

## Says

What have we heard them say? What can we imagine them saying?

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?



**Thinks** 

"I want a "I hope I can house that find a house meets my that feels like family's home." needs."

"I needs a mortgage that fits my budget."

"I'm looking for neighborhood with good schools."

"Buying a home is a big financial decisions."

Complete the exterior with siding,roofing, windows, and doors.



Housebuyer

Short summary of the persona

Search online, visit open houses, get preapproved for a

mortgage.

Reaches out to real estate agents for assistances.

Attends open houses and tours homes.

Anxious about the home-buying process.

Excited about the prospect of finding their dream home.

Frustrated by the complexity of real estate transactions.

**Feels** 



## Does

What behavior have we observed? What can we imagine them doing?

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?



