# Tenant 1: Kanika

**BACKGROUND:**

1. **Age?**

   29

2. **Job Type?**

   Full-time

3. **How long have you lived in this community?**

   2 years

4. **What is the size of your apartment?**

   2 Bed 2 Bath

5. **How many cars do you have?**

   2

6. **Was your apartment upgraded before you moved in?**

   Yes

**IDENTIFY IF USERS NEED AN ISSUE REPORTING SYSTEM:**

7. **What is your monthly rent range?**

   $1,150

8. **Based on your understanding of the area, how would you rate your rent amount?**

   Medium

9. **Based on how you rated your rent, what are some of the amenities/services you would like to be different or provided by your community?**

   - Package Concierge
   - Service requests
   - Community cleaning
   - Estimated date of task completion

- Gated Community

**10. Can you rate the amenities you mentioned above on a scale of 1 to 5? 1 being "nice to have" and 5 being "Absolutely needed".**

- Package Concierge (5)

- Service requests (4)

- Community cleaning (3)

- Estimated date of task completion (4)

- Gated Community (2)

**QUESTIONS ABOUT ISSUE REPORTING SERVICE MENTIONED BY USER:**

**11. You rated *service request* as 4, could you explain why you rated it in that way?**

There is no way of requesting service online. If I could do that online, it would save me a lot of time.

**12. How do you currently report issues?**

I usually call the leasing office.

**13. How would you rate that experience on a scale of 1 to 5? 1 being Terrible and 5 being Amazing.**

2

**14. If your community were to build a system around reporting issues, what would you want from it?**

- Provide permission to enter

- Get estimated date of completion

- Add severity rating to requests

- Integrate billing

- Integrate package

**15. Can you rate the features you mentioned above on a scale of 1 to 5? 1 being "nice to have" and 5 being "Absolutely needed".**

- Provide permission to enter (3)

- Get estimated date of completion (4)

- Add severity rating to requests (3)

- Integrate billing (4)

- Integrate package (4)

**16. What would be your preferred platform to interact with this system?**

Mobile

## Tenant 2: Ralph

**BACKGROUND:**

**1. Age?**

28

**2. Job Type?**

Full-time

**3. How long have you lived in this community?**

1 year

**4. What is the size of your apartment?**

2 Bed 2 Bath

**5. How many cars do you have?**

1

**6. Was your apartment upgraded before you moved in?**

Yes

**IDENTIFY IF USERS NEED AN ISSUE REPORTING SYSTEM:**

7. **What is your monthly rent range?**

   $1,050

8. **Based on your understanding of the area, how would you rate your rent amount?**

   Medium

9. **Based on how you rated your rent, what are some of the amenities/services you would like to be different or provided by your community?**

   a. Issue reporting

   b. In house washer/dryer

   c. Package delivery

   d. Online billing

   e. Covered parking

   f. Pool

   g. Gated

10. **Can you rate the amenities you mentioned above on a scale of 1 to 5? 1 being "nice to have" and 5 being "Absolutely needed".**

    a. Issue reporting (4)

    b. In house washer/dryer (5)

    c. Package delivery (4)

    d. Online billing (3)

    e. Covered parking (5)

    f. Pool (2)

    g. Gated (4)

**QUESTIONS ABOUT ISSUE REPORTING SERVICE MENTIONED BY USER:**

11. **You rated *issue reporting* as 4, could you explain why you rated it in that way?**

    I have a full-time job and have to work late sometimes. Inefficient way of reporting issues is frustrating.

12. **How do you currently report issues?**

    I visit or sometimes call the leasing office.

13. **How would you rate that experience on a scale of 1 to 5? 1 being Terrible and 5 being Amazing.**

    1

14. **If your community were to build a system around reporting issues, what would you want from it?**

    a. Mobile app

    b. Billing integration

    c. Less typing, more dropdowns

    d. Stable backend for portal

    e. Booking common spaces

    f. Ability to schedule appointment with leasing office

    g. Package notifications

15. **Can you rate the features you mentioned above on a scale of 1 to 5? 1 being "nice to have" and 5 being "Absolutely needed".**

    a. Mobile app (4)

    b. Billing integration (5)

    c. Less typing, more dropdowns (3)

    d. Stable backend for portal (5)

    e. Booking common spaces (3)

    f. Ability to schedule appointment with leasing office (2)

    g. Package notifications (5)

16. **What would be your preferred platform to interact with this system?**

Mobile

## Tenant 3: Pragya

**BACKGROUND:**

1. **Age?**

28

2. **Job Type?**

Full-time

3. **How long have you lived in this community?**

1.5  years

4. **What is the size of your apartment?**

2 Bed 2 Bath

5. **How many cars do you have?**

1

6. **Was your apartment upgraded before you moved in?**

No

**IDENTIFY IF USERS NEED AN ISSUE REPORTING SYSTEM:**

7. **What is your monthly rent range?**

$900

8. **Based on your understanding of the area, how would you rate your rent amount?**

Medium

9. **Based on how you rated your rent, what are some of the amenities/services you would like to be different or provided by your community?**

      a. Pool

      b. Gym

      c. Parking

      d. Common portal for everything

      e. Maintenance portal

      f. Time estimates to complete request

10. **Can you rate the amenities you mentioned above on a scale of 1 to 5? 1 being "nice to have" and 5 being "Absolutely needed".**

      a. Pool (1)

      b. Gym (1)

      c. Parking (5)

      d. Common portal for everything (4)

      e. Maintenance portal (4)

      f. Time estimates to complete request (4)


**QUESTIONS ABOUT ISSUE REPORTING SERVICE MENTIONED BY USER:**

11. **You rated *common portal for everything* as 4, could you explain why you rated it in that way?**

Leasing office hours overlap with my work hours.

12. **How do you currently report issues?**

I visit the leasing office.

13. **How would you rate that experience on a scale of 1 to 5? 1 being Terrible and 5 being Amazing.**

2

14. **If your community were to build a system around reporting issues, what would you want from it?**

      a. Billing integration

    b. Type description and submit

    c. I can provide permission to enter

    d. Lease documents

    e. Package notifications

**15. Can you rate the features you mentioned above on a scale of 1 to 5? 1 being "nice to have" and 5 being "Absolutely needed".**

    a. Billing integration (5)

    b. Type description and submit (4)

    c. I can provide permission to enter (5)

    d. Lease documents (5)

    e. Package notifications (5)

**16. What would be your preferred platform to interact with this system?**
Mobile