
FACILITY MANAGEMENT

The whole workflow, end to end

How your team runs a home or a building in Mizo: a job from the first call to the money in the bank, maintenance contracts, complaints, service charges, facilities, access and the portal your customers use.

- For the coordinator, the supervisor, accounts and the manager

Four kinds of work, one place

Put the work in the right track at the start and nothing has to be moved later.

- **Service jobs** — any paid work, for anybody, at any address: quote, visit, invoice.
- **Service plans** — maintenance contracts that raise their own visits and their own invoices.
- **Complaints** — somebody unhappy, with a deadline, linked to the fix.
- **Buildings** — service charges, facilities, access and parking for a whole tower or community.

Service jobs

Work for any customer, a property we manage or not: quote, the customer accepts (in the portal or by phone), schedule, finish, invoice. Plan visits appear here too.

1
New requests →

1
Quotes waiting for the customer →

4
Scheduled →

5
Done, to invoice →

Open

[Requested](#)

[Waiting for the customer](#)

[Scheduled](#)

[Done, to invoice](#)

[Invoiced](#)

[Declined or cancelled](#)

Search title, reference or address

Search

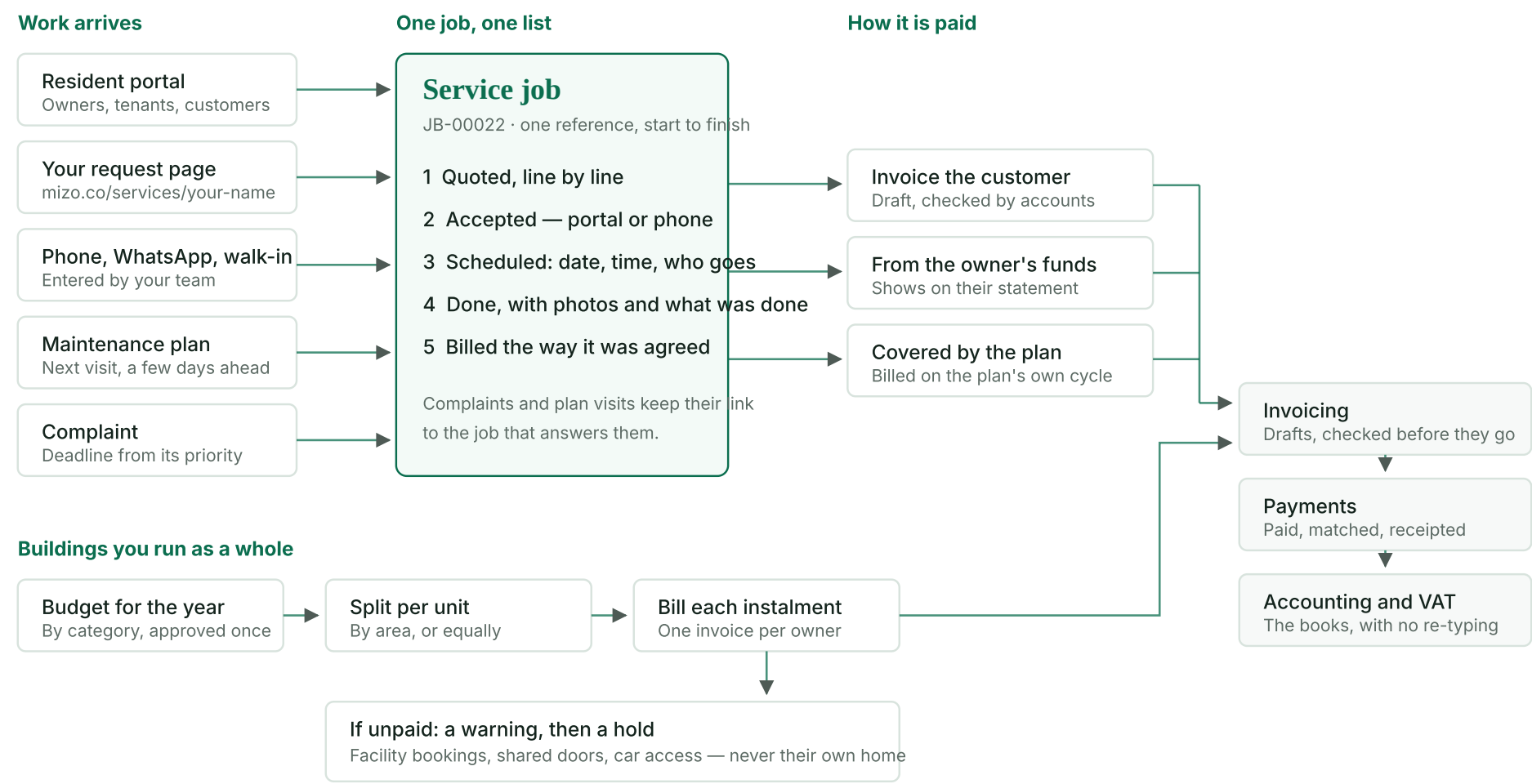
Job	Customer	Where	Status	Priority	Visit	Quote
<u>AC not cooling in master bedroom</u> JB-00022 · Air conditioning · Customer (invoice)	Sana Malik	Marina Heights, Apt 404	Scheduled	Urgent	14 Oct 2026, 14:03	AED 682.50
<u>Landscaping: new lawn and drip irrigation</u> JB-00021 · Gardening and landscaping · Customer (invoice)	Khalid Al Suwaidi	Villa 22, Jumeirah Park	Scheduled	Normal	16 Oct 2026, 15:03	AED 8,610.00
<u>Weekly garden care: visit 19 Oct 2026</u> JB-00018 · Gardening and landscaping · Covered by the service plan	Sara Al Mansoori	Villa 7, Al Barsha South	Scheduled	Normal	19 Oct 2026, 09:00	
<u>Repaint living room and two bedrooms</u> JB-00020 · Painting · Customer (invoice)	Ahmed Raza	Marina Heights, Apt 304	Quote sent	Normal		AED 5,670.00
<u>Install 6 security cameras with app viewing</u> JB-00019 · Security cameras · Customer (invoice)	Khalid Al Suwaidi	Villa 22, Jumeirah Park	Requested	High		
<u>Touch-up paint</u> JB-00002 · Painting · From the owner's funds we hold	Ahmed Raza	Marina Heights, Apt 304	Accepted	Normal		AED 1,050.00

