

Use Case 1

User searches for off-campus housing.

Actor:

Student or faculty member

Use Case Overview

The user visits the off-campus housing website or app and enters their preferred location, budget, number of bedrooms, and other features they are looking for in a rental property. The system provides a list of available rental properties that match the user's search criteria.

Precondition

The user should have an account on the off-campus housing website or app.

Basic Flow: Search for rental properties

Description

This scenario describes the situation where a user searches for available rental properties.

1. The user visits the off-campus housing website or app.
2. The user enters their preferred location, budget, number of bedrooms, and other features they are looking for in a rental property.
3. The system provides a list of available rental properties that match the user's search criteria.
4. The user can view details of each rental property, including photos, floor plans, and amenities.
5. The user can save their favorite rental properties to their account.
6. The user can contact the property manager or landlord through the app to ask questions or schedule a tour.

Termination outcome

The user finds rental properties that match their search criteria and can contact the property manager or landlord to schedule a tour.

Alternative Flow 3A: No rental properties found

Description

This scenario describes the situation where no rental properties match the user's search criteria.

1. The system displays a message to the user indicating that no rental properties match their search criteria.
2. The user can modify their search criteria or save their search to receive alerts when rental properties become available that match their search criteria.

Termination outcome

The user is unable to find rental properties that match their search criteria but can modify their search criteria or save their search to receive alerts.

Use Case 2

User applies for rental property.

Actor

Student or faculty member

Use Case Overview

The user applies for a rental property through the off-campus housing website or app. The user submits their rental application and required documents through the app.

Precondition

The user should have an account on the off-campus housing website or app.

Basic Flow: Apply for rental property

Description

This scenario describes the situation where a user applies for a rental property through the off-campus housing website or app.

1. The user visits the rental property listing on the website or app.
2. The user clicks on the "Apply Now" button.
3. The user is prompted to fill out their rental application and provide required documents, such as proof of income and references.
4. The user can submit their rental application and required documents through the app.

Termination outcome

The user successfully applies for a rental property through the off-campus housing website or app.

Alternative Flow 3A: Missing required documents

Description

This scenario describes the situation where the user is missing required documents to submit their rental application.

1. The system displays a message to the user indicating that they are missing required documents to submit their rental application.
2. The user can upload the required documents through the app or contact the property manager or landlord to inquire about alternative documentation options.

Termination outcome

The user is unable to submit their rental application due to missing required documents but can upload the required documents or contact the property manager or landlord for alternative options.

Use Case 3

User searches for rental properties

Actor

Student or faculty member

Use Case Overview

The user searches for rental properties based on his/her preference and needs through the off-campus housing website.

Precondition

The user should have access to the off-campus housing website and should have a list of preferences

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Basic Flow: Search for rental properties

Description

This scenario describes the situation where the user wants to search for rental properties through the website.

- 1.The user opens the off-campus housing website.
- 2.Clicks on the search for rental properties option.
- 3.Enters the preferred location, budget, room type, and other details.
- 4.Clicks on search.
- 5.The website displays a list of rental properties matching the user's preferences.

Termination outcome

The user is presented with a list of rental properties matching his/her preferences.

Alternative Flow 2A: No matching properties found

Description

This scenario describes the situation where no properties match the user's preferences.

- 1.The website displays a message "No matching properties found".
2. The user modifies his/her preferences and searches again.

Termination outcome

The user is presented with a new list of rental properties matching his/her modified preferences.

Use Case 4 : Submitting a Maintenance Request

Actors:

- Tenant: The person who is renting the property and needs maintenance.
- Property Manager: The person who manages the property and is responsible for addressing maintenance issues.

Description:

1. The tenant notices a maintenance issue in their rented property, such as a leaking faucet or a broken window.
2. The tenant submits a maintenance request through a designated channel, such as an online form, an email, or a phone call.
3. The maintenance request includes details about the issue, such as the location and severity of the problem, and the tenant's contact information.

4. Upon receiving the maintenance request, the property manager reviews it and assesses the urgency of the issue.
5. If the issue is urgent, such as a gas leak or a flood, the property manager takes immediate action to address it.
6. If the issue is less urgent, such as a minor repair, the property manager schedules a time to fix the issue and communicates the details to the tenant.
7. Once the issue has been resolved, the property manager updates the tenant on the status of the maintenance request and confirms that the issue has been fixed.
8. The tenant can then confirm that the issue has been resolved to their satisfaction.

