During the registration onboarding process, I actually missed the part on "you will be asked some questions about **yourself**…" in the first screen. As such, when I was looking at the second and third screens, I was rather confused as to whose interest/lifestyle information I am filling out. It will be good to label the title of the screens as "Your Interests/Lifestyle" to clearly indicate to the user that they are to fill out their interests/lifestyle details on the second and third screens.

I also noticed that you have included a back button in the screens for easy reversal of user actions in your wireframe, and that has already replaced with Back & Continue buttons in your high-fidelity screens. Having back/continue buttons helps to ease undoing/redoing actions, so that is really good!
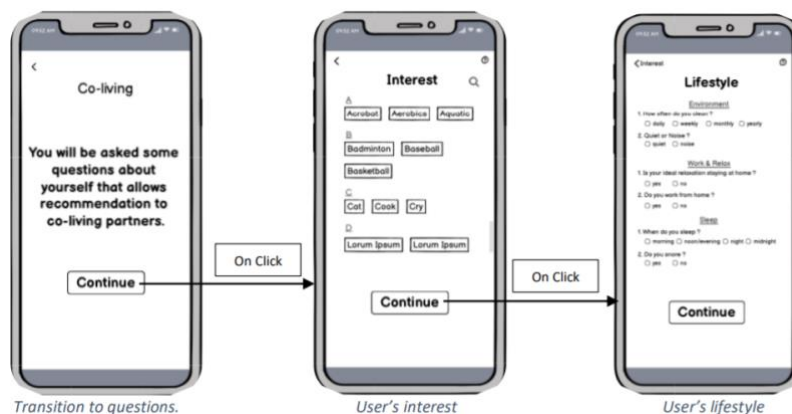


On seeing the profile verification screen (left image below), I initially thought that clicking the Continue button will lead me to another screen that lets me verify my account. But after clicking around, I noticed that the icons were meant to be clickable, which was not immediately apparent to me as a user. Perhaps one way to improve this is to either inform the user to "tap on the icons below to verify your profile", or to put the icons within buttons so that users know that they need to tap on it. Also, I am unsure if I have a need to verify my profile before continuing. I think it would be better to inform the user why they should verify their profile.

Besides that, I found the Yes/No button placement for "Confirm Image" and "Send form" dialogs (middle/right images below) to be confusing since I have been seeing Back/Continue or Delete/Confirm, which suggests that the confirmation or 'success' button is always being placed on the right. It would be better to swap the placement of the Yes/No button for consistency.



Examples of the 'failure'/'success' buttons placement being flipped →
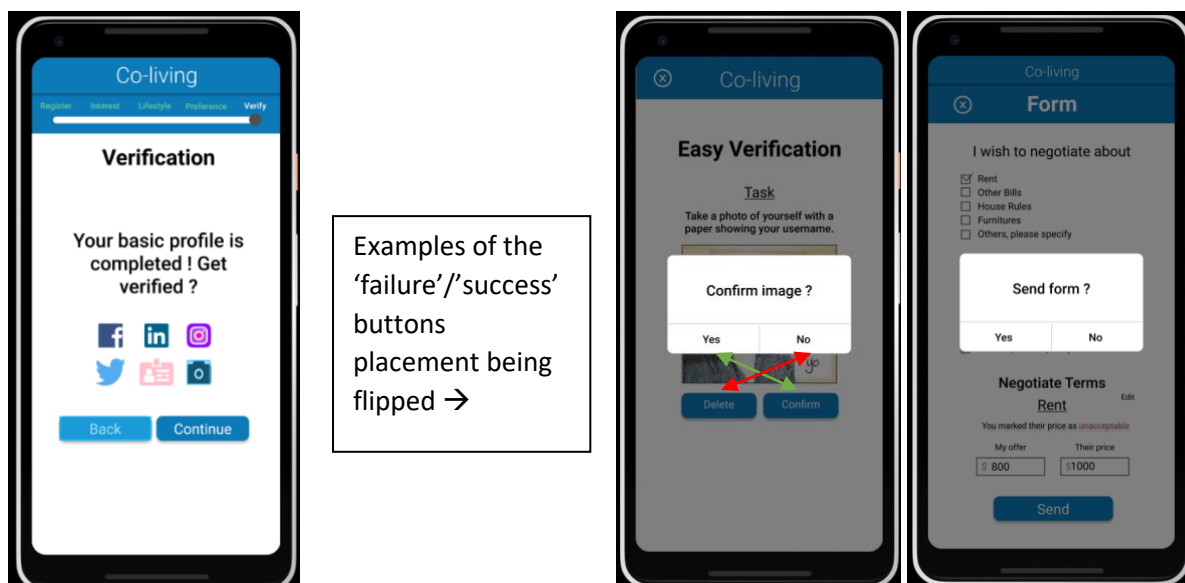
You may also want to reconsider the design for the chat system (wireframe screens below). I find the current chat system to be overly complex and unintuitive. Currently, for a home seeker to chat with the home owner, he/she first needs to fill out and send the form. Similarly, a home owner needs to first indicate interest to chat with the other party before any chat communication can take place.

You mentioned that "chat has no structure so it is not guaranteed that a good result with come out of the chat" as a pain point, and I suppose the chat system is being designed to provide structured communication. The chat form appears to function like a request form, which is strange because it would be much more natural and faster for a person to just ask questions directly to the house owner e.g. "can I know more about the location and nearby amenities?".

You can also consider allowing the house owner to fill out the form the house seeker sent and sending the completed form to the house seeker to the chat form more useful (i.e. capturing the information the house seeker is requesting for and presenting it to the house seeker). It would be great if the interaction for chat can be further simplified so that it becomes more intuitive to use.

Another problem I think you may want to consider addressing is that when the form is being edited, the house owner also needs to scroll back to the first message to be able to click on the form to view the details (unless they can also click on the "I have just edited the form" message to view it, but users will be unaware that they can do so since there are no instructions informing them that tapping on the message displays the form).

Home Seeker -> Home Owner



New Chat | Offer confirmation | Chat Offered | Chat Accepted

Home Owner -> Home Seeker



Express Interest | New Chat | Chat Offered | Chat Accepted