Showing up to 500, soonest visit first. 14 Oct 2026.

Service jobs: the whole day in four counts.

Five ways work arrives, one way it is finished

Whichever way the work comes in, it becomes one job with one reference — and it is paid the way it was agreed before anybody started.



Four screens, every morning

- **Service jobs** — new requests, quotes waiting for an answer, today's visits, work to invoice.
- **Complaints** — anything past its deadline, first.
- **Calendar** — who is arriving and leaving, and work past its due date.
- **Arrears** — rent due and not received, and what falls due in 30 days.

Service jobs

Work for any customer, a property we manage or not: quote, the customer accepts (in the portal or by phone), schedule, finish, invoice. Plan visits appear here too.

1
New requests →

1
Quotes waiting for the customer →

4
Scheduled →

5
Done, to invoice →

Open

[Requested](#)

[Waiting for the customer](#)

[Scheduled](#)

[Done, to invoice](#)

[Invoiced](#)

[Declined or cancelled](#)

Search title, reference or address

Search

Job	Customer	Where	Status	Priority	Visit	Quote
AC not cooling in master bedroom JB-00022 · Air conditioning · Customer (invoice)	Sana Malik	Marina Heights, Apt 404	Scheduled	Urgent	14 Oct 2026, 14:03	AED 682.50
Landscaping: new lawn and drip irrigation JB-00021 · Gardening and landscaping · Customer (invoice)	Khalid Al Suwaidi	Villa 22, Jumeirah Park	Scheduled	Normal	16 Oct 2026, 15:03	AED 8,610.00
Weekly garden care: visit 19 Oct 2026 JB-00018 · Gardening and landscaping · Covered by the service plan	Sara Al Mansoori	Villa 7, Al Barsha South	Scheduled	Normal	19 Oct 2026, 09:00	
Repaint living room and two bedrooms JB-00020 · Painting · Customer (invoice)	Ahmed Raza	Marina Heights, Apt 304	Quote sent	Normal		AED 5,670.00
Install 6 security cameras with app viewing JB-00019 · Security cameras · Customer (invoice)	Khalid Al Suwaidi	Villa 22, Jumeirah Park	Requested	High		
Touch-up paint JB-00002 · Painting · From the owner's funds we hold	Ahmed Raza	Marina Heights, Apt 304	Accepted	Normal		AED 1,050.00

Showing up to 500, soonest visit first. 14 Oct 2026.

Click any count to see only those jobs.

The work arrives

A job starts in one of five ways, and the job records which.

app.mizo.co /services/premier-choice-demo

AI Noor Property Management

Maintenance, repairs, upgrades, gardening, security cameras and more, for homes and buildings. Tell us what you need and we will send you a quote.

What do you need

Painting

When suits you (optional)

Weekday mornings

Tell us about the work

Repaint a 2-bedroom apartment; replace the bathroom tiles ...

Address

Your name

Phone

Email (for the quote)

☐ It is urgent

Your request page.

- The customer asks in their portal
- Your own request page, at your own address
- A phone call, WhatsApp or a walk-in, entered by your team

Services

☒ Public service-request page: anyone can ask for painting, repairs, gardening, cameras ... (each request becomes a job)

Page address

premier-choice-demo

Introduction on the page

Complaint deadlines, hours: urgent, high, normal, low

2,12,48,120

Plan visits become jobs, days ahead

7

Save

The page: https://app.mizo.co/services/premier-choice-demo

The daily run (plan visits and invoices, membership renewals, bills paid, service-charge enforcement and its warnings, door and barrier lists, camera access) runs once a day by itself once the server's timer is set up.

Run today's services work now

The same page on a laptop.

- A maintenance contract raising its next visit
- A complaint, raising the job that fixes it

Quote it, line by line

Price the work in lines — what, how many, unit price — and tax comes from your settings. Sending the quote e-mails the customer the total and a sign-in link to their portal.

- Save the lines, set a valid-until date, send
- Revise and re-send as often as you need
- No e-mail address? Ring them and record their answer

Service jobs

Repaint living room and two bedrooms

Quote sent

Normal

JB-00020 · Painting · Customer (invoice) · Entered by us

Customer

Ahmed Raza

+971 50 123 4567 · ahmed.raza@example.com

Not in the portal yet: sending the quote invites them.

