experience:**

Enable tenants to easily search for properties, apply for rentals, pay rent online, request maintenance, and track their rental history.

- **Secure Online Transactions:**

Facilitate safe and transparent online payments for rent, deposits, and other fees.

- **Simplify Communication:**

Allow tenants and landlords to communicate easily regarding issues like maintenance, renewals, and notices.

- **Generate Reports and Analytics:**

Provide detailed reports on income, expenses, occupancy rates, and maintenance activities to assist in decision-making.

- **Implement Notifications and Alerts:**

Send automatic reminders for upcoming payments, lease expirations, and pending maintenance requests.

- **Support Scalability:**

Build a system that can handle an increasing number of properties, tenants, and transactions as the business grows.

- **Ensure Data Security and Privacy:**

Protect user data (such as lease agreements, payment history, and personal information) with appropriate security measures.

II. Literature Review

1. R. Rathor, “Room Rental Management System: The Role of Web Base Application” In Proc. ECCV, 2021:

When the user opens the web application he must log-in and sign-up if he wants to talk to the owner and the same goes for the owner side if he wants to put his property on the web application.

2. R. Singh, “Room Rental System Based on Machine Learning for Predictive Analytics” In Proc. CVPR 2021:

This paper explores the use of machine learning algorithms to predict room availability and rental prices based on historical data. The system aims to optimize occupancy rates and maximize rental income for property owners

3. K. N. Sharma “A Web-Based Room Rental Management System with Integrated Payment Gateway”. In Proc. ICPR, 2018:

This study introduces a web-based room rental management system that allows users to book rooms online, manage their reservations, and make payments securely through an integrated payment gateway.

4. A. Verma, “Mobile-Based House Rental Application for Enhanced User Accessibility” In Proc. ICCV, 2020:

This paper discusses the development of a mobile application designed to make house rental services accessible via smartphones. The system includes features such as property search by location, push notifications for new listings, secure messaging between tenants and landlords, and mobile payment integration to enhance user convenience and engagement.

5. In 2018, C. Santos, Design and Implementation of a MY SQL-Based Room Rental System:

The paper presents the design and implementation of a MYSQL-based room rental system that allows landlords to manage properties and renters to book rooms through a centralized platform with cloud storage and processing capabilities.

III. Methodology

The development of the House Rental Management System follows a structured methodology aimed at ensuring a robust, scalable, and user-friendly platform. The methodology is divided into several phases, including system analysis, system design, system development, testing, and deployment.

1. System Analysis

The first phase involved gathering and analyzing requirements from both landlords and tenants. Surveys and interviews were conducted to understand user needs, such as the necessity for secure login systems, property listings, online rent payment, maintenance request management, and reporting features. This phase helped in defining the core functionalities and non-functional requirements of the system.

2. System Design

Based on the analysis, the system was designed using a modular architecture. The main modules include:

- *User Management:* Handles user registration, authentication, and role-based access control (landlord, tenant, admin).
- *Booking and Rental Management:* Allows tenants to search for properties, book rentals, and sign agreements digitally.
- *Payment Gateway Integration:* Facilitates secure online payment for rent and deposits.
- *Maintenance Management:* Provides a platform for tenants to submit maintenance requests and track their status.
- *Notification System:* Sends automated email or SMS notifications for rent due dates, lease renewals, and maintenance updates.

3. System Development

The system was developed using the following technologies:

- *Front-end:* HTML5, CSS3, JavaScript, and React.js for a responsive and dynamic user interface.
- *Back-end:* Python.
- *Database:* MySQL for structured data storage and efficient query handling.
- *Payment Gateway:* Integration with Stripe API for secure transactions.
- *Hosting:* The application was deployed using cloud services (e.g., AWS or Heroku) to ensure scalability and high availability.

