



FACILITY MANAGEMENT

Everything a home or building needs, in one system

Service jobs, maintenance plans, complaints, service charges, facility booking, access and parking, cameras, lettings and contracts, connected to your invoicing and payments.

For property managers, developers and facility companies · Patent pending

[app.mizo.co](#) /portal/home

AI Noor Property Management

Resident and customer portal · My home

[Sign out](#)

[My home](#)

Facilities

Invoices

Managed properties

Quotes waiting for your answer

[Repaint living room and two bedrooms](#)

JB-00020 · valid until 28 Oct 2026

AED 5,670

[Read and answer](#)

My home

Marina Heights, Apt 304

Owner · Marina Heights

[Statement, bookings and work](#)

Ask for a service

What kind of work

Painting

Where

THE PROBLEM

Running a building usually means five tools

Spreadsheets

Service-charge budgets and who owes what

Chat groups

Repair requests, complaints and quotes

A booking app

Pool, gym and BBQ slots, memberships

Device software

Fingerprints, faces and car plates, kept by hand

Accounts

Every charge typed in again to invoice it

On Mizo they are one system.

A complaint becomes a job, a job becomes an invoice, an unpaid service charge reaches the pool gate, and a tenant who moves out drops off the door, without anyone copying anything across.

HOW IT FITS TOGETHER

One platform, three sides

Your customers

Owners, tenants, family and service customers

Portal on any phone: quotes, requests, bookings, passes, cameras, invoices



Your team: Facility Management

Service jobs · Service plans · Complaints · Buildings · Service charges · Facilities · Access and parking · Sales and lettings · Contracts



Your accounts

Contacts, Invoicing and Payments, the same ones the rest of Mizo uses

On site: doors and barriers

Face and fingerprint terminals, number-plate cameras at the car park barrier

On site: cameras

Through the Site Watch box, shared with residents in the portal

SERVICE JOBS

Any job, from request to invoice

Painting, repairs, bathroom and kitchen upgrades, gardening, pool care, AC, cameras, for homes you manage or any address.

- 1. Requested by your team, the portal or your web page
- 2. Quoted line by line, with tax
- 3. Accepted by the customer
- 4. Scheduled with a visit and a person
- 5. Done, then invoiced, taken from the owner's funds, covered by a plan, or free

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
<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 QUOTE

Quotes the customer accepts online

- Price the work line by line; tax is added from your settings.
- Sending the quote emails the customer a sign-in link to the portal.
- They read it and answer there, on any phone.
- Only the customer can accept in the portal. A yes by phone is recorded in their words.
- Accepted jobs move straight to scheduling.

[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

app.mizo.co /portal/home

Al Noor Property Management

Resident and customer portal · My home

[Sign out](#)

[My home](#)

[Facilities](#)

[Invoices](#)

Managed properties

Quotes waiting for your answer

Repaint living room and two bedrooms

JB-00020 · valid until 28 Oct 2026

AED 5,670

Read and answer

My home

Marina Heights, Apt 304

Owner · Marina Heights

[Statement, bookings and work](#)

Ask for a service

What kind of work

Painting

Where

Customers ask from your own web page

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

- A public request page with your company's name and your own introduction, at an address you choose.
- Anyone can ask for a service, even if they are not yet a customer. It arrives as a new request in Service jobs.
- Off until you switch it on, in Settings › Services.

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

SERVICE PLANS

Service plans and maintenance contracts

- Annual maintenance contracts and any recurring service: AC, pool, garden and more.
- Set what is covered, how often you visit, and how it is billed: monthly, quarterly, half-yearly, yearly or up front.
- Each visit becomes a scheduled job a few days ahead.
- Each period is invoiced once, automatically.
- One click turns the plan into a service contract to sign.

[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



Patent pending · 07

COMPLAINTS

Complaints with a deadline and a fix

- Logged by your team, or by owners and tenants in the portal.
- Each priority has a deadline in hours, set by you.
- Anything past its deadline turns red, on the list and the counts.
- Raise the work order or job that fixes it from the complaint; the two stay linked.
- The resident follows progress in the portal.

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

► Log a complaint

Service charges, split by unit size

1 Budget

The building's yearly budget, set line by line before anything is billed.

2 Split

By unit area, or equally. Rounding goes to the largest share, so the bills add up exactly.

3 Bill

In 1, 2, 4 or 12 instalments, one invoice per unit to its owner. Paid when Payments says so.