Marina Heights, Apt 304

Visit

Not booked

Nobody assigned

Money

AED 5,670.00

AED 5,400.00 + 5% tax AED 270.00

Quote

Sent 14 Oct 2026, valid until 28 Oct 2026

What	Quantity	Unit price
Wall preparation and two coats, 3 rooms	3	1450
Ceiling paint	3	350

Save the lines

Valid until

mm/dd/yyyy

Send the revised quote

The customer gets an email and a portal sign-in link, and accepts there.

Accepted by (their words, on the phone ...)

Declined: why

Record the yes

Record the no

Progress

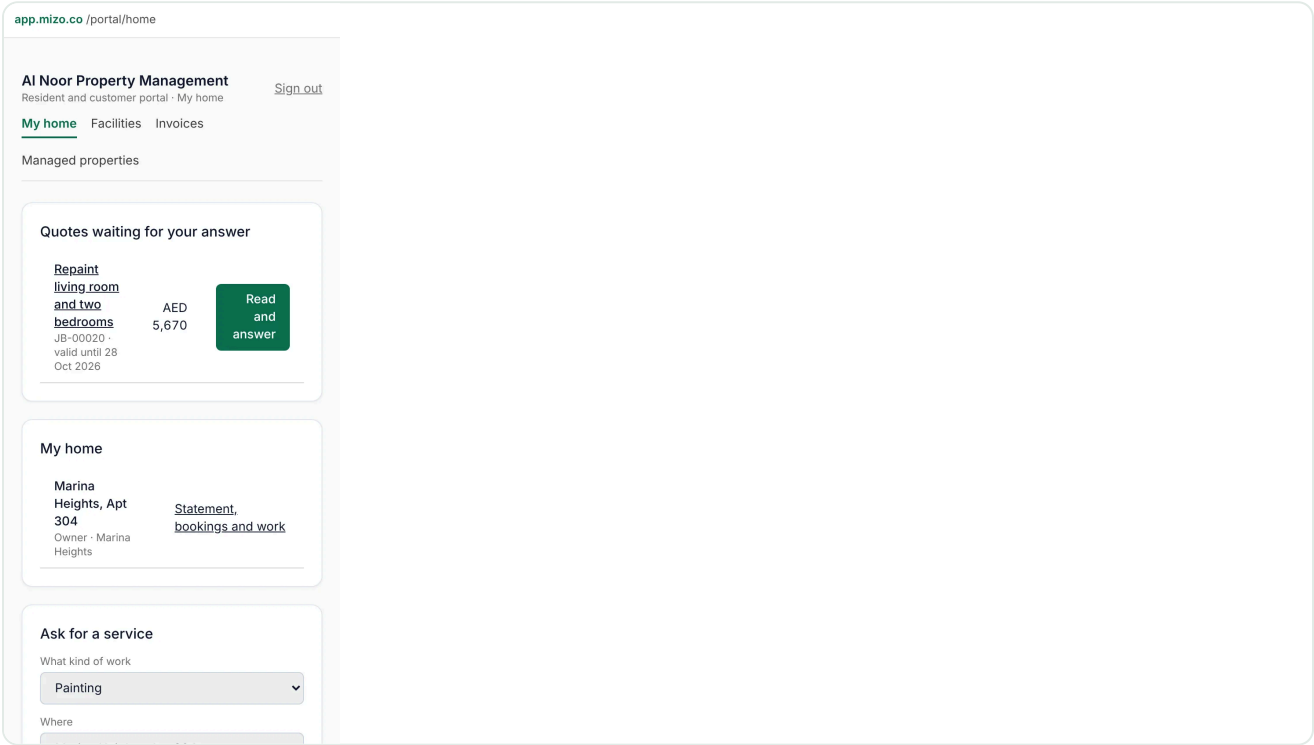
Cancel the job

The quote on a job, with the place to record a yes given by phone.

They answer, and it is on record

The customer accepts or declines on their phone. An answer given on the phone is recorded in their words, by the person who took the call.

- Only the customer can accept in the portal
- A quote past its date cannot be accepted — send a revised one
- A declined quote keeps the reason



What the customer sees: the amount, and one button.

Book the visit and the person

Set the date and time, and say who is going: your own technician by name, or a contractor from your contacts.

- The job joins today's list and the calendar
- Technicians need no login — the office books and closes the job
- Moving a visit keeps the history

Service jobs

New job

Work for any customer, a property we manage or not: quote, the customer accepts (in the portal or by phone), schedule, finish, invoice. Plan visits appear here too.