Termination Outcome:

The maintenance issue is resolved to the tenant's satisfaction, and the property manager has documented the issue and the resolution.

Alternative Flow 3A: Maintenance Request Rejected

1. If the property manager rejects the maintenance request, they must communicate the reason for the rejection to the tenant.
2. The tenant may then take steps to address the issue themselves or submit a new maintenance request with additional information.

Termination Outcome:

The maintenance issue remains unresolved, but the tenant has been informed of the reason for the rejection and can take further action as necessary.

Use Case 5

User communicates with property owners or managers

Actor

Student or faculty member

Use Case Overview

The user communicates with the property owners or managers through the off-campus housing website.

Precondition

The user should have access to the off-campus housing website and should have found a rental property of his/her choice.

Basic Flow: Communicate with property owners or managers

Description

This scenario describes the situation where the user wants to communicate with the property owners or managers through the website.

1. The user opens the off-campus housing website.
2. Searches for rental properties based on his/her preference.
3. Selects a rental property and clicks on "Contact Owner" or "Contact Manager".
4. The website displays a communication form.
5. The user fills out the communication form and clicks on submit.
6. The website sends the communication to the property owner or manager.

Termination outcome

5. The user's communication is sent to the property owner or manager.

Alternative Flow 6A: No response from property owners or managers

Description

This scenario describes the situation where the user does not receive a response from the property owner or manager.

1. The user sends a follow-up communication through the website.
2. The website sends the follow-up communication to the property owner

6 Use Case: Schedule a House Visit

Actor: Student or Faculty member

Use Case Overview: The user schedules a visit to a housing option they are interested in.

Precondition: The user must have an account on the website and have viewed a housing option they are interested in.

Basic Flow: Schedule a House Visit

Description:

1. The user logs into their account on the website.
2. The user selects a housing option they are interested in and wants to visit.
3. The website displays the available time slots for a visit.
4. The user selects a suitable time slot.
5. The website sends a confirmation email to the user and the landlord/property manager.

Termination Outcome: The user has scheduled a visit to the housing option.

Alternative Flow 3A: Cancel a House Visit

Description:

1. The user cancels a previously scheduled visit.
2. The website sends a cancellation email to the user and the landlord/property manager.

Termination Outcome: The scheduled visit is cancelled.

7. Use Case: Submit a Housing Application

Actor: Student or Faculty member

Use Case Overview: The user submits an application to rent a housing option they are interested in.

Precondition: The user must have an account on the website and have viewed a housing option they want to apply for.

Basic Flow: Submit a Housing Application

Description:

1. The user logs into their account on the website.
2. The user selects a housing option they want to apply for.
3. The website displays the application form.
4. The user fills in the application form with their personal and financial information.
5. The user uploads any required documents, such as proof of income, ID, etc.
6. The user submits the application.
7. The landlord/property manager reviews the application and contacts the user if necessary.

Termination Outcome: The user has submitted a housing application.

Alternative Flow 4A: Application Rejected

Description:

1. The landlord/property manager rejects the application due to insufficient information, bad credit, or other reasons.
2. The website sends a rejection email to the user.

Termination Outcome: The user's application is rejected.

Use Case 8:

User finds a house based on location

Actor:

Prospective tenant

Use Case Overview:

Prospective tenant visits the off-campus house hunting website and enters the location they want to live in. The website displays a list of available houses that match the location criteria.

Precondition:

The website should have the list of available houses with location information.

Basic Flow: Finding a house based on location

Description:

This scenario describes the situation where a prospective tenant finds a house based on their preferred location.

1. The prospective tenant goes to the off-campus house hunting website.
2. Enters the location they want to live in.
3. Clicks on the search button.
4. The website displays a list of available houses that match the location criteria.
5. The tenant selects a house from the list and views its details.

If interested, the tenant contacts the landlord or property manager to schedule a visit.

Termination Outcome:

6. The tenant finds a house based on their preferred location.

Alternative Flow 2A: Invalid location**Description:**

This scenario describes the situation where a prospective tenant enters an invalid location.

1. The prospective tenant goes to the off-campus house hunting website.
2. Enters an invalid location.
3. Clicks on the search button.
4. The website displays an error message informing the tenant that the location is invalid.

The tenant is prompted to enter a valid location.

Termination Outcome:

5. The tenant is informed that the location entered is invalid and is prompted to enter a valid location.

Alternative Flow 5A: Tenant decides not to contact landlord**Description:**

This scenario describes the situation where a tenant decides not to contact the landlord after viewing a house's details.