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

1 2 3 4

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

Bill instalment 2

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

Unpaid service charges: firm and fair

- 1. Overdue:** the unit is red-flagged wherever it appears.
- 2. Warning:** an email to the owner and tenant, days before anything changes.
- 3. Restrictions** after your grace days, each switched on separately: bookings and memberships on hold, off the facility doors, cars off the barrier.
- 4. Paid:** lifted the same day, and the devices are put back.

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

☒ 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

Never restricted

The building's entrance and the home itself. Nobody is locked out of their home over a debt. Every restriction is off until each building switches it on.

Facility booking with live availability

- Pool, gym, BBQ area, hall, courts, with opening hours in the building's local time.
- Every slot shows the places left; full slots cannot be booked.
- Rules per facility: how many at once, how far ahead, a weekly limit per unit, residents or members only.
- Booking fees become invoices.

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	Unit	People	Status
------	----------	------	--------	--------

app.mizo.co /portal/home/facilities

Al Noor Property Management

Resident and customer portal · Facilities

Sign out

My home

Facilities

Invoices

Managed properties

Previous day

Thursday 15 October

Next day

Book at Marina Heights

Gym 05:00-23:00

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 06:00-22:00

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

Memberships that renew and invoice

- A registration fee plus a monthly, quarterly or yearly price.
- For residents, or open to people from outside the building.
- Renewal invoices go out a week before each period ends.
- Fees overdue: suspended after 14 days, back as soon as they are paid.
- Residents join from the portal.

Memberships

AvailabilityRun 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 monthAED 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 Suspend End

Membership

Gym and pool

For (contact)

Choose

Unit (blank = their unit in the building)

Their unit

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

People

1

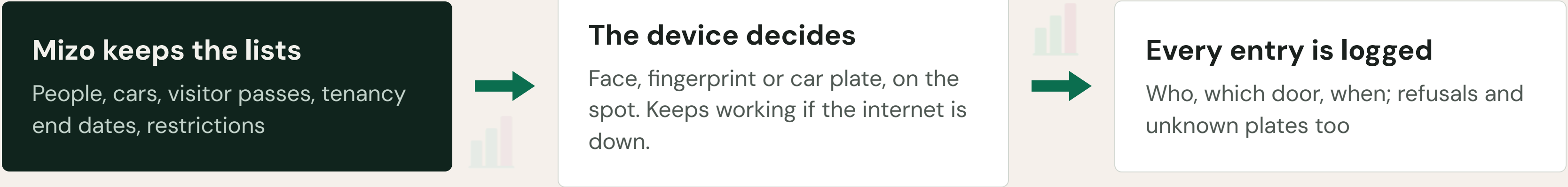
Starts

10/14/2026

☒Renews by itself

Add the member

Doors and barriers, kept right by Mizo



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/Y9gM3KKN5HwKEJnJKD0wHGJ7LTPXQn43v	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

Who may enter, and until when

Everyone in a unit

Owners, tenants, family, helpers, drivers, staff, contractors

Ends on its own

A tenant's access ends with the tenancy; nobody has to remember

Cars and bays

Plates per unit open the barrier; parking bays are assigned

One click

Suspend or end anyone; the devices update themselves

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

Visitor passes and the guard desk

- Residents create a pass in the portal: a 6-digit code for a time window and a number of entries.
- Add a car plate and the barrier opens for that visit only; the plate is removed afterwards.
- The guard desk checks a code and can open the door or barrier, with the reason kept in the log.
- A used-up or expired pass is refused.
- Entries, refusals and unknown plates in the last 24 hours, at a glance.

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 passes [People, cars and bays](#) [Doors 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

mizo
ERP

Patent pending · 15

CAMERAS

Cameras in the resident's pocket

Owners and tenants watch their home's and their building's cameras in the portal, only the cameras you have shared with them.

Install as a service

Camera installation is a service job like any other: quoted, accepted and invoiced.

Through Site Watch

The cameras connect through the Site Watch box on site; its viewing hours and recording settings apply.

You decide who sees

Per unit: the owner, the tenant, or both. Mizo grants and withdraws the access.

SALES AND LETTINGS

Every listing gets its own public page

- Apartments, buildings and villas, for sale or for rent.
- Publish it and it has a page to share, with photos and your advertising permit number.
- Enquiries arrive as leads; book viewings and record offers on the listing.
- Let it: record the tenancy straight from the listing.

[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

app.mizo.co /listing/2-bedroom-marina-heights-ls-00002

Al Noor Property Management · For rent · under offer

2-bedroom apartment, Marina Heights

AED 95,000.00 a year

Apartment · 2 bedrooms · 2 bathrooms · 1,000 sq ft · Dubai Marina, Dubai

Advertising permit 7123456 · LS-00002

Interested?