1

New requests →

1

Quotes waiting for the customer →

4

Scheduled →

5

Done, to invoice →

Open

[Requested](#)

[Waiting for the customer](#)

[Scheduled](#)

[Done, to invoice](#)

[Invoiced](#)

[Declined or cancelled](#)

Search title, reference or address

Search

Job	Customer	Where	Status	Priority	Visit	Quote
AC not cooling in master bedroom JB-00022 · Air conditioning · Customer (invoice)	Sana Malik	Marina Heights, Apt 404	Scheduled	Urgent	14 Oct 2026, 14:03	AED 682.50
Landscaping: new lawn and drip irrigation JB-00021 · Gardening and landscaping · Customer (invoice)	Khalid Al Suwaidi	Villa 22, Jumeirah Park	Scheduled	Normal	16 Oct 2026, 15:03	AED 8,610.00
Weekly garden care: visit 19 Oct 2026 JB-00018 · Gardening and landscaping · Covered by the service plan	Sara Al Mansoori	Villa 7, Al Barsha South	Scheduled	Normal	19 Oct 2026, 09:00	
Repaint living room and two bedrooms JB-00020 · Painting · Customer (invoice)	Ahmed Raza	Marina Heights, Apt 304	Quote sent	Normal		AED 5,670.00
Install 6 security cameras with app viewing JB-00019 · Security cameras · Customer (invoice)	Khalid Al Suwaidi	Villa 22, Jumeirah Park	Requested	High		
Touch-up paint JB-00002 · Painting · From the owner's funds we hold	Ahmed Raza	Marina Heights, Apt 304	Accepted	Normal		AED 1,050.00

Showing up to 500, soonest visit first. 14 Oct 2026.

Scheduled jobs, soonest visit first.

Do the work, record what happened

Started when the technician arrives; Done when the work is finished — with what was actually done, and the before-and-after photos.

- The resolution is what the customer reads
- Photos and documents stay on the job
- Parts and extra work go on the job, not in a notebook

Complaints

Each complaint gets a deadline from its priority (Settings). Raise the work order or job that fixes it from the complaint, so the two stay linked.

2

Open →

2

Past their deadline →

1

Resolved in the last 7 days →

Open [Overdue](#) [Resolved](#) [Closed](#)

Complaint	From	Property	Priority	Status	Deadline
Loud music after midnight from the flat above CP-00004 · Noise	Bilal Qureshi Owner	Marina Heights, Apt 504	Normal	Overdue	13 Oct 2026, 02:03
Lift B out of service since this morning CP-00005 · Pool, gym, parking, lifts	Hina Shah Tenant		Urgent	Overdue	14 Oct 2026, 10:03

► Log a complaint

A complaint keeps its deadline until the fix is done.

Bill it the way it was agreed

Who pays was decided when the job was created, so nobody argues about it at the end.

- **Customer** — a draft invoice your accounts check and send
- **From the owner's funds** — straight onto the owner's account
- **Covered by the plan** — billed on the plan's own cycle
- **Us** — goodwill or warranty work, recorded, not billed

Instalment 2 of 4: 1 Apr 2026 to 30 Jun 2026

1234

Unit	Owner	Size	Share	Amount	Tax
Marina Heights, Apt 304	Ahmed Raza	1200	40.000%	AED 12,000.00	AED 0.00
Marina Heights, Apt 404	Sana Malik	800	26.667%	AED 8,000.00	AED 0.00
Marina Heights, Apt 504	Bilal Qureshi	1000	33.333%	AED 10,000.00	AED 0.00

Instalment total AED 30,000.00 before tax; cents of rounding go to the largest share so the bills add up exactly.

Days to pay

30

Bill instalment 2

One draft invoice per unit to its owner, in Invoicing.

Everything charged lands in Invoicing, with VAT and e-invoicing as everywhere else.

Maintenance contracts nobody has to remember

Set the plan up once: what is covered, how often you visit, the price and how often you bill it.

- Each visit becomes a scheduled job a few days ahead
- Each period raises its invoice on its own cycle
- Pause it while the customer travels; end it when it is over
- The service contract is drafted from the plan and signed by e-mail

[Service plans](#)

AC maintenance contract (AMC) Active

SP-00004 · Ahmed Raza · [Marina Heights, Apt 304](#) · Air conditioning · Every three months · AED 1,200.00 quarterly

1 Oct 2026
Next visit

1 Oct 2026
Next invoice

1 Oct 2026
Started

30 Sept 2027
Ends

Pause

End the plan

Make the service contract

What is covered

Quarterly service of all split units, filters, coil cleaning, emergency call-outs within 4 hours.

Visits

None yet. Visits appear here a few days ahead once the plan is started.

Invoices

None yet.

► Change the plan

A plan carries two clocks: the next visit, and the next invoice.

A deadline, and the fix linked to it

The priority sets the deadline — 4 hours urgent, 24 high, 72 normal, 168 low, or your own numbers.

- Raise the job or work order from inside the complaint
- Anything past its deadline is marked Overdue
- Resolution, then closed — with the whole history kept

Complaints

Each complaint gets a deadline from its priority (Settings). Raise the work order or job that fixes it from the complaint, so the two stay linked.

