habitat

Habitat User Manual

For residents, guards and society administrators

🏠 Residents | 💂 Guards | 👨‍💼 Admins | 🏷️ FASTag

Version 1.1 · November 2026 · habitat.grouptakey.com · Developed by Group Takey

Contents

1. Getting started

1.1 What is Habitat?

1.2 Install the app

1.3 Log in and set your password

1.4 Language, light and dark mode, logo

2. For residents

2.1 Approve or deny a visitor

2.2 Invite guests with a pass

2.3 Parcels and daily help

2.4 See and pay your maintenance dues

2.5 Your vehicle FASTag

2.6 FASTag and overdue maintenance

2.7 Complaints, notices, polls and bookings

2.8 Rate your electrician or plumber

2.9 Your Owner ID or Resident ID

2.10 Your three emergency contacts

2.11 Put your flat, shop or office up for sale or rent

2.12 Electrician, plumber and other vendors

2.13 Water, gas, forum and marketplace

2.14 Family, vehicles, tenants and SOS

3. For guards

3.1 The gate screen

3.2 Register a visitor

3.3 Pre-approved guests, parcels and daily help

3.4 Scan a vehicle FASTag

3.5 Barrier, SOS and tools

3.6 Overstay alerts and the automatic call

4. For society administrators

4.1 First-time setup

4.2 Residential, commercial or mixed property

PART 1

Getting started

1.1 What is Habitat?

Habitat is one system for your housing society or commercial complex: gate security with visitor approval, a gate tag for vehicles (Habitat FASTag), maintenance billing and payments, complaints, notices and community tools. It works for flats, villas and row houses as well as offices, shops, showrooms and business parks, and the screens use the right words for your kind of property. It has an Android, iPhone and iPad app and a web portal at habitat.grouptakey.com.

1. Residents use the app: approve visitors, pay dues, manage vehicles and raise complaints.
2. Guards use the Gate screens of the same app: register visitors, scan vehicle tags, handle parcels.
3. Committee members and the admin use the web portal for billing, accounts, FASTag, devices and settings.

1.2 Install the app

1. Android: install Habitat from Google Play. If your society gave you an APK file, open it and allow “Install unknown apps” when asked.
2. iPhone and iPad: install Habitat from the App Store. If it is not there yet, open habitat.grouptakey.com in Safari, tap Share, then Add to Home Screen.
3. Allow notifications, camera and (for guards) location when the phone asks. Notifications are how you hear about visitors.

1.3 Log in and set your password

1. Your society admin adds your mobile number first. You cannot register on your own.
2. Open the app, enter your 10-digit mobile number and choose OTP or Password. With OTP, type the 6-digit code you receive.
3. If you were given a temporary password, the app asks you to choose a new one. Use at least 8 characters.
4. Change it later any time: Profile, then Change password. Use the eye icon to show or hide what you type.

Tip: Never share your OTP or password with anyone, not even the guard or the committee.

1.4 Language, light and dark mode, logo

1. Light mode is the default. Tap the moon or sun button at the top to switch to dark mode and back. The app remembers your choice.
2. Choose English, Hindi, Gujarati or Marathi under Profile.
3. Your society’s own logo appears beside the society name on the home screen and in the header, once the admin has uploaded it.

PART 2

For residents

2.1 Approve or deny a visitor

When a guest, courier or cab reaches the gate, the guard registers them and you get a notification with a chime and the voice message “You have a visitor at the gate”, even if the app is closed. Nothing pops up or rings on the screen; just tap the notification.

1. Tap the notification. You see the visitor’s photo, name and purpose.
2. Tap Approve, Deny, or Leave at gate (for deliveries). The guard’s screen updates at once.
3. If you do not answer, the guard gets Call and WhatsApp buttons after the time your society set. You can also approve from the WhatsApp message.
4. See today’s visitors on the Home screen and the full history under the Visitors tab. You are told when the visitor leaves.

Tip: Block a number you never want to admit: Visitors, then Blocked numbers.

2.2 Invite guests with a pass

1. On Home tap Invite guest. Enter the guest’s name, type (guest, cab, delivery, tutor) and the time window. For a cab you can add the vehicle number.
2. Share the pass by WhatsApp or SMS. It carries a QR code and a 6-digit OTP.
3. At the gate the guard scans the QR or types the OTP and the guest enters without waiting. The pass stops working after its time.