Name

Phone

Email

Message (optional)

Ask for a viewing

CONTRACTS

Contracts drafted, signed and kept

- Management agreements with owners, service contracts and tenancy contracts.
- The text is drafted from the record: names, unit, dates, fee. You can edit it.
- Sent for e-signature through Mizo; the signed PDF is kept on the contract.
- Notice period and renewal are tracked; a contract shows as expiring during its notice period.

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

THE RESIDENT APP

One app for residents and customers

Answer quotes
and ask for any service

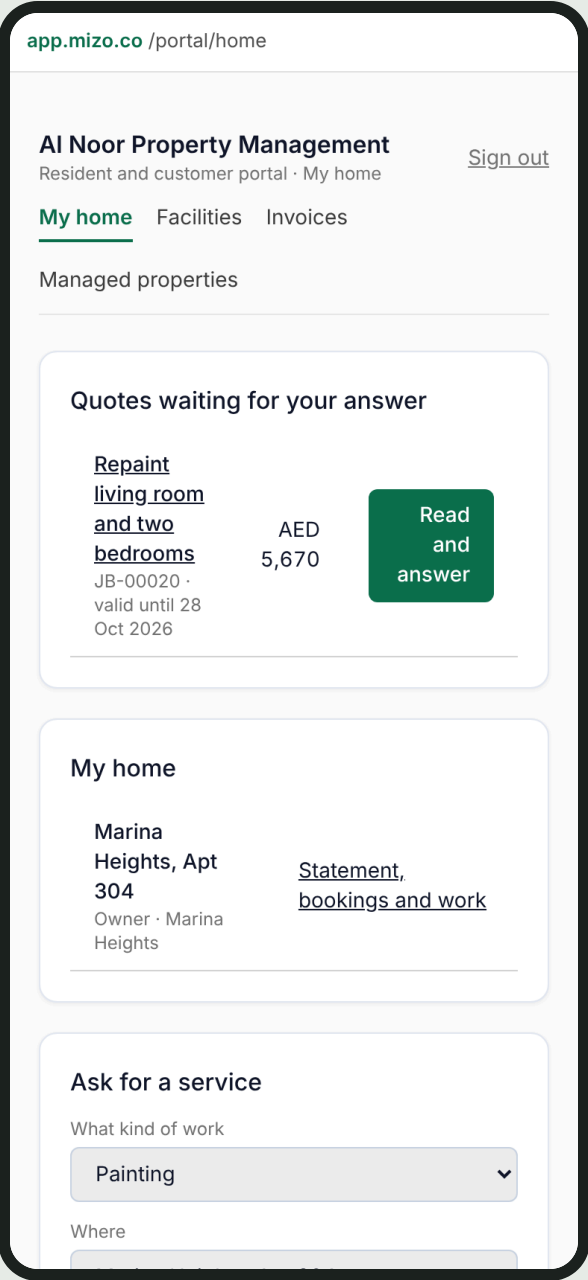
See what is owed
rent schedule, service charges, invoices

Let visitors in
passes with a code and a car plate

Follow the work
jobs, plans and complaints

Book and join
facilities and memberships

Watch cameras
their home's and the building's



INVOICING AND PAYMENTS

Every charge lands in your accounts

What is charged

Service jobs · Plan periods · Service-charge instalments · Booking fees · Membership fees and renewals



An invoice in Invoicing

To the customer's contact, with your tax rate, sent by your finance team as usual.



Paid in Payments

The job, bill or membership shows paid; restrictions lift.

Owners' funds

For units you manage, a job or service charge can be paid from the owner's money you hold, and shows on their statement.

One customer record

Customers, owners and tenants are your existing contacts, with their invoices and payments in one place.

GETTING STARTED

From set-up to your first building

1. **Buildings and units**, with each unit's area for service charges.
2. **Owners and tenants** as contacts; invite them to the portal.
3. **Services**: your request page, complaint deadlines, plans.
4. **Facilities and memberships**, with hours, rules and prices.
5. **Devices** connected, people and cars added in one click.
6. **Enforcement** switched on when the building is ready.

Hardware on site

Doors: ZKTeco face and fingerprint terminals that connect to Mizo over the internet.

Car park: a Hikvision number-plate camera at the barrier.

Cameras: the Site Watch box.

Device commands are tested on your installed models during set-up.



FACILITY MANAGEMENT

See it running on your own building

We will set up a demo with your buildings, units and services, so your team can try it before you decide.

Mizo · Patent pending

facilities@mizo.co

WhatsApp +971 55 854 9689

mizo.co