2

Open →

2

Past their deadline →

1

Resolved in the last 7 days →

Open

Overdue

Resolved

Closed

Complaint	From	Property	Priority	Status	Deadline
Loud music after midnight from the flat above CP-00004 · Noise	Bilal Qureshi	Marina Heights, Apt 504	Normal	Overdue	13 Oct 2026, 02:03
Lift B out of service since this morning CP-00005 · Pool, gym, parking, lifts	Hina Shah		Urgent	Overdue	14 Oct 2026, 10:03

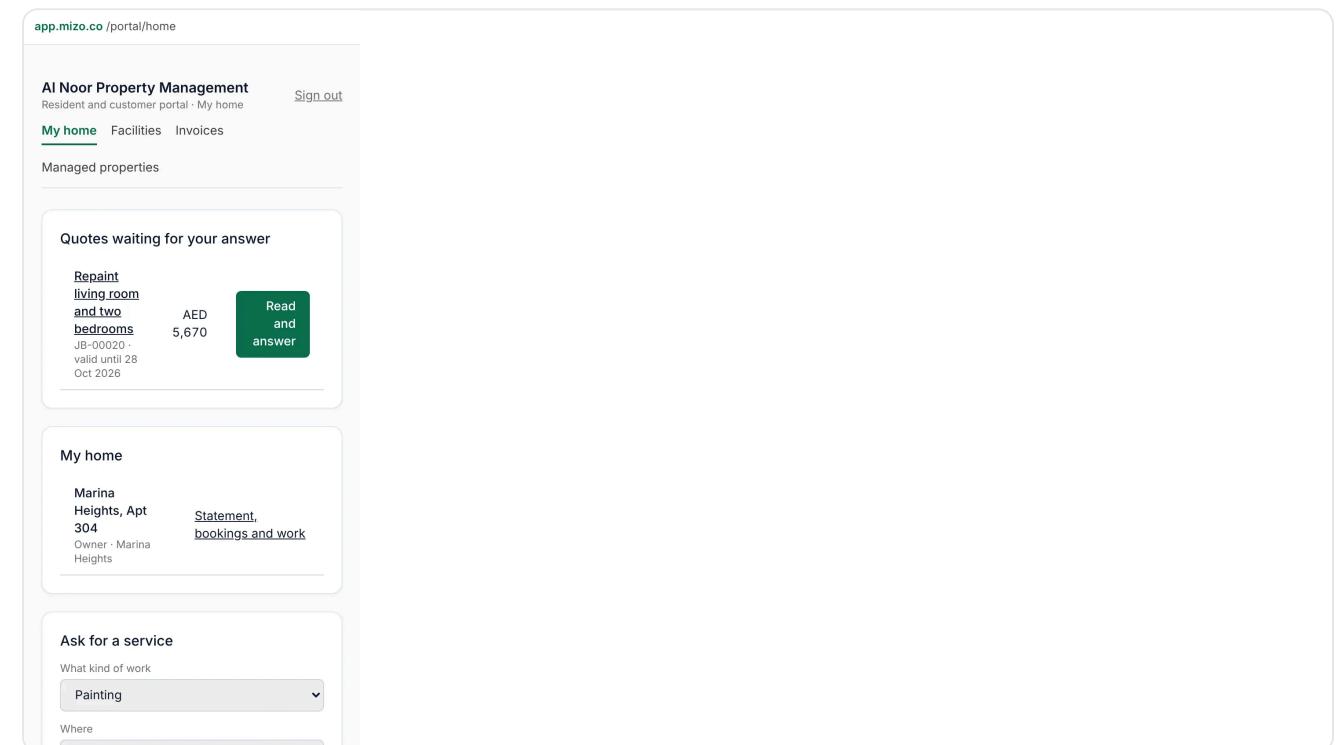
► Log a complaint

Open, overdue and resolved in the last seven days.

Properties you manage, and the owner's money

For homes you manage, one running account per owner: what you collected, what you spent, your fee, what you paid out. The balance is worked out from the lines, never typed in.

- Rent, stays and other income in; maintenance, utilities and fees out
- The monthly management fee charged across every property in one go
- A statement as a PDF, by WhatsApp or e-mail
- A payout only when there is a balance, and only by the people you allow



The owner sees the same statement in their portal.

Service charges, from budget to paid

The year starts with a budget and ends with every unit billed.

- Budget by category — cleaning, security, MEP, lifts, fire safety, reserve fund
- Split by unit area or equally; a missing size stops the split rather than guessing
- Bill each instalment: one invoice per owner
- Paying the invoice marks the bill paid

Instalment 2 of 4: 1 Apr 2026 to 30 Jun 2026

1234

Unit	Owner	Size	Share	Amount	Tax
Marina Heights, Apt 304	Ahmed Raza	1200	40.000%	AED 12,000.00	AED 0.00
Marina Heights, Apt 404	Sana Malik	800	26.667%	AED 8,000.00	AED 0.00
Marina Heights, Apt 504	Bilal Qureshi	1000	33.333%	AED 10,000.00	AED 0.00

Instalment total AED 30,000.00 before tax; cents of rounding go to the largest share so the bills add up exactly.

Days to pay

30

Bill instalment 2

One draft invoice per unit to its owner, in Invoicing.

One line per unit per instalment, each tied to its invoice.

When charges go unpaid: firm and fair

Set it once per building, and it runs the same way for everybody.

- Days of grace after the due date, and a warning before anything happens
- Then a hold on what you choose: facility bookings, shared doors, car access
- Never their own front door, never their home
- Paid, and the hold lifts by itself

When service charges are not paid

A unit with overdue charges is always red-flagged. Each restriction below is off until switched on; it starts the chosen number of days after the oldest unpaid bill fell due, after an email warning, and is lifted the day the bills are paid. The building's entrance and the unit itself are never restricted.