2.3 Parcels and daily help

1. Parcels: the guard photographs each parcel. Choose Send up, Keep at gate or Reject. On delivery to your door, give the handover OTP.
2. Daily help (maid, cook, driver): add them under Profile, Daily help. They get a pass code. You see when they enter and leave.
3. Help salary: Community, Help salary shows the monthly attendance, free leaves and the amount to pay. Record the payment to print a slip.

2.4 See and pay your maintenance dues

1. Open the Payments tab. The top card shows your total due. When it shows Advance credit, you have paid in excess.
2. Tap Pay now (or choose one bill). If your society has online payment, tap Pay online and pay by UPI, card or net banking. The money goes straight to the society's account and your due becomes 0 within moments.
3. Otherwise scan the UPI QR (the amount is already filled in) or tap Open my UPI app. Then tap I have paid, optionally entering the UPI transaction ID. The treasurer is told and records it after checking the bank.
4. Cash or cheque: hand it to the committee. They record it and your due drops straight away.
5. Receipts appear in the same tab and can be downloaded as PDF.

Tip: Only members marked "can pay" by the flat's primary member see the Pay button.

2.5 Your vehicle FASTag

Habitat FASTag is your society's own gate tag (it is not the bank toll FASTag and nothing is charged). Each vehicle gets one when you add it.

1. Add your vehicle: Profile, Vehicles, then enter the number. The tag is created automatically.
2. Open Community, My FASTag. Show the QR at the gate (or use the sticker or card the committee gives you). The barrier opens.
3. A vehicle that is inside cannot enter again until it is scanned out. A photocopy or screenshot is refused and the guards, the owner and the committee are alerted.
4. Lost or copied tag? Tap Lost / copied? Get a new tag. The old tag stops working immediately. This can be done once a day.
5. If the committee has set your tag to Live QR, the code in the app changes every 30 seconds and a printed copy will not work.

2.6 FASTag and overdue maintenance

To keep dues under control, Habitat links the gate tag to maintenance. The number of days is set by your society (15 by default).

1. As soon as a bill is overdue you get a reminder every day: "FASTag will be disabled in N days". In the last 3 days the reminder comes twice a day. SMS and WhatsApp are used too if your society enabled them.
2. When the limit is reached the FASTag is disabled for entry. The gate shows "dues pending" and you get a notification. Leaving the society always works, so nobody is trapped inside.
3. Pay the dues in the app (or in cash to the committee). The moment the due is 0, the FASTag is active again by itself. My FASTag shows a green "No dues" message.

Tip: You can see exactly how much is due and how many days are left on the My FASTag screen.

2.7 Complaints, notices, polls and bookings

1. Raise a complaint: Home, Raise issue. Describe the problem, add a photo and send. You can follow every step and rate the fix.
2. Notices: Community, Notices. Official notices are marked as read when you open them.
3. Polls: one vote per flat. Open Polls on Home and choose your option.
4. Amenities: Home, Book. Choose the clubhouse, gym or pool, a slot and confirm. Some need committee approval.

2.8 Rate your electrician or plumber

Vendors show a star rating and a green “Verified” badge when the committee has checked them. Your rating helps neighbours choose.

1. Open Community, Electrician, plumber & more and tap the stars on a vendor.
2. Choose 1 to 5 stars, write a short review if you like and tap Submit rating. Rating again replaces your earlier one.
3. Everyone in the society can read the reviews, with the name and flat of the reviewer.

2.9 Your Owner ID or Resident ID

Every member gets an ID automatically, for example SUN-O-00042 for an owner or SUN-R-00051 for a tenant or family member. It never changes.

1. Open Profile. The ID is shown under your name. Tap it to copy.
2. The committee can search members by this ID in the admin portal.

2.10 Your three emergency contacts

Add up to three people who must know when you are in trouble.

1. Open Profile, My emergency contacts, Add. Enter the name, relation and mobile number.
2. When you press SOS, security and the committee are alerted and these contacts get an SMS at once, with your flat and mobile number.

Tip: The SMS goes only if your society has an SMS service connected.

2.11 Put your flat, shop or office up for sale or rent

Any member can list their property. The owner and then the society admin approve it. After that every member of the society sees it.

