

A PROPOSAL FOR ESTATE EXECUTIVES

One estate. One record.

How Kompond brings visitor access, dues, estate records, communication and everyday operations into a single system your community actually keeps.

PREPARED FOR

The Estate Chairman
& Executive Committee

SUBJECT

Estate operations
on one platform

FROM

Kompond
kompond.com

01 / In one paragraph

Your estate already does all of this work. Someone writes visitors into a gate book. Someone chases the service charge. Someone keeps the list of who lives where. Someone fields the complaint about the transformer at 11pm.

Kompond does not add work to your estate — it gives the work you already do one place to live, so that it survives a lost notebook, a busy month, and a change of executive committee. Residents get an app. The estate office gets a real record. The gate gets a faster, safer way to let the right people in, and a defensible record of everyone who came through.

02 / What this actually changes

HOW MOST ESTATES RUN TODAY

WITH KOMPOUND

A paper gate book, filled in by hand, unreadable by month three

Every entry timestamped and tied to the resident who invited the guest

Service charge chased on WhatsApp, one home at a time

Every home has a running statement, and residents pay from their phone

"Who is living in that house now?" answered by asking around

A register of properties, units, owners, tenants, households and vehicles

A notice pasted at the gate, and a broadcast list half the estate has muted

Targeted announcements, with delivery and acknowledgement you can see

Complaints in the chairman's direct messages

Numbered requests with an owner, a status and a clock

Elections run on paper, and argued about afterwards

Secret ballot, recorded eligibility, verifiable turnout, a certified result

Each new exco starts from whatever the last one handed over

The record belongs to the estate and stays with it

03 / What each group gets

Residents and households Invite a guest without calling the gate. See what is due and pay it. Report a fault and watch it move. Book the hall. Read estate notices in one place instead of four chats. Manage household members, vehicles and documents.	The estate office and exco One register of homes and people. Charges issued to the right homes and reconciled against real payments. Notices with proof of delivery. Maintenance with a queue and a clock. A dashboard covering collections, arrears, open requests and visitors on site.	Gate and security teams Scan a QR code or type a short code — no paper. A clear valid, invalid or call-a-supervisor answer in seconds. A way to reach a resident about an unexpected visitor without ever seeing their phone number. A record of every entry, exit, denial and override.
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04 / The capabilities

Estate register

Blocks, streets, properties, units, occupants, households, staff and vendors. Your existing list is imported from a spreadsheet and reconciled — matched, flagged and corrected — rather than retyped. Occupancy is time-bounded, so a house that changes tenant keeps its history, and landlord-to-tenant relationships on the same unit resolve automatically.

Visitor access

A resident creates a pass with the guest's name, an optional vehicle, a time window and a number of entries. The system issues two credentials for the same pass: a QR code, and a ten-character code a guest can read over the phone, in the form K7M4P-W9R2D. The officer scans or types it and gets a minimal decision — no browsing the resident list, no fishing for a name.

Three things matter for how estates in Nigeria actually operate:

- **Guests without smartphones.** The alphanumeric code works over a voice call or a text message.
- **Unexpected visitors.** The gate can request approval from the resident, who replies to allow or deny within a few minutes. The resident's phone number is never revealed to the officer or the visitor.
- **When the network drops.** An assigned gate device holds a bounded, encrypted cache and keeps capturing events, then syncs them for revalidation when the connection returns. An offline capture is a record, not a final admission decision — and the system says so rather than pretending otherwise.

Dues and payments

Recurring charges are defined once as a rule and applied to a target audience. Each billing run produces a frozen preview — which homes, which exemptions, what total — that a second officer can approve before

anything is posted. Posted invoices are immutable; a correction is a credit note, not an edit, so last month's receipt still says what it said last month.

Residents pay by card or transfer from the app and see the updated balance and receipt. Cash and bank transfers are still recorded, with evidence and a reference, and reconciled against provider settlements. Mismatches go into an exception queue instead of quietly disappearing.

Communication

Announcements are targeted — all residents, or filtered by street, block, unit, occupancy type or role. The system previews the audience count before sending. Delivery status is tracked per recipient, and acknowledgement can be required where it matters. Emergency alerts sit behind a separate permission and a deliberate confirmation step.

Maintenance

A resident reports a fault with a category, urgency and photographs. The request is numbered, acknowledged and given a response and resolution target. Managers triage, merge genuine duplicates and assign work. Technicians and vendors see only their own assigned work. Residents see progress updates without seeing internal notes, and confirm closure or reopen with a reason.

Facilities

Configure the hall, the court or the pool with capacity, notice periods, availability, blackout dates, approval rules and cancellation terms. Residents request a slot; availability is rechecked inside the booking transaction, so two people cannot take the same Saturday.