Days after the due date before restrictions

Warning sent this many days before

30

7

☒ Put facility bookings and memberships on hold

☒ Take them off the facility doors (pool, gym ...)

☒ Take their cars off the parking barrier

Save

Check the building now

Grace days, warning days, and three switches — all off until you turn them on.

Facilities and memberships

Pool, gym, BBQ area, hall, courts: hours, slot length, capacity, and how far ahead people may book.

Facilities

Memberships

Places left in each slot (Marina Heights local time). Pick a slot to book it for someone; residents book themselves in the portal.

Marina Heights

[Previous day](#) Thursday, 15 October 2026 [Next day](#) [Today](#)

Gym Gym · Members only · 05:00-23:00 · 12 at once

05:00-06:00 · 12 left

06:00-07:00 · 12 left

07:00-08:00 · 12 left

08:00-09:00 · 12 left

09:00-10:00 · 12 left

10:00-11:00 · 12 left

11:00-12:00 · 12 left

12:00-13:00 · 12 left

13:00-14:00 · 12 left

14:00-15:00 · 12 left

15:00-16:00 · 12 left

16:00-17:00 · 12 left

17:00-18:00 · 12 left

18:00-19:00 · 12 left

19:00-20:00 · 12 left

20:00-21:00 · 12 left

21:00-22:00 · 12 left

22:00-23:00 · 12 left

Pool Pool · Residents of the building · 06:00-22:00 · 2 at once

06:00-07:00 · 2 left

07:00-08:00 · full

08:00-09:00 · 2 left

09:00-10:00 · 1 left

10:00-11:00 · 2 left

11:00-12:00 · 2 left

12:00-13:00 · 2 left

13:00-14:00 · 2 left

14:00-15:00 · 2 left

15:00-16:00 · 2 left

16:00-17:00 · 2 left

17:00-18:00 · 2 left

18:00-19:00 · 1 left

19:00-20:00 · 1 left

20:00-21:00 · 2 left

21:00-22:00 · 2 left

Rooftop BBQ area BBQ area · Residents of the building · 16:00-23:00 · 1 at once · AED 150.00 a booking

16:00-19:00 · full

19:00-22:00 · 1 left

Bookings this day

Time	Facility	Members	Booked	Status
------	----------	---------	--------	--------

Live availability by slot.

- Residents book themselves; the desk books for whoever rings
- Memberships for outsiders, with a registration fee and a renewing price

Memberships

Availability

Run renewals now

Renewals are invoiced a week before a period ends; a membership with fees overdue is suspended after 14 days and comes back when paid. Service-charge enforcement can also suspend them (Buildings).

Marina Heights

1Members

0Suspended

1Memberships on offer

On offer

Gym and pool
Every facility · open to non-residents

AED 300.00 a month

AED 250.00 to join

► Add a membership

Members

Member	Membership	Unit	People	Paid through	Status
Sara Al Mansoori Sara Al Mansoori	Gym and pool	Non-resident	2	31 Oct 2026	Active

Membership

For (contact)

Unit (blank = their unit in the building)

Name on the card (blank = the contact's)

Gym and pool

Choose

Their unit

People

Starts

10/14/2026

☒Renews by itself

Add the member

Members, suspensions and plans on offer.

- Renewals invoice themselves a week before the period ends
- Fees overdue: suspended after fourteen days, back when paid

Doors, barriers and who may come through

The doors and barriers decide on their own and keep working with the internet down. Mizo keeps their lists right and logs every entry.

Door / barrier	Device	Waiting	Failed	Last entry	
Barrier Parking barrier	Hikvision number-plate camera Plate reads to: https://app.mizo.co/api/fm/access/anpr/Y9gM3KKN5HwKEEnJKD0wHGJ7LTPXQn43v	8	0	14 Oct 2026, 02:06	Switch off
Lobby Building entrance	ZKTeco face / fingerprint terminal	0	0	14 Oct 2026, 02:06	Switch off
Pool gate Facility door (pool, gym ...) · Pool	ZKTeco face / fingerprint terminal	2	0		Switch off

Check the lists now

► Connect a door or barrier

Yesterday in four numbers.

- Everyone in a unit, with the dates their access is valid
- Faces and fingerprints are enrolled on the terminal and never leave it

People (4)

[Show ended too](#) [Add the units' owners and tenants](#)

User no.	Name	Unit	Enrolled	Until	Status	
1004	Ahmed Raza Owner · +971 50 123 4567	Marina Heights, Apt 304	Not yet		Allowed	Suspend End
1001	Kashif Mehmood Tenant · +971 55 210 3344	Marina Heights, Apt 404	Not yet	1 Jul 2027	Allowed	Suspend End
1003	Omar Anwar Family · +971 52 778 1201	Marina Heights, Apt 504	Not yet		Allowed	Suspend End
1002	Rabia Anwar Tenant · +971 52 778 1200	Marina Heights, Apt 504	Not yet	1 Dec 2027	Allowed	Suspend End

► Add a person

People, cars and bays, per building.

- Cars by plate, against a parking bay
- End a tenancy and the access ends with it

Visitors, and the guard desk

Residents create a visitor pass in the portal: a six-digit code for a time window, with a car plate if they want.