1. The tenant selects a house from the list and views its details.

If not interested, the tenant decides not to contact the landlord or property manager.

Termination Outcome:

2. The tenant does not contact the landlord after viewing a house's details.

Use Case 9

User views a 360-degree virtual tour of a house

Actor

Prospective tenant

Use Case Overview

The prospective tenant wants to view a 360-degree virtual tour of a house before visiting it in person.

Precondition

The house must have a virtual tour available on the house hunting website.

Basic Flow: View 360-degree Virtual Tour

Description

This scenario describes the situation where the prospective tenant wants to view a 360-degree virtual tour of a house.

1. The prospective tenant visits the house hunting website and searches for available houses.
2. The prospective tenant selects a house that has a virtual tour available.
3. The website displays the house details along with an option to view the virtual tour.
4. The prospective tenant clicks on the "View Virtual Tour" button.
5. The website displays the virtual tour of the house in a 360-degree view.

The prospective tenant can use the cursor or mouse to move around and explore the house.

Termination outcome

6. The prospective tenant can view the 360-degree virtual tour of the house.

Alternative Flow 4A: Virtual Tour Not Available

Description

This scenario describes the situation where the virtual tour of the house is not available on the website.

1. The prospective tenant visits the house hunting website and searches for available houses.
2. The prospective tenant selects a house that does not have a virtual tour available.
3. The website displays the house details without an option to view the virtual tour.

The prospective tenant can contact the landlord or agent to request for a virtual tour.

Termination outcome

4. The prospective tenant can request for a virtual tour of the house.

Alternative Flow 6A: Virtual Tour Navigation Issues

Description

This scenario describes the situation where the prospective tenant faces issues while navigating the virtual tour of the house.

1. The prospective tenant views the virtual tour of the house in a 360-degree view.
2. The prospective tenant faces issues while navigating the virtual tour (e.g., unable to move the cursor or mouse, virtual tour freezing).

The prospective tenant can contact the landlord or agent to request for assistance.

Termination outcome

The prospective tenant can receive assistance in navigating the virtual tour of the house.

Use Case 10

User creates a list of favorite houses

Actor

Prospective tenant

Use Case Overview

The prospective tenant wants to keep track of the houses that he/she likes and create a list of favorite houses.

Precondition

The prospective tenant must have a registered account on the house hunting website.

Basic Flow: Create List of Favorite Houses

Description

This scenario describes the situation where the prospective tenant wants to create a list of favorite houses.

1. The prospective tenant visits the house hunting website and searches for available houses.
2. The prospective tenant selects a house that he/she likes.
3. The website displays the house details along with an option to add it to the list of favorite houses.
4. The prospective tenant clicks on the "Add to Favorites" button.
5. The website adds the selected house to the list of favorite houses.

The prospective tenant can access the list of favorite houses from his/her account dashboard.

Termination outcome

6. The prospective tenant can create a list of favorite houses and access it from his/her account dashboard.

Alternative Flow 5A: Remove House from Favorite List

Description

This scenario describes the situation where the prospective tenant wants to remove a house from the list of favorite houses.

1. The prospective tenant accesses the list of favorite houses from his/her account dashboard.
2. The prospective tenant selects the house that he/she wants to remove.
3. The website displays the house details along with an option to remove it from the list of favorite houses.
4. The prospective tenant clicks on the "Remove from Favorites" button.

The website removes the selected house from the list of favorite houses.

Termination outcome

5. The prospective tenant can remove a house from the list of favorite houses.

Thomas Pho

23 Yrs, International Student

Education: Pursuing a master's Degree in Computer Science

Copenhagen, Denmark



ABOUT

Thomas is an international student from Europe who has come to the US to pursue his Master's degree in Computer Science. He is eager to learn about different cultures and is looking to find a roommate to split the rent and live in a culturally diverse area near his university.

Thomas is tech-savvy and is looking for an apartment rental service that is easy to use and can help him find a suitable place quickly. He values transparency and wants to be able to see clear, accurate information about potential apartments, as well as reviews from other students and professionals.

