User Story 1:

User Story 2:

User Story 3:

Proposed by Customer:

**1. Request repair**

A requester (user) can submit a request for a home repair to be fulfilled by a volunteer.

**2. Accept request**

A volunteer (user) can accept a repair request, which connects the volunteer with the requester for purposes of scheduling, etc.

**3. View requests**

A volunteer (user) can view a list of open repair requests, sorted/filtered by location or repair type.

**4. Submit feedback/rating of volunteer**

A requester (user) can fill out a feedback/rating form regarding a volunteer who serviced their request, which may or may not be anonymous, and which may or may not be shared with the volunteer.

**5. Submit feedback/rating of requester**

A volunteer (user) can fill out a feedback/rating form regarding a requester whose request they serviced, which may or may not be anonymous, and which may or may not be shared with the volunteer.

**6. Verify eligibility of requester**

A requester (user) can submit an eligibility verification form which is reviewed by Helping Hands staff to determine whether the requester meets the eligibility criteria.