- The desk can check a code and open a door remotely
- Every entry — allowed, refused or unknown — is logged
- Watch the failed-updates count: a terminal that has not taken its list will not let the new tenant in

Access and parking

The doors and barriers decide on their own (they keep working with the internet down); Mizo keeps their lists of allowed people and plates right and logs every entry.

Marina Heights

Entries, guard desk and passesPeople, cars and baysDoors and barriers

19

Entries in the last 24 hours →

2

Refused or unknown, last 24 hours →

2

Visitor passes active →

0

Device updates failed (7 days)

Guard desk

Visitor's pass code

And open

Do not open

Check

Barrier

Why (kept in the log)

Open now

Visitor passes

Visitor	For	Code	Car	From	To	Entries
Noon delivery Delivery	Ahmed Raza, Apt 304	977612		14 Oct 2026, 10:03	14 Oct 2026, 13:03	0 / 1 Cancel
Mariam (sister) Guest · 0559876543	Sana Malik, Apt 404	170815	D48211	14 Oct 2026, 10:03	15 Oct 2026, 12:03	0 / 4 Cancel

Visitor

Phone

Kind

Car plate (opens the barrier)

Guest

Visiting (unit)

Host name

From

To

The building / office

10/14/2026, 10:08 AM

10/14/2026, 02:08 PM

Entries allowed

1

Make the pass

The guard desk: check a code, open a door, see who is expected.

Listings, leads and signatures

A unit to let or sell gets its own public page; enquiries become leads with a next step. Contracts are drafted from the property, plan or tenancy, signed by e-mail, and watched for their end date.

Sales and lettings

2-bedroom apartment, Marina Heights Under offer

LS-00002 · For rent · AED 95,000.00 a year · [Marina Heights, Apt 504](#)

Public page: <https://app.mizo.co/listing/2-bedroom-marina-heights-ls-00002>

Agreed price

Publish

Closed (let or sold)

Withdraw

Record the tenancy

People interested (1)

Fatima Offer 0509998887 · Listing page · 14 Oct 2026, 02:06 · offer AED 90,000.00

Is it available in Nov?

Viewing 16 Oct 2026, 02:06 with Nadia: Booked Done

Feedback

Save

Offer

90000

mm/dd/yyyy, --:-- --

Notes

Save

With

Book a viewing

Name

Phone

Email

Came from

Phone

Add a lead

Photos (shown on the public page) and documents

Attachments

Attach a file

Listings and the leads they bring.

- New → Contacted → Viewing → Offer → Won or Lost
- Letting one leads straight into the tenancy

Contracts

Management agreement -- Marina Heights, Apt 304 Signed

CT-00002 · Management agreement (owner) · with Ahmed Raza (ahmed.raza@example.com) · 1 Nov 2026 to 31 Oct 2027 · 60 days' notice · renews by itself · [Marina Heights, Apt 304](#)

Signed PDF

Ended

Signatures

Ahmed Raza (ahmed.raza@example.com): signed, 13 Oct 2026

Terms

This contract is between Al Noor Property Management ("we") and Ahmed Raza ("you") for Marina Heights, Apt 304, from 1 Nov 2026 to 31 Oct 2027.

1. We manage the property for you: finding and looking after tenants or holiday guests, collecting rent and booking income, arranging maintenance and inspections, and keeping your account.

2. Our fee: 10% of what we collect for you. It is taken from the money we collect for you and shown on your monthly statement.

3. Money we collect for you is held for you and paid out to the account you give us, less our fee and the costs of the property you approved or that are needed to keep it safe and lettable.

