**IDEATION PHASE**

Define the Problem Statements

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| Date |  |
| Team ID | LTVIP2025TMID42361 |
| Project Name | Househunt: Finding Your Perfect Rental  Home |
| Marks | 2 Marks |

Customer Problem Statement Template:

Renters often struggle to find suitable rental homes due to scattered information, lack of verified listings, and poor communication with property owners. At the same time, property owners face challenges in reaching genuine renters and managing their property details effectively. There is no centralized, reliable, and user-friendly platform that connects both parties while ensuring trust, transparency, and smooth transactions. The need is for a digital solution that simplifies the entire rental process for renters, owners, and administrators alike.

**Detailed Template-Based Customer Problem**

**Statement** :

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| **Section** | **Description** |
| **1. Who is experiencing the problem?** | The primary users affected are renters who are looking for reliable and affordable rental properties, and property owners who want to list and manage their rental homes. Additionally, platform administrators face challenges in maintaining trust and transparency without a proper management system. |
| **2. What is the problem?** | Renters often face difficulties in discovering genuine and suitable rental properties. They struggle with scattered listings, limited search/filter options, and a lack of verified details. Owners, on the other hand, find it hard to showcase their properties, reach the right renters, and manage bookings or updates. There is no unified system that caters to both renters and owners efficiently. |
| **3. Where and when does the problem occur?** | This problem arises during the rental search, discovery, and booking process. It typically occurs on third-party listing sites, social media groups, or local advertisements, especially in urban areas and during high-demand season**s** like academic admissions or job transfers, where quick decisions are necessary but information is unreliable. |
| **4. Why is this a problem?** | The process is often time-consuming, disorganized, and untrustworthy. Renters risk scams or overpaying due to a lack of standard pricing and filters. Owners receive unqualified leads or no leads at all. The absence of a structured platform causes stress, inefficiency, and a poor user experience, resulting in missed opportunities for both parties. |
| **5. What is the ideal outcome?** | An all-in-one digital platform where **r**enters can search, filter**,** view**,** and book verified properties with ease. Property owners should be able to list, update, and manage their properties, track booking requests, and interact with renters. Admins should have control over user and listing verification to maintain trust and safety. The system should be fast, secure, user-friendly, and scalable to support long-term usage. |

Reference:<https://miro.com/templates/customer-problem-statement/>