1. Open Community, For sale & rent. Tap List my property.
2. Choose the property, For rent or For sale, write a title, the price or monthly rent, the deposit, a contact number and a photo. Tap Send for approval.
3. If you are a tenant or family member, the owner of that property gets a request first. An owner's own listing goes straight to the admin.
4. You are told when each step is done. Once it is live, neighbours can call or WhatsApp you from the listing. Tap Close when it is sold or rented.

Tip: One open listing is allowed per property and type. A shop or office is listed the same way as a flat.

2.12 Electrician, plumber and other vendors

Your committee keeps a list of trusted service providers. You do not need to ask around.

1. Open Community, Electrician, plumber & more.
2. Choose a trade at the top (electrician, plumber, carpenter, painter, AC repair, car mechanic and more) or search by name.
3. Each card shows the name, number and any note such as visit charge. Tap Call or WhatsApp.

Tip: Agree the charges before the work starts. The committee shares the numbers but does not guarantee the work.

2.13 Water, gas, forum and marketplace

1. Water, gas and services: Community, Water & gas. Order a tanker, LPG cylinder or drinking-water cans. The committee confirms and marks delivery.
2. Forum: Community, Forum. Start a topic or reply to neighbours. The committee can pin or lock topics.
3. Marketplace: sell, rent or give away items, or post lost-and-found and carpool offers.

2.14 Family, vehicles, tenants and SOS

1. Family: Profile, Family. The primary member adds relatives by mobile number and chooses who may pay.
2. Tenants: the flat owner registers the tenant, then the committee approves. The tracker keeps the agreement end date and police verification status and reminds everyone.
3. SOS: in an emergency tap the red SOS button on Home. Every guard and the committee get an alarm with your flat number.

PART 3

For guards

3.1 The gate screen

1. Log in with your mobile number and PIN or password. Pick the gate you are on (for example Main Gate).
2. The home screen has big tiles: New visitor, Pre-approved / OTP, Parcels, Scan vehicle tag, Daily help, Vendors, Inside now and SOS. Tools and Open barrier are at the bottom.
3. Without internet the entries are saved on the phone and sent automatically later. A banner tells you how many are waiting.

3.2 Register a visitor

1. Tap New visitor. Enter the mobile number (returning visitors fill in by themselves), take the photo, choose the type and the flat.
2. Send for approval. Watch the status: waiting, approved, denied. Let the visitor in only after Approved.
3. If the resident does not answer, Call and WhatsApp buttons appear after the time your society set.
4. When the visitor leaves, open Inside now and tap Exit.

Tip: A visitor must always be approved by the flat before entry. Never let someone in on “they are expected”.

3.3 Pre-approved guests, parcels and daily help

1. Pre-approved / OTP: scan the guest’s QR or type the 6-digit OTP. Valid passes admit the guest at once.
2. Parcels: photograph the parcel and choose the flat. After the resident decides, hand over with the OTP.
3. Daily help: scan the help’s pass code to mark entry and exit. The flat is told.

3.4 Scan a vehicle FASTag

1. Tap Scan vehicle tag. Choose the direction: Entry, Exit or Auto. At an entry lane keep it on Entry.
2. Point the camera at the QR on the sticker or the phone. The screen shows the vehicle, the flat and “Entry allowed”, and the barrier opens.
3. A red message means do not open: “already inside” (possible copy), “forged tag”, “revoked”, “blocked” or “maintenance dues pending”. Stop the vehicle and call the supervisor.
4. A vehicle that has left without being scanned out can be reset only by the supervisor or admin, not by the guard.

3.5 Barrier, SOS and tools

1. Open barrier sends an open command to the boom of your gate. Use it only for approved vehicles.
2. SOS list shows alarms from residents. Tap I'm responding so the committee knows help is on the way.
3. Tools has attendance (selfie and location), patrol checkpoints and incident reports.

3.6 Overstay alerts and the automatic call

Delivery people and cabs often stay longer than needed. Habitat watches the time and tells you.

1. Each delivery person or cab gets a set number of minutes per flat. One who visits three flats gets three times as long.
2. When the time is over you get an Overstay alert. Open Inside now: the visitor is marked in red.
3. Check on the visitor, then tap Acknowledge and write what you did. The supervisor is told and the note is saved.
4. If the resident does not answer the visitor request in the app, the flat gets an automatic voice call. The resident presses 1 to allow or 2 to deny, and you see the answer at once.