Incidents

A security log with severity, location, people involved, narrative and protected evidence. Field visibility is controlled — a sensitive incident is not readable by everyone with a login, and access to it is itself audited. A resident's maintenance complaint is never silently promoted into a confidential security file.

Documents

Estate policies and notices with categories, versions, effective dates and optional acknowledgement. Resident documents — invoices, receipts, letters — stay private to the authorised household. Uploads are scanned before they are served.

Governance and elections

Position elections and general polls, run as a secret ballot with separation between who voted and how they voted. Eligibility can be set by membership type, occupancy relationship, primary-contact status, location, or financial standing against a disclosed cut-off. Results are tallied immutably and certified by an officer who is neither the organiser nor a candidate.

05 / Where the money goes

This is usually the first question an executive committee asks, and the answer is deliberate.

Kompond does not hold your estate's money. Your estate registers the bank account it wants dues paid into. Residents pay through Kompond's payment integration, and the payment provider splits the transaction at the moment it is authorised — your estate's share settles directly to your estate's own bank account. There is no Kompond wallet holding your funds, no payout schedule we control, and no float sitting between your residents and your treasury.

Three consequences worth stating plainly:

- Your estate does not need its own merchant account, its own compliance review, or its own payment integration to start collecting online.
- Your treasurer registers and changes the destination account themselves, behind multi-factor authentication. The account name is read back from the bank and shown on screen, so a mistyped digit is caught before a settlement goes missing rather than after.
- Accounts are retired, never deleted, because every payment names the account it settled to. A receipt that cannot say where the money went is not a receipt.

Residents always see the full total, with any transaction fee shown as its own line, before their card is charged.

06 / Security, privacy and control

- Isolation is structural. Every estate's data is separated at the database level, not merely hidden by the application. No screen relies on the browser telling the server which estate it is.
- Privileged actions are audited. Changes to money, access, roles, identity and configuration are attributable and tamper-evident.
- Strong authentication where it counts. Multi-factor authentication is required for administrative and financial actions. Passkeys are supported.
- Support access is bounded. If our team needs to look at your estate to help you, that session is requested, approved, time-limited and logged. There are no silent look-ins.
- Your data is yours. Your register, ledger, audit trail and reports are exportable. You are not holding your estate's records hostage to a login.

07 / What Kompond is not

Stating the boundaries is part of the proposal, because a system that claims everything is a system that has been thought about by nobody.

- It is not a full accounting package. It produces a clean, exportable record for your accountant; it does not replace them.
- It is not payroll.
- It is not access-control hardware. It does not replace your barrier, your CCTV or your alarm. It integrates with such systems through defined boundaries where an estate has them.
- Offline gate capture is a record, not an admission decision. We will not tell you the gate works perfectly without a network, because it does not, and an estate that believes otherwise makes a worse decision at the barrier.
- The voting module is an estate-grade secret ballot, suitable for exco elections and community polls. It is not a cryptographically verifiable public-election system, and a legally regulated election would need its own legal advice.
- It is not a property marketplace.

08 / How a rollout works

We do not recommend switching an entire estate over in one weekend. Each stage below can be stopped without disrupting the estate.

STAGE	WHAT HAPPENS	HOW YOU KNOW IT WORKED
1 · Fit	A working session with the exco on how your estate actually runs today	We agree what to turn on first, and what to leave off
2 · Setup	Your register is imported and reconciled; roles and permissions assigned	The list on screen matches the estate on the ground
3 · Staff only	The gate and estate office use the system on real workflows — no residents yet	Officers process a pass, a denial and a supervisor override unaided
4 · One block	A small resident group is invited and activated	Residents create passes and the gate processes them without calling the office
5 · Estate-wide	Remaining residents are invited in batches	Activation rate and gate throughput hold up
6 · The rest	Dues, facilities and governance switched on as the estate is ready	Each module is measured before the next is added

Capabilities are enabled per estate, so an estate that wants visitor access now and dues next year is a supported configuration, not a special case.

09 / What we would need from your estate

- A named executive sponsor — usually the chairman, the general secretary or the treasurer.
- Your current register, in whatever form it exists: a spreadsheet, a notebook, or several conflicting lists. Reconciling those is part of the work, not a prerequisite for it.
- The estate's bank account details for dues, registered by your own treasurer.
- Two or three gate officers available for training, and their shift pattern.
- One street or block willing to go first.
- Agreement on what residents are told, and when — adoption is a communication exercise as much as a technical one, and the estate's own voice carries it better than ours.

10 / The next step

A working session with the executive committee — about forty-five minutes. We walk through the system using your estate's own shape: your blocks, your gates, your charge structure, your election cycle. You will see exactly what your residents would see and what your officers would use.

No commitment is required to have that conversation, and we would rather show you the system against your real situation than against a demonstration estate that makes everything look easy.

Let's walk through your estate.

Write to hello@kompond.com or visit kompond.com and we will arrange a session with your committee.