NEEDS

- To find a suitable roommate who he can get along with
- To find affordable housing in a culturally diverse area near his university
- To have a comfortable living experience and make new friends

FRUSTRATIONS

- Finding affordable housing options near his university
- Finding a roommate who is reliable, trustworthy and shares similar interests
- Adjusting to a new environment and culture

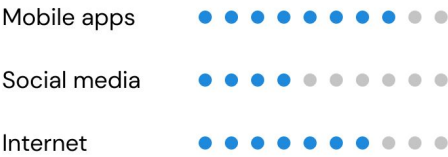
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EXPECTATIONS

I am looking for an apartment rental service application that can make the process of finding housing and accommodation near my university campus as seamless and convenient as possible. I am hoping that the app will have a wide range of options to choose from and additionally be reliable and trustworthy, so I feel confident in my housing decision

- TRAIT 1:** Outgoing and Friendly
- TRAIT 2:** Open-minded and Curious
- TRAIT 3:** Trusting and reliable

TECHNOLOGY



INTERESTS

- Books Movies Music
- Volunteering Hiking Cooking

Use-Cases

- Searching for housing options near his university based on his budget and preferred location
- Filtering his housing options based on preferred amenities, such as shared spaces, parking, etc.
- Connecting with potential roommates and exchanging messages through the application to determine if they are a good fit for each other
- Booking a viewing for a housing option with a potential roommate
- Renting an apartment and splitting the rent with a roommate through the application

Rebecca Holt

45 Yrs, Literature Professor

Education: Ph.D. in Literature

 Massachusetts, United States



ABOUT

Rebecca Holt is a full-time professor at the university. She has been teaching at the institution for the past 10 years and has a deep love for her work. Rebecca is also an avid traveler, who spends her weekends and holidays exploring new cultures and countries. However, as she has reached a point in her life where she wants to downsize and simplify her lifestyle, she has decided to give up her spacious 3-bedroom apartment and is now in the market for a budget-friendly studio or one-bedroom apartment near her campus.

As she has been living in the city for the past decade, Rebecca has a good idea of the neighborhoods around the university and what she is looking for in a new place to call home.

NEEDS

- 1. Budget-friendly studio or one-bedroom apartment near campus
- 2. Amenities and modern appliances in the apartment
- 3. Convenient and safe location

FRUSTRATIONS

- 1. Difficulty finding budget-friendly housing options near campus
- 2. Outdated or poorly maintained apartments
- 3. Unsafe neighborhoods and inadequate security measures.

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EXPECTATIONS

As a professor, I spend most of my time at the university and I'm looking for a budget-friendly studio or one-bedroom apartment near campus. I have a cat named Mr. Whiskers and I'm looking for a pet-friendly place that will accommodate us both. I'm an avid reader and I value peace and quiet, so a peaceful neighborhood is important to me.

TRAIT 1: Organized and detail-oriented

TRAIT 2: Practical and budget-conscious

TRAIT 3: Simple, low-maintenance

TECHNOLOGY

Mobile apps 

Laptop/Browser 

INTERESTS

- Fitness

Organization

Music

Health

Reading

Travelling

Use-Cases

- 1. Searching for budget-friendly studio or one-bedroom apartments near university campus.
- 2. Filtering apartment listings based on budget, location, and pet-friendliness.
- 3. Securely communicating with potential landlords and scheduling viewings.
- 4. Saving favorite apartment listings and receiving notifications when similar listings become available.
- 5. Comparing different apartment listings to make informed decisions based on needs and budget.
- 6. Submitting rental applications and tracking their status.
- 7. Receiving recommendations and suggestions based on her previous search history and preferences.



Maria Gomez

General info

Age	28
Gender	Female
Location	Boston, Massachussets
Occupation	Software Developer
Language	Fluent in Spanish and English
Income	130000 USD per year

About

Maria is a software developer who has been working in Madrid for the past three years. She has decided to move to another country to broaden her horizons and experience different cultures. She is excited about the prospect of living in a new city and has been researching different countries to find the perfect place to move to. Maria enjoys living in an apartment close to the city center, with access to public transportation and amenities such as restaurants, cafes, and grocery stores. She is open to exploring different neighborhoods and is willing to pay a premium for a well-located apartment.

NEEDS

- Find an apartment in a safe and convenient neighborhood close to the city center
- Access to public transportation and amenities such as restaurants, cafes, and grocery stores
- Comfortable living space with basic furnishings
- Budget-friendly apartment with reasonable rent and utility costs
- Ability to communicate with property managers in English

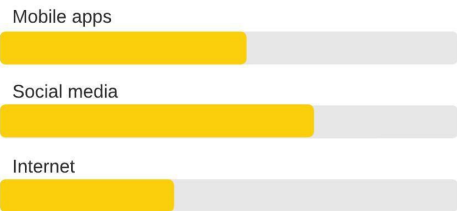
Frustrations

- Limited knowledge of the local language and culture, which can make it difficult to navigate the rental market
- Lack of knowledge about the different neighborhoods in the city and which ones are safe and convenient
- Difficulty in finding a budget-friendly apartment that meets all of her needs

