



MUST Estate Ecosystem

Get to know us.



The Estate Management Portal is an all-in-one digital platform that simplifies how estates are managed.

It brings everything from property records and resident information to maintenance billing, complaint handling, and notifications into one easy-to-use system.

Designed for both staff and residents, it helps teams stay organized, improves communication, and keeps everyone informed in real time all from a single, connected platform.



Core Modules

01

PROPERTY MANAGEMENT

Manage sectors, plots, buildings, and unit inventories with real-time allotment tracking.

02

RESIDENT MANAGEMENT

Maintain detailed records for owners, occupants, and their move-in / move-out lifecycles.

03

UTILITY MANAGEMENT

Oversee utility profiles, billing, and payment history to streamline service operations.

04

COMPLAINT MANAGEMENT

Register and track complaints submitted through the portal or directly via WhatsApp, with automated routing and escalation.

05

NOTIFICATIONS

Automate complaint registrations, status updates, and confirmation messages, enhancing resident communication and transparency.

06

APPLICATION & ALLOTMENT

Manage plot applications, document verification, balloting, and allotment letter generation through a fully digital workflow.

07

FILE MANAGEMENT & TRANSFERS

Handle plot ownership records, transfers, NOCs, and approval workflows with complete history tracking.

08

CONSTRUCTION & POSSESSION

Manage construction approvals, inspections, completion, and possession certification in a controlled and compliant manner.

09

REPORTS & ANALYTICS

Generate real-time operational, financial, and performance reports to support data-driven decision-making.

10

HUMAN RESOURCES

Maintain staff records, roles, and permissions to support efficient internal operations and access control.

11

CRM MANAGEMENT

Track leads, follow-ups, and conversions to streamline sales activities and improve customer engagement.

12

SECURITY & ACCESS CONTROL

Control system access, visitor logs, and gate entry using role-based permissions and digital verification.

13

ADS MANAGEMENT

Manage promotional ads displayed within bills to support announcements, offers, and targeted messaging.

14

COMMUNICATION

A centralized messaging hub for the delivery of updates, alerts to residents eliminating manual gaps.



Unified Property Management Ecosystem

Your entire property ecosystem, organized in one place.

The Property Management module serves as the foundation of the Estate Management Portal enabling complete digital control and visibility over all physical assets within a project.

It ensures every sector, street, building, plot, and unit is properly defined, linked, and monitored throughout its lifecycle.

Powered by **MUST Services**



MUST Estate is an enterprise solution developed by MUST Services (Pvt.) Ltd., enabling digital transformation across real estate operations and enterprise technology ecosystems.



support@must.services



<https://www.must.estate>



051 8855333