Tip: The automatic call works only when the society has a voice-call service connected. Otherwise use the Call and WhatsApp buttons.

PART 4

For society administrators

4.1 First-time setup

1. Log in at habitat.grouptakey.com with the admin account Group Takey gave you. Change the password first.
2. Settings, Society profile: name, registration number, address, bank details and the UPI ID that members pay to. Upload the society logo here (see below).
3. Units & structure: create towers, floors and flats. Members: add residents by mobile number and link them to their flat; mark the primary member and who can pay.
4. Staff & guards: create guard accounts with a PIN. Roles & permissions lets you give the treasurer, secretary and others only the access they need.

4.2 Residential, commercial or mixed property

Habitat serves apartment societies, villa townships, office buildings, markets, malls and business parks. Tell it what you manage once and every screen follows.

1. Settings, Rules, Type of property: choose Residential, Commercial or Mixed. Residential says “Flat” and “Resident”. Commercial says “Unit” and “Occupant”. Mixed says “Unit” and “Member”.
2. Settings, Rules, What do you call one property: you can also pick Shop, Office, Villa, House or Plot, and that word is used everywhere instead of “Flat”.
3. People, Units & structure: add blocks, wings or floors, then units. Each unit has a Kind: flat, penthouse, studio, villa, bungalow, row house, plot, office, shop, showroom, co-working space, clinic, restaurant or food-court stall, warehouse, kiosk or hall. One complex can mix kinds freely, for example shops on the ground floor and offices above.
4. Bulk import accepts the same kinds in the “kind” column of the CSV. The downloadable template has examples of a flat, a shop, an office and a villa.
5. Billing suits commercial too: charge heads can be per unit, per sq ft or a different rate for each type or kind (for example one rate for shops and another for offices), with GST on the charge.
6. A commercial complex does not need every feature. Settings, Modules switches off what you do not use, for example Daily help or Amenity booking.

Tip: Staff, partners and employees of a business can be added as members of the unit, so they get visitor alerts and can pay dues if you allow it.

4.3 Society logo on every screen

1. Settings, Society profile, Society logo. Choose a PNG, JPG or WEBP file (a wide or square PNG with a transparent background looks best) and save.
2. The logo now shows beside the large society name on the dashboard, in the centre of the header and on the residents’ and guards’ home screens. It resizes itself to the header.
3. To remove it tick Remove logo and save.

4.4 Billing, payments and receipts

1. Billing: set Charge heads (maintenance, sinking fund and so on), then generate bills for a period. Publish them so residents are notified. Bill due days, grace days and late-fee rules are in Settings, Rules.
2. Cash, cheque or bank transfer received: Payments, Record offline payment. Pick the flat, enter the amount and mode and save. A receipt is issued and the flat's dues fall at once. If that flat's FASTag was disabled for dues, it switches on again by itself as soon as the due is 0.
3. A member said "I have paid" by UPI: you are notified. Check your bank statement, then record it the same way.
4. Bounced cheque: open the payment and choose Bounce. The dues come back. Waivers and credit notes need the approve permission and a reason.
5. Defaulters shows who owes what and for how long, with one-tap reminders on app, SMS and WhatsApp (set the channels in Settings, Rules).

4.5 Online payments to the society account

Members can pay online through your own Razorpay, Cashfree, PhonePe or Paytm account. Habitat never holds the money: it goes to your bank, and Habitat only receives the confirmation and clears the dues.

1. Open Finance, Online payments. Choose Razorpay, Cashfree, PhonePe or Paytm.
2. Razorpay: paste the Key ID and Key Secret (Dashboard, Account & Settings, API Keys) and keep the suggested Webhook secret. Cashfree: choose Live or Test and paste the App ID and Secret Key (Developers, API Keys). PhonePe: paste the Client ID, Client Version and Client Secret (Developer Settings, API Keys). Paytm: paste the Merchant ID and Merchant Key (Developer Settings, API Keys).
3. Tick Let members pay online and Save. The keys are checked with the gateway and stored encrypted.
4. On the right, copy the Webhook URL into your gateway dashboard (Razorpay: Webhooks, event payment_link.paid; Cashfree: Developers, Webhooks, Payment Link event, version 2023-08-01). Without this step payments succeed but the dues are not cleared automatically. PhonePe and Paytm need no webhook: the payment is checked with the gateway when the member returns, and again by the cron job (PhonePe webhook is optional).
5. Test with a small payment first (Cashfree, PhonePe and Paytm have a Test environment).