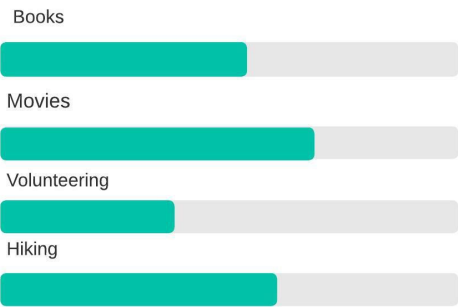
Use Cases:

1. Relocation: A person is relocating to a new city for work or personal reasons and needs to find an apartment in a suitable location.
2. Change in Living Situation: A person's living situation has changed, such as a roommate moving out or the end of a lease, and they need to find a new apartment.
3. Upgrading or Downgrading: A person is looking to upgrade or downgrade their current living situation, such as moving to a larger or smaller apartment.
4. Financial Constraints: A person has financial constraints and needs to find a budget-friendly apartment with lower rent and utility costs.
5. Commuting Distance: A person needs to find an apartment that is closer to their work or school to reduce commuting time.
6. Neighborhood Preference: A person has a preference for a specific neighborhood, such as a trendy area, a quieter residential area, or an area with good access to green spaces.

Preferred channels



INTERESTS





Simon Ombre



About them



After retiring from his career as a professor, Simon found himself searching for a new challenge: finding his dream luxury house. He had always been drawn to the finer things in life and had worked hard to provide for his family, but he had never been able to afford the kind of opulent home he had always dreamed of.

Being old, the professor had spent most of his life working in education industry and working made him busy for which never got time.

Demographic info



Age

67

Location

Tampa, Florida

Family Status

Married, nuclear family

Working Field

(retd.)Dean at University of Florida

Income level

6000000\$

+ Add field

Frustrations



- Not finding luxurious apartment which are spacious.
- Difficulty in finding homes in prime locations.
- Searching for a Community with all old people is a task.

Expectations



As a very ambitious and hard working old man, I had a dream of having a luxurious apartment with all the things I couldn't have, so that I can enjoy with my family at the right moment. As Lunar is my Dog, I would love to stay with a society where my baby can mix up well. Also having same mindset people is a must.

Goals



- Finding bigger and luxurious apartment.
- Having all the public facilities around the neighborhood.
- Having a small classroom to teach kids online

Personality



- Ambivert
- Loves petting
- Actively going out for run.
- Loves indoor games.
- Socially amicable with any age group.

Use Cases



- Searching for Luxury houses with more than 5 bedrooms and site seeing view.
- Listing the favourite houses which should be set at prime locations.
- Filtering all the houses which have bigger spacious rooms.
- Selecting good neighbourhood which is pet friendly.
- Connecting with the people staying there to know more about the society.
- Should have high end features/amenities like theatre and swimming pool.
- Should be well secured and high level of security maintenance
- Online dealing with the agent to make the final deal.
- Scheduling in-person meeting for the favorite home to have a tour.

Interests



- Joining a club for activities.
- Loves planting.
- Organizing mostly all the things.

Julia Miles

Receptionist/Student



Age: 22



Intern: Boston Hospital



Annual Income: \$20000



Bio

Julia Miles is 22 and works as a receptionist in a Chicago hospital. Although she is a student at NEU she chose to do a part time for her bread and butter. She wants to be a nurse once she graduates and is looking for a small cozy apartment.

Needs

Julia wants to spend quality time with her parents as doesn't get time enough.

She wishes to have her own studio apartment where she can focus on her studies.

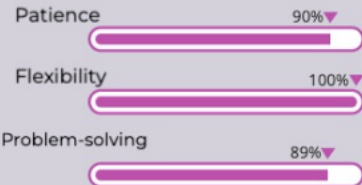
Frustrations

- Working on weekends
- Low income
- Dirty house

Free Time

Usually, Julia in her free time starts preparing for her gaming strategy to play for the upcoming matches else she reads books.

Personal Traits



Usecases

- Searching for tight budget 1bhk.
- Having an apartment with better location having training facilities.
- Looking for very small studio apartment which will provide more streamlined living experience and help focus.
- Scanning a tight budget home which will be near to her office so that she gets more time to save and get trained.
- Connecting with more students to search same sort of apartment.
- Checking on to studio apartment with relaxing environment and having natural space and lighting.