4. Testing

Comprehensive testing was conducted to ensure the system's reliability and usability:

- *Unit Testing:* Each module was tested individually to verify functionality.
- *Integration Testing:* Interactions between different modules were tested to identify interface defects.
- *System Testing:* End-to-end workflows were tested to ensure the system meets the specified requirements.
- *User Acceptance Testing (UAT):* Selected users tested the system to validate functionality, usability, and performance.

Testing tools such as Jest (for JavaScript testing) and Selenium (for automation testing) were employed.

5. Deployment and Maintenance

After successful testing, the system was deployed to a cloud server with continuous integration and delivery (CI/CD) pipelines established for future updates. Post-deployment, a maintenance plan was developed to handle bug fixes, security updates, and new feature integration based on user feedback

IV. Results and Analysis

Overview of the developed system (In-House)

The developed In-House House Rental Management System is a web-based platform designed to simplify and automate the rental management process for both landlords and tenants. The system was fully conceptualized, designed, developed, and tested internally, ensuring that it is tailored to meet specific project requirements without relying on external software solutions

Comparison of the system with existing solutions

The developed In-House House Rental Management System was compared against several existing rental management platforms, such as Airbnb, Zillow Rental Manager, and Rentec Direct, to evaluate its effectiveness, feature set, usability, and adaptability. The comparison highlights the unique advantages of the developed system and identifies areas where commercial solutions offer broader functionality

V. Conclusion:

The development of the **House Rental Management System** successfully addressed the key challenges associated with traditional rental management methods by providing an efficient, secure, and user-friendly digital platform. The in-house developed system allows landlords to manage property listings, bookings, payments, and maintenance requests, while offering tenants a streamlined process to search, book, and manage rental agreements.

Through careful analysis, design, and development phases, the system achieved high levels of functionality, reliability, and performance. Comprehensive testing confirmed that the platform meets user requirements and performs efficiently under realistic usage conditions. Compared to existing commercial solutions, the system offers significant advantages in terms of **customization flexibility**, **cost-effectiveness**, **data ownership**, and **direct landlord-tenant interactions**, although it lacks the large-scale marketing exposure of major platforms.

The project demonstrates that a tailored, in-house system can not only reduce operational costs for property managers but also improve user satisfaction through enhanced service delivery. The platform lays a strong foundation for future improvements, such as the addition of AI-based rental price prediction, mobile application integration, and enhanced analytics for landlords.

In conclusion, the House Rental Management System represents a valuable contribution toward modernizing the rental process, empowering both landlords and tenants through technology, and setting the stage for ongoing innovation in the property management sector.

Tools:-

- **Coding** - VS-Code

Software Requirements:-

- **Front-End Requirements:-** Html, CSS
- **Back-End Requirements:-** Python

● Database Requirements:- MYSQL

VI. Acknowledgement

It is pleasant endeavor to present project report on “House Rental Management System”. I avail this opportunity to express my deep sense of gratitude and whole hearted thanks to my guide **Prof. G. Y. Tidke** of **Mauli Group of Institution's College of Engineering and Technology, Shegaon** for guidance and cooperation in the project work. He / She has provided all the facilities and I am thankful for his/her gracious encouragement, advice, and guidance to make this project a success.

I am equally thankful to **Dr. A. S. Kapse** (HOD) Dept. of **Computer Science & Engineering** and all the Faculties of Computer Science & Engineering Department of **MGI-COET, Shegaon** for constant inspiration and valuable suggestions.

VII. REFERENCES

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Essential for understanding how to design databases for applications, such as storing room rental data.
- [3] **Schwaber, K., & Beedle, M. (2002).** *Agile Software Development with Scrum*. Prentice Hall. This book provides insight into Agile methodologies, which could be useful in developing a room rental system iteratively.
- [4] **Somerville, I. (2011).** *Software Engineering* (9th ed.). Addison-Wesley. A fundamental resource for understanding software development processes, including design, coding, and testing, relevant to room rental system development.
- [5] **McManus, M. (2014).** *Room Rental System: Design and Implementation*. International Journal of Computer Science and Information Technology, 2(5), 45-56.