> **Tip:** The gateway charges its own fee to your account. Habitat adds nothing on top.

4.6 Habitat FASTag: issue, print and manage

1. People, Vehicle FASTag lists every tag, who is inside now and the alerts of the last 24 hours. Tags are created when residents add vehicles; use Issue tags to create the missing ones in one go.
2. Print gives a sticker page with a QR. For a Live QR tag change Mode to Live QR only; the owner then shows the changing code from the app.
3. Block stops a tag for any reason. Re-issue kills the old tag and makes a new one (use it for lost or copied tags). Reset puts a vehicle that left without a scan back to Outside.
4. Scan log shows every scan, allowed or refused, with the guard and the gate. Open the alerts view for copies and forgeries.
5. Never change APP_KEY in the server settings after tags are printed: it would make every printed tag invalid.

Tip: The gate hardware (scanner, UHF reader) is added under Devices & hardware, see the chapter below.

4.7 Dues rule for the FASTag

1. Settings, Rules, Switch off FASTag for overdue maintenance. Choose Yes, then the number of days after the bill's due date (default 15). Choose No to never disable tags.
2. Residents are reminded every day before the limit (twice a day in the last 3 days), entry is refused after it, exit always works, and the tag switches on by itself when the dues are cleared by any route: cash, UPI recorded by you, or an online payment.
3. On People, Vehicle FASTag a held tag shows "Held · dues" with a Record payment link that opens the payment form with the flat and the amount filled in.
4. The check runs through the server's scheduled job (cron, every 5 minutes). Make sure it is set up, otherwise the switch-off waits until the next payment or bill event.

4.8 Devices & hardware: scanners, readers, barriers, cameras

1. Security, Devices & hardware, Add hardware. Choose the model from the list: GM65 / GM861 QR modules, other UART scanners, M100 / YRM100 UHF modules, long-range UHF readers, boom barrier with ESP32 and relay, Hikvision ANPR, CP Plus ANPR, meter gateway or face terminal.
2. Give it a name, choose the gate and (for readers) the lane: Entry or Exit. Tap Register & open setup.
3. The setup page shows the device key once (copy it now), the wiring steps and, for readers and barriers, a Download configured firmware button. Enter the site WiFi and flash the file to the ESP32 board with Arduino IDE.
4. Cameras (Hikvision, CP Plus) send the plate to the address shown on the setup page. Enter that address in the camera's HTTP listening / upload setting.
5. A reader that opens the boom by itself and a separate Boom barrier device on the same gate would open it twice. Use one or the other; Habitat warns you.
6. Always keep the boom's own safety sensor and manual release. Automatic opening needs the internet; guards keep the Open barrier button as backup.

Tip: Test every lane with one vehicle before going live. Hardware settings in the list are the usual factory defaults: confirm them against the manual of your unit.

4.9 UHF stickers: encode them yourself

1. People, Vehicle FASTag, UHF encoder. Connect a USB UHF writer to a PC and open the page in Chrome or Edge (it must be the https site).
2. Choose your writer model, tap Connect writer and pick the port.
3. Put one blank sticker on the writer, select the vehicle and tap Write & verify sticker. The page reads the sticker back and marks it Encoded only when it matches.
4. If your writer is not supported, download the EPC CSV and use the writer's own software.

4.10 Vendor directory

1. Operations, Vendors, New. Enter the name and mobile number, choose the trade from the list (electrician, plumber, carpenter, painter, AC repair, car mechanic, pest control and more) and add a note such as "Visit Rs 200, 9am to 7pm".
2. Tick Show to members in the app. Every resident and guard then sees the name and number under Community, Electrician, plumber & more.
3. Untick it to keep a vendor private (for example an accounts-only supplier). Vendors added earlier for expenses stay hidden until you tick this.

4.11 Daily help and society staff

One screen for everybody who comes in to work: the maid of one flat, the peon of one office, and the sweeper, gardener or lift operator of the whole society.

