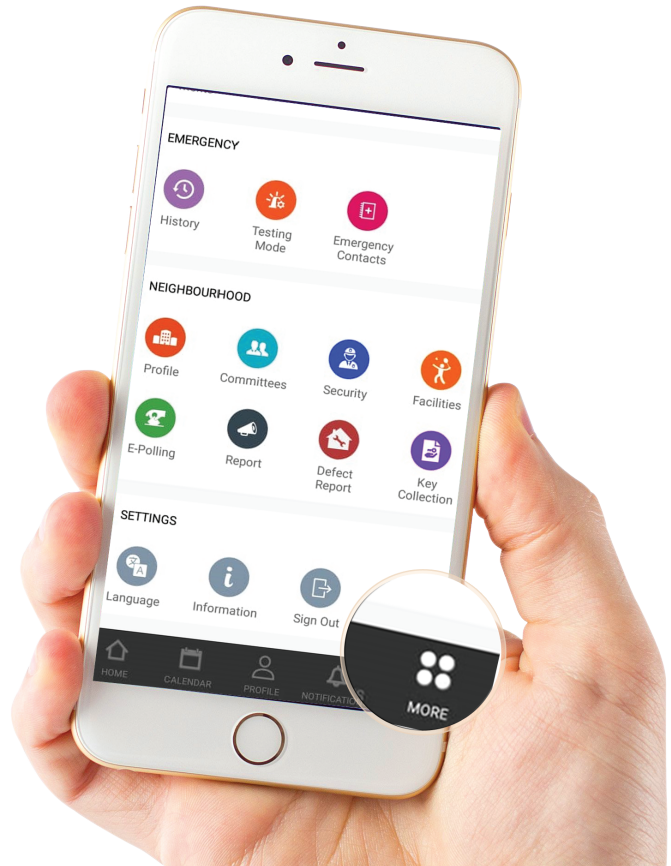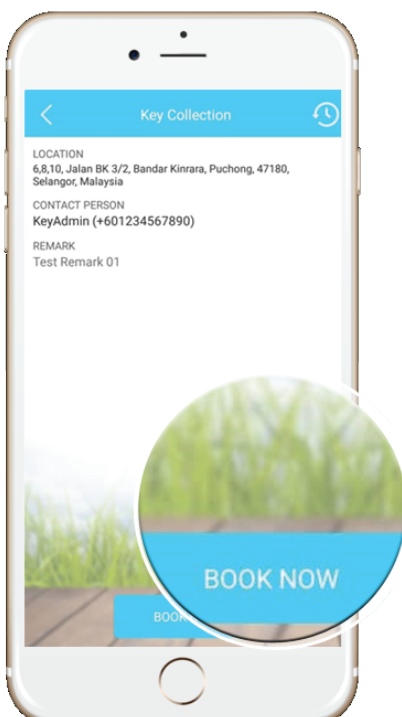# Vacant Possession User Guide

**Introduction:** i-Neighbour is a Smart Community Solution that aims to bring conveniences for the Residents. One of its major features is the Vacant Possession Module, whereby Residents can schedule an appointment with the Management to retrieve their keys for the unit. Below is a quick guide on how this can be achieved in i-Neighbour:
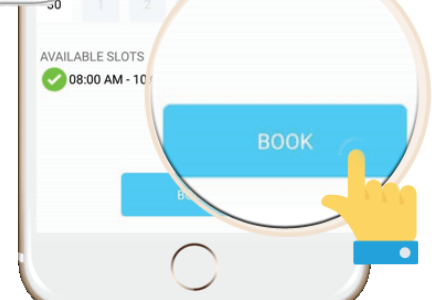
## How To Book An Appointment

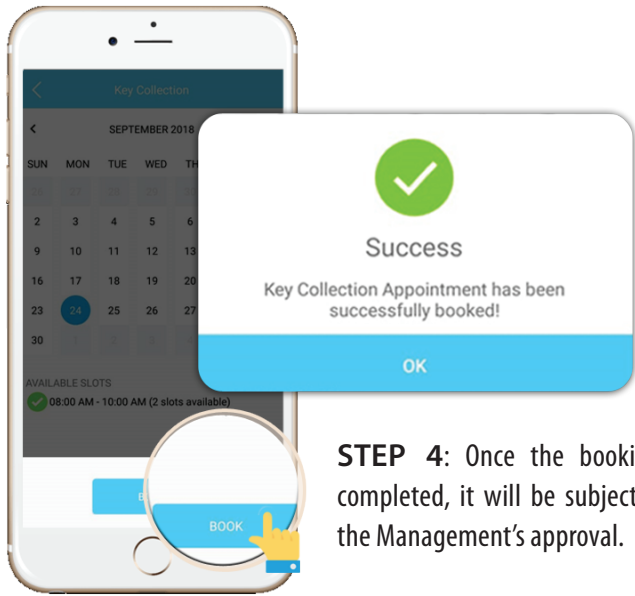**STEP1** : Click on "**Key Collection**" under the "**More**" tab.



**STEP2** : Tap on "**Book Now**".



**STEP3** : Select the available date & time slot. Proceed with "**Book**".
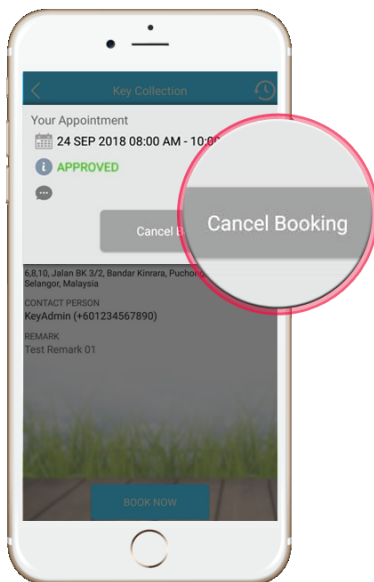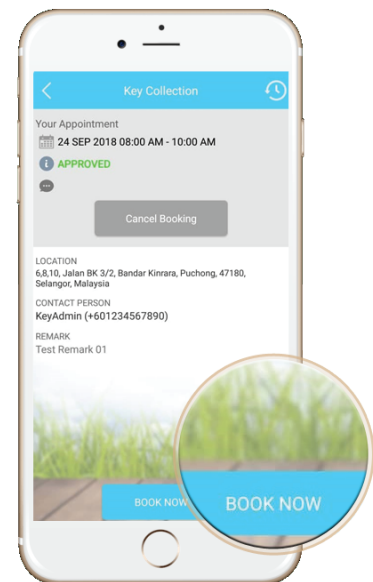
# How To Book An Appointment



**STEP 5**: Residents will receive a notification upon the Management's approval.

**STEP 4**: Once the booking is completed, it will be subjected to the Management's approval.

**STEP 6**: If unavailable, Residents may also reschedule by selecting "**Cancel Booking**" and resubmitting a new Booking Form.

Note: If some of the screenshots or steps viewed here are different from the ones in the current system, this is due to our continuous effort to improve our system from time to time. Please notify us at info@i-neighbour.com, we will update it as soon as possible.