

**MOUNT KENYA UNIVERSITY**

**SCHOOL OF PURE AND APPLIED SCIENCES**

**DEPARTMENT OF INFORMATION TECHNOLOGY**

**PROJECT TITLE: REAL ESTATE MANAGEMENT  
SYSTEM**

**CASE STUDY: SORTMASTERS INVESTMENTS LIMITED**

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**REGISTRATION NUMBER: BBIT/00010312/08342**

**THIS PROJECT IS SUBMITTED IN PARTIAL FULLFILMENT  
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## ABSTRACT

As the percentage of population in the population in the country increases, real estate management agencies have been growing as the days go by. Unfortunately, the real estate management system has been failing the clients as well as the agents. Most of the styles of managing the system which involves use of paper and pen; is untidy and unreliable as well as prone to errors. It is also prone to many destructive agents such as fire, weather and handling related risks. As a result, a computerized real estate management system has a number of advantages which include: The system reduces the response time at receptionist desk boosting the quality of customer service and consequently improving agency image; the system enhances transparency due to computerization which reduces chances of fraud; the system will enhance reliability of workforce based on fact that they can work tirelessly; the proposed system provides a clear trail of history of houses registered and corresponding landlords to be followed during internal auditing. Finally, the system enhances accountability since all payments and invoices will be reflected by both bank statements and agency statements. Several ways were used to achieve this type of information system. These techniques include: Interviews which were conducted with manager, finance officer and a number of receptionists of a sample of agency company; questionnaires were used to collect confidential information which may be difficult to collect via interviews. The questionnaires targeted managers, finance officer, receptionist, tenants and landlords; observation, where analyst visited the agency as well as view the tenancy book as well as the clearance process at the end of the month. The analyst also gets the chance of interacting with tenants waiting for service and enquiring their view on the current system.

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