

Questions for Management:

1. Understanding the Current Workflow

1. Can you describe how shared spaces are currently managed from your perspective?
2. What steps are taken when a tenant wants to use a shared room?
3. How do tenants get access (keys, codes, supervision)?

(Used for task analysis + current system workflow.)

2. Identifying Problems & Pain Points

4. What are the most common problems you face with shared spaces?
5. How often do issues like double-bookings, lost keys, or mess occur?
6. Which problems cause the most disruption to your operations?
7. Do tenants report issues? What complaints do you hear most often?

(Used to identify frustration points + functional requirements.)

3. Accountability & Responsibility

8. How do you currently determine who used a room at a specific time?
9. What challenges do you face when trying to hold people accountable for damages or mess?
10. What information would help make accountability easier or more transparent?

(Used to design check-in/out, identity verification, logs.)

4. Booking & Scheduling Needs

11. What would an ideal booking process look like for your residence?
12. Are there rules or constraints you wish could be enforced automatically (time limits, guest limits, cleaning responsibilities)?
13. Would you prefer an approval-based system or automatic bookings?
14. How important is real-time visibility of room availability for you and tenants?

(Used for functional requirements + design decisions like calendars, restrictions, approval flow.)

5. Access Management Needs

- 15. How is physical access to shared spaces currently handled?
- 16. What problems occur with keys or access codes?
- 17. Would digital access (PIN, QR, app-based unlock) be useful? Why or why not?

(Used to identify hardware/software constraints + possible features.)

6. Communication and Rule Enforcement

- 18. How do you currently communicate rules for each shared space?
- 19. Are there recurring misunderstandings or violations?
- 20. Would integrating rules or terms and conditions into the booking process help?

(Used for UI content + onboarding experience.)

7. Information, Logging & Monitoring

- 21. What information do you wish you had about shared room usage that you currently don't?
- 22. Would you need historical logs of who booked what and when?
- 23. Do you need usage statistics (peak hours, most used rooms)?

(Used for admin dashboard requirements.)

8. Operational Constraints

- 24. How much time do staff currently spend on managing shared spaces? Not just booking but determining accountability for damages, etc...
- 25. What tasks would you most like to automate?
- 26. Do you have any system limitations we should be aware of (staff training, tech constraints)?

(Used for feasibility + non-functional requirements.)

9. Expectations for a Digital System

- 27. What qualities are most important in a new space management system? (e.g., reliability, simplicity, transparency, data gathering)
- 28. Should the system support multiple languages?
- 29. Would email/app notifications be helpful for reminders or issue reporting?

(Used for non-functional requirements + UX principles.)

10. Closing Questions

30. If you could fix one problem with shared spaces immediately, what would it be?
31. What would your ideal shared-space management system look like?
32. Is there anything else you think we should consider that we haven't discussed?

So first of all, can you describe how can you describe how shared spaces are currently managed from your perspective?

It's a little bit.

So the only thing that is a little bit managed at the event lounge, as we have like an overview, who's going to get the key for it.

The cinema room and the gaming room, for example, they are managed by the students themselves right now. So they have like this WhatsApp group where they write in.

I know, I reserve the gaming room, for example, from this time to this time. But as far as I know there are no rules in it.

So and it's not not official from our side, from the loom side.

So we are thinking about it.

I already discussed it with Leo and also with our marketing team that I planned where I'm thinking about doing some kind of official plan where anyone can subscribe for a time period and that it can set, okay, normally it's not allowed to get more than two, three, four hours, depends on, and so that everyone gets a chance.

Okay.

What steps are taken when a tenant wants to use a shared room?

So, right now, for the cinema room and gang room, there are no steps from Loomis, that's totally organized from the students when they write it in their WhatsApp group, and as far as I know, it worked , kind of.

So, um maybe there are some people who were annoyed because they didn't get the chance, but we didn't hear about that.

So nobody complained at Loomis, so that's why we said, okay, right now it can go like this only for the events lounge where we have like the possibility to check who has it.

We can see who will get in the keys and who return it back.

Sometimes it's a little bit hard receiving them back. And it's quite hard for the other rooms when we have to check how they are to leftover clean or dirty.

So by now, it's like our security team tries to have a look at it, that they steak clean, but even when the people get out or something, they left their, for example, McDonald's bags or something in there and we have to clean up after them.

And that would be changed if we start to manage these rooms. .

And how do tenants get access to these rooms?

The cinema room and gang room are open all the time and the access for the events lounge is just by receiving the key from the reception.

Instead of the weekends, there's sometimes the students hand over the key to another student because we are not here at the weekends to manageate that .

But that is something normally they have to reserve and we pick it in a calendar and then we allow the students to give over the key to another one.

Okay.

Now we will move on to identifying the problems and the pain points.

What are the most common problems that you do as to manage you face with these shared spaces?

So the biggest problem, I think think, is like the dirt.

So these rooms were left behind, very dirty and they always keep the trash inside and so we have to clean up after them.

