[Name of Document] ABSTRACT

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REAL ESTATE MANAGEMENT SYSTEM, METHOD, AND PROGRAM

[Problem] To achieve a balance between convenience in managing/handling real estate properties and privacy protection of tenants while reducing the facility cost and operating cost.

[Solution] A real estate management system is equipped with: a camera robot 61 for capturing an interior image of a real estate property 3; a tenant side device 41 for controlling communications with the camera robot 61; an operation regulation unit 402c for regulating operation of the tenant side device 41 on the basis of an operation performed by a tenant of the real estate property 3; a communication service provider side device 7 connected to the camera robot 61 over a communication network and controlling a communication service using the camera robot 61; and a real estate manager side device 8 connected to the camera robot 61 over the communication network and executing a real estate management service using the camera robot 61. The communication service provider side device 7 and the real estate manager side device 8 are permitted to connect to the camera robot 61 on the basis of an authentication result of a device side authentication unit 402b and an approval operation performed by the tenant.

Fig. 1