1. Security, Daily help & staff, Register staff. First choose who the person works for: Specific flats / shops / offices, or The whole society (common staff).
2. For a flat or shop pick the role (maid, cook, driver, nanny, gardener, peon, cleaner, employee) and tick the flats. The owners are told when that person enters and leaves.
3. For society staff pick the role (housekeeping, sweeper, gardener, security agency staff, lift operator, electrician, plumber, pump operator, supervisor, receptionist, manager, accountant, driver) and optionally the duty and shift, for example "Tower A lobby, 7 am to 3 pm". No flat is linked, so nobody is notified.
4. Add a photo and ID proof, mark police verification, and save. Habitat gives a pass code such as DH4821.
5. The guard enters the pass code in Daily help at the gate (or scans it). Entry and exit are logged. Open Attendance on the staff row for the month-wise days present.
6. The tabs at the top filter All, Society staff and Flat help. Block a person at any time; the gate then refuses the pass.

4.12 Everyday administration

1. Visitors, Parcels, SOS alerts and Security ops give the live gate picture. Blacklist blocks a number society-wide.
2. Complaints: assign, update the status and close. Late ones escalate automatically.
3. Notices, Polls & elections, Meetings & events, Amenity bookings and Documents keep the community informed.
4. Expenses go through the approval chain. Accounts and Financial reports give the books, income and expenditure and balance sheet. Accounts, Tally Prime gives two import files: ledgers (one per flat under Sundry Debtors) and vouchers (bills, receipts, expenses). In Tally Prime press Alt+O, import Masters first, then Transactions.
5. Audit log records who changed what. Roles & permissions controls what each committee member can do.

4.13 Manage everything from the admin app

1. Install the Habitat app and log in with your admin mobile number and password.
2. The full admin portal opens inside the app, already logged in: billing, members, expenses, reports, settings and roles.
3. Use Reload, the language button and Log out at the top. The phone's back button goes back inside the portal.

Tip: If you are also a resident, the app opens the admin portal. Use the website for your resident screens.

4.14 Approve sale and rent listings

1. Open For sale & rent in the menu. Listings the owner has approved wait for you under Waiting for admin.
2. Check the property, price and photo. Tap Approve to show it to every member, or Reject with a note for the member.
3. Close a live listing when it is sold or rented.

4.15 Member IDs, vendor ratings and delivery timing

1. Members: every member has an Owner ID or Resident ID. Search by it, and it comes out in the CSV export.
2. Vendors: tick Verified once you have checked a vendor's ID and work. Members add the ratings and reviews; you see the average and count in the list.
3. Settings: set Delivery / cab time per flat (minutes) and switch the automatic call on or off.

4.16 Reports: closure, category-wise and tower-wise

1. Open Reports and choose the date range, then Apply.
2. Average closure report: the average time to close a complaint, how many are closed, open or closed late, and the result for each person who handled them.
3. Category-wise report: plumbing, electrical, lift and every other category with count, closed, open, average time and average rating.
4. Tower-wise report: for each tower the units, occupied units, visitors, complaints, average closure time and dues outstanding.
5. Each of the three has a CSV button that downloads the table for Excel.

4.17 Currency

1. Open Settings and set Currency: a code such as INR, USD, AED or EUR, or a symbol you type.
2. That symbol is used for every amount in the portal, the app, bills and receipts.

PART 5

Help

5.1 Common problems

1. I do not get visitor alerts: check that notifications are allowed for Habitat and the phone is not in battery saving that stops apps. Log out and in once.
2. The gate says “dues pending”: pay your maintenance. The tag switches on by itself. If it does not, ask the admin to record your payment.
3. The gate says “already inside”: the vehicle left without being scanned out. Ask the guard to call the supervisor, who can reset it.
4. I paid online but the due is still there: wait a minute and refresh. If it stays, tell the admin; they can check the payment in the gateway dashboard and record it.
5. Forgot password: choose OTP on the login screen, then set a new password under Profile.

5.2 Support and privacy

For help, contact your society committee first. Technical support: Group Takey (grouptakey.com). The privacy policy, terms and contact details are at habitat.grouptakey.com/privacy, /terms and /contact. Habitat does not sell your data or show ads.