

# Shared Housing / External Interviews

## General Questions

*We'll be asking these questions to keep the conversation/interview light at first before jumping into the targeted questions*

- Where are you from?
- Would you consider yourself tech-savvy?
- How did you hear about shared housing?

## Landlords

*For the landlords, we can consider an interview from a team member and/or a peer observing peer exercise*

## Peer Observing Peer

*A peer observing peer exercise allows members of the shared housing teams to document and share findings back with the H4LA team*

- We would need to document out precisely what we need

## What do we want to know?

*Questions are targeting key steps they occupy in the process*

- *[We'll be asking all teams generic questions at the top of the document before in-depth questions]*

- **Background**

- How long have you been working with shared housing?
- Walk me through the first time you learned about the idea of shared housing.
  - Did you have any hesitations? How did you overcome them?

- **Process**

- Please walk us through any interactions you've had with the Shared Housing team?
- Could you please talk through any problems that you may have faced or feel like you may face with shared housing?
- If you had a magic wand and could use it to change any step in the process, what would it be and why?
- What does success mean to you regarding shared housing?

# Homeless People

## Group Interview

*We can potentially leverage interviewing multiple people at once to make the best use of everyone's time at an open house or similar event*

- We will need to formulate questions to make sure we are targeting everyone, including quieter members of the group
- We can use this time to identify members that may want to help further along in the process

## Peer Observing Peer

*A peer observing peer exercise allows members of the shared housing teams to document and share findings back with the H4LA team*

- We would need to document out precisely what we need

## Collage

*It would be fantastic if we could have homeless people actually working/drawing a collage to help us better understand the way they think*

- We could target the collage to represent what people think about shared housing, or any housing for them

## What do we want to know?

- **How Shared Housing is Interpreted**
  - What did you think about shared housing the first time it was brought up to you?
  - When you think of shared housing, are there any worries that come up?
  - Walk me through the process it took to get into shared housing.
  - Would you consider living in shared housing?
- **Persona Building**
  - How long have you been on the streets?
  - Could you describe what it is like not having a home?
  - What do you miss most about a home?
  - Walk me through the last time you lived in a home.
  - Would you consider yourself tech-savvy?