So in the events lounge, normally we can check who was it and then we can tell them to clean up or they receive an invoice for that. But a cinema room, at gaming room are really hard right now to see who was it who made the dirt were left it at first.

How often do you have issues, like double bookings, lost keys, or messes?

So as the cinema room and the gaming room are open, there are no lost keys and the booking is with the students, so we know that sometimes students requested it for the same time, but as far as we know, then first come first surf.

So I think it's kind of how it works.

And for the events lounge , it's not only with it's no problem that we have so many requests for the events lounge, but only in some time periods.

Right now, I think there are some exams maybe at the universities or some.

Because right now we have a lot of requests for the events lounge.

And so there are always people who are asking for the events lounge and we have to say, no, it's already booked, unfortunately. .

Moving on to the next question, which problems caused the most disruption to your operations with this shared spaces?

It's mostly the cleaning and repairing things, yeah.

Yes.

And do the tenants report issues?

Like, what kind of complaints do you hear most often?

So, unfortunately, we didn't hear often the complaints because sometimes we couldn't work more properly on it when we hear about it .

But I think the one of things we heard most often about is also the dirt.

Third section of this interview is going to be accountability and responsibility.

How do you currently determine who you use the room at a specific time?

By now we have like a calendar in our office where we make like the reservations for the events lounge.

And as I said, the lounge room and the study room by now are organized by the students on self and they make it with a WhatsApp chat group in.

What challenges do you face when you try to hold people accountable for damages or for us?

Yeah, normally every time they say it was me.

So then we have, um the clue that normally, as in the event lounge, when we give the keys, we can say, okay, but you are the ones where we get the keys, you enter the event lounge.

It was clean, you left and it was not clean.

Or sometimes we can use a like camera system.

So if we can say, yeah, but you left it dirty. But in the cinema room, for example, we don't have a camera system right now, so it's only because it is mostly in the evening or nighttime.

So it's mostly the security you can check and sometimes he yeah, get the people who make will leave the mess, sometimes not.

And what kind of information would help make accountability easier or more transparent?

I think as we are working right now on it to make like a scatter for each room and then also like handout or information how to handle the rooms or if they are not handled like this in it properly, then there's a fee that has to pay course.

Next section is booking and scheduling needs.

What would I need an ideal booking process look like for your residents?

So an ideal booking process is that everyone comes at least normally one or two until three days before to book these that we can also prepare anything, that we can check everything. Then that we have a clear booking that everyone takes, okay, I pick up the key at this time and then they come to pick up at at this time.

And I give it back at another time and then we have to that they definitely have like disappointment and they not over to give back the keys or something.

So the keys are a problem, people with giving back the keys.

By now, yeah, sometimes we offer them to just throw them in the letterbox when we are not there, but when we open the letterbox the next morning, the keys are still missing and then we have to contact the people and sorry keys are still missing and so we have to run after them.

That's a bit disappointing.

Are there any rules or constraints you wish that could be enforced automatically within this system?

Like time limits, gets limits, or cleaning responsibility?

Yeah, so.. Definitely cleaning responsibility.

Not only we thought, okay, everyone who's living here should think about it.

When I left the space dirty, everyone else would do that the same way and then you're always living in a mess.

So everyone should have the self , yeah, think about it that if I clean up after me, everyone else, maybe will do this as well.

And so it's easier for me, it's easier for everyone and but if that shouldn't work, then we have to come over with this like, okay, we have the name, do we have the apartment number, okay?

You get charge for it for cleaning up.

But as normally we are like our FM team or something, it's not meant to be to clean up every day after the students.

So that's why we requested, hey, when you you could have made a little party inside here, but didn't clean up afterwards.

Of course.

Yeah. .

Would you prefer a system based on approvals?

Or automatic bookings?

As an approval based means you have to approve of Tomong as a book booking, or that they can just book it and go in?

For E word was like automatic booking, but I think to get over if someone maybe said, okay, I want to, for example, there should be rules, because if I book the the rooms like 10 times and then they have work for 10 days in a row, then nobody has else have a chance, so then it would be better to have an approval for it.

So that's you can see how it's the same person already booked and it's declined.

Do you think how important is real-time visibility of how of room availability for you and the tenants?

Do you think it's important to see in real life who's in a room for you or the tenants?

It would be good, but it's not real necessary, I think, because so to know which room it's available it's good to know.

But as I said, it's would be preferable if they book it like one or two days before in advance so that we can organize everything .

But there will always be people who book it like in a short term term.

So is it free right now?

And then yeah, it would be good to have it with you, of course.

Okay.

Next up comes Access management needs.

How is physical access to the share spaces currently handled?

I think we'll discuss this previously, right?

Yeah, so to the all public spaces, like we have access to everything.

What problems occur with the keys or the access codes?

We also mentioned?

So we have like, for the public rooms, we have like our master key, where we can open everything.

So even if someone has the key for the event lounge, for example , we will be able to enter it as well.

But normally it's it's hard with these keys. Normally I would prefer to have like also an absolution or like a key number solution that you can open, like a password to open these rooms.