4. Repairs above an amount we agree with you are done only with your approval, except in an emergency.

5. You can see the property, its bookings, statements, work and inspections in the owner portal at any time.

6. Either party may end this contract with the notice stated in it; bookings already confirmed are honoured.

Documents

Attachments

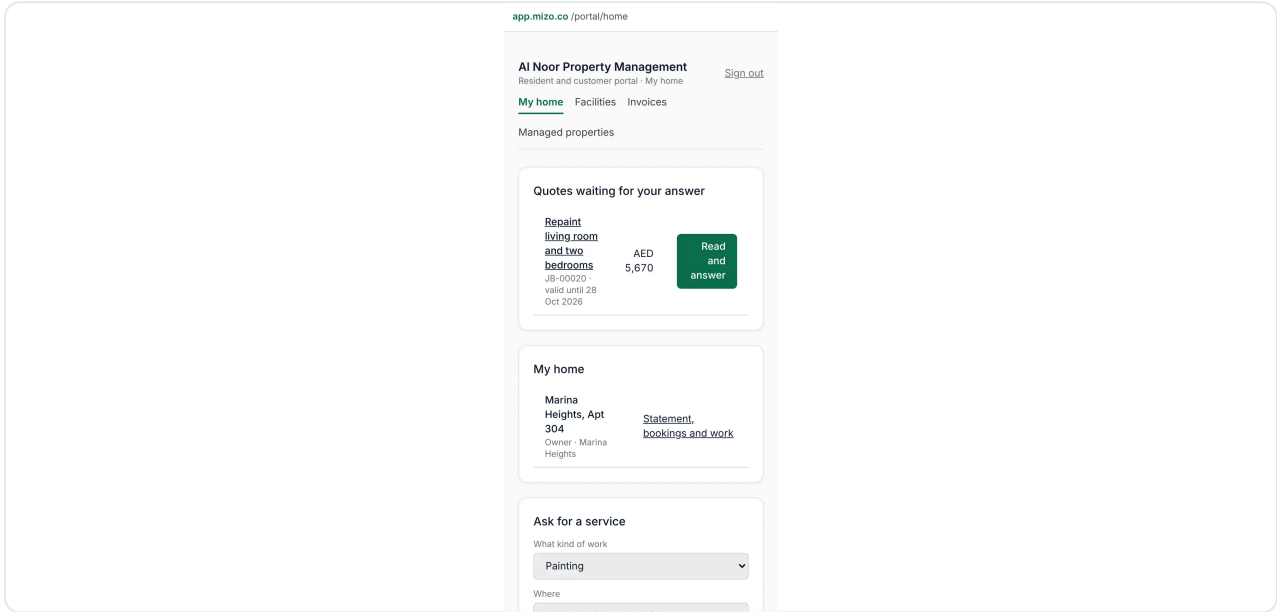
Attach a file

Contracts, watched for their end date.

- Drafts, out for signature, signed, expiring — all on one screen

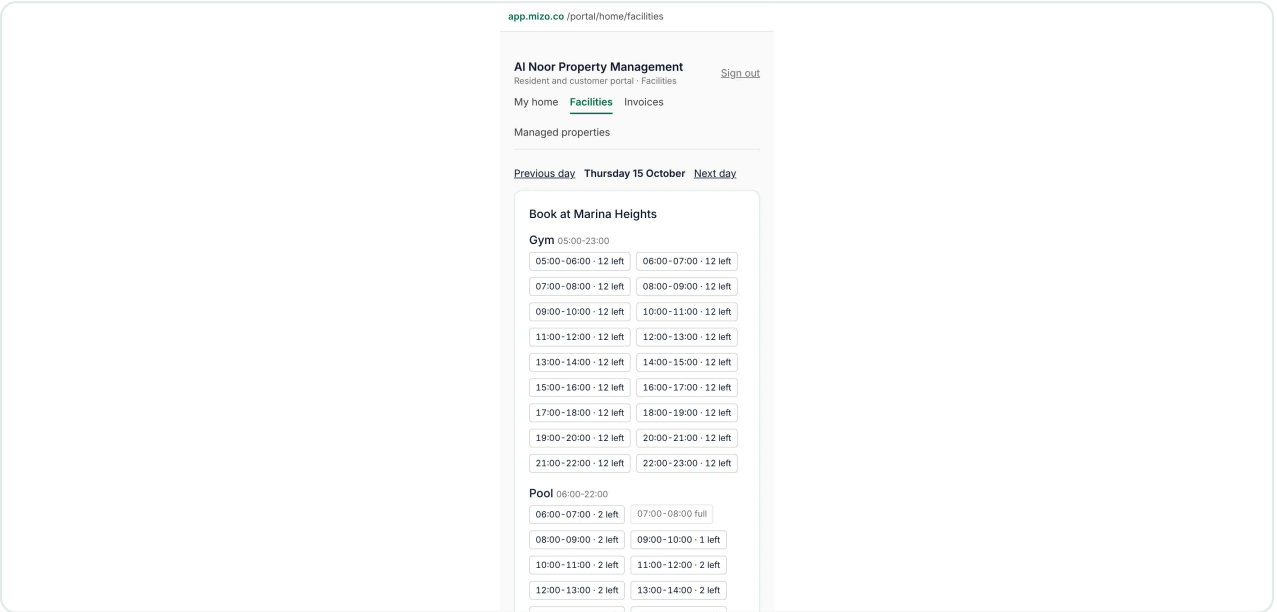
One portal: owners, tenants and customers

No app to install. They sign in with a link you send, from any phone.



My home.

- Answer a quote, ask for work, watch it happen
- Service charges, invoices and statements



Booking the pool by the slot.

- Book a facility, join a membership, create a visitor pass
- Raise a complaint, and watch their own cameras if you allow it

Who can do what

Three levels on Facility Management, set per person under Settings → Users.

- **View** — sees everything, changes nothing. A guard, an assistant.
- **Edit** — the day-to-day: jobs, complaints, quotes, visits, bookings, people and cars.
- **Approve** — the money: owner payouts, the monthly fee, service-charge budgets and the module's settings.
- Most of the team gets Edit. Keep Approve for the manager and accounts.

Your first week

The order we take every new facility-management company through.

- **Day 1** — settings, your request page, buildings, first properties and owners
- **Day 2** — your live maintenance contracts as service plans, started
- **Day 3** — every open job entered at the stage it is really at; the notebook stops
- **Day 4** — three friendly owners and a tenant invited to the portal
- **Day 5** — facilities, doors, barriers, people and cars
- **End of month** — fee charged, statements sent, owners paid, Performance read

Everything is written down for you

- **The workflow, mapped** — mizo.co/facility-management/
- **The working manual** — mizo.co/manual/facility-management/
- **Support** — support@mizo.co · **Plans** — sales@mizo.co
- **Training for your team** — training@mizo.co · WhatsApp +971 55 854 9689
- Need something Mizo does not do yet? Tell the assistant on mizo.co — it writes the requirements with you and sends them to our developers.