So that we don't have to .

The problem that you can lose the key or just forget to hand it back and everything that I think I would make the thing so much idiom.

Funally enough, that was the next question.

What Digitalaxus like fans, your c or outpace I be useful?

Why not?

Yes, I would also, not only for the public spaces as well as for all the apartments , I think it would be much easier if we have like an absolution or something for it.

I agree, yeah.

Communication and rule enforcement?

How do you currently communicate the rules for each of the spaces?

Yeah, so, which each contract everyone did like in terms of the househ now, like the rules to live here and it's for all public spaces, but we are pretty aware of that nobody else is reading this in total, unfortunately .

So then we communicate spot on spot..

If something happens, then the A, this is not allowed, you have to make it like this, you have to follow the rules like this.

And you all signed it with your degreement or with a rental contract.

So you all have to follow them.

But yeah, we have to run after them to it.

Yeah, of course.

Are there currently any misunderstandings or violations to these rules?

Violation to the rules are every day to each weekend, yeah.

So, mostly the cleaning stuff, smoking in public areaas.

Yeah, there's maybe kind of misunderstanding because a lot of people think like these electric cigarettes or like these sh shop things or something that these would be allowed because it's not real fire in smoking.

But we said and it's a non-smoking rule of the public space and we have to explain them that even these things are not allowed to use inside.

And so then noise, a dirt, smoking, these are the main three problems, I think.

Would integrating the rules or the terms and condition into the booking process help?

Okay, so as well I think it's kind of part of the booking process, because you have to assign these rules together with the contract.

I mean booking processes in booking the share spaces, sorry.

Oh, sorry, yeah Yeah, I think that will work.

I already have like a kind of form prepared that in future maybe the tenants have to sign with your name and room number and where the rules are implementary and okay.

If you don't give back the room clean, then you will charge for cleaning If you don't hand back the key in this time period you will be charged with this amount.

And you have to do follow the roots like this it is.

It's like an sheet that everyone has to sign when they pick up the keys.

I have prepared this one and I think in the nearer future we will also use it.

That sounds amazing.

Now we come to information logging and monitoring, monitoring.

It's more focus on you and your needs for the application.

What information do you wish you had about shared room usage that you currently can't access? .

If any in particular, or not?

So, like, I think for the events lounge, we have, like a kind of possibility, as someone has to pick up the keys that we can see the usage.

But sometimes they only pick up the keys and then they, for example, make like a birthday party inside here that it's fine if they do it, but they have also followed the rules and don't be filled in the mess.

Right now for a gaming room and a cinema room, it's a little bit hard, the usage because the rooms are open and also the keys from the tenants have access to them.

And so we we have to change all the keys when we lock them like the events lounge that nobody can enter without permission.

So that's a little bit, yeah, tricky.

If I , I lost.

What about information about checking and checkout in order to return the keys?

What would that be useful?

Some kind of like feedback or report when they give the keys if something is really broken or something that we can just send them m notes or the FM team to check it or to repair it.

Mostly the people just saying, okay, maybe they don't get it.

Something is broken or they dirty.

And it then we have to check it all everything afterwards.

It's sometimes hard.

All the next tenant who use it is just you said, oh, that's not working.

They said, okay, who was the last one using it?

So the kind of reporting at the end would be fine.

But I think with these documents to sign when you receive the key and that you signed for the rules and then when you give it back that you just remade a signature that the key was handed back, I think then we can also have a little bit more reporting.

So you think historical looks of whoever book their room and when would be useful?

Yes, but it's kind of that we will have it like a in paper form right now or we will have it.

We could have used in the gaming room or the cinema room every time if we lock the room and tells everyone to lock it afterwards, then we could have also read the lock who used it.

No.

But I think that it's quite difficult sometimes.

And the program is we only see the number and was entering and then we didn't know if you were the one who left the jury or something, then we also have to check any cameras.

Yeah.

When it comes to operation constraints, how much time do do staff currently spend on managing the show share spaces, not just booking, but also determining their accountability for dam damages, and etc?

It's hard to say how much time it would be because a lot of doing the FM team when they making their tour around the building to check everything.

It would be definitely less if all the people would tell us when something is broken or dirty.

But this monitoring, I think are several hours, even sometimes per day, because when something happens, we also have to check the cameras and that takes a lot of time. Depending out the time.

Yes, so and it could be definitely a re huge time investment for monitoring when something happens.

Is there any tasks that you would like to automate in this sense in the sense of booking the share spaces, at getting the stuff, the operations that the staff have to do about it.

Yeah, so if I would have the stuff for everything, I would love to to every time when someone can get to the back like we have a checklist for like for the apartment.

When you move out, you have to make a checklist if everything is fine that we would have it for each room, but I think that it's too much time and that we can afford.

Yeah, yeah.

Do you have any system limitations we just be aware of as in start training, working in order of questions?

So I think the only the number of stuff that are limited us with the things we can do because right now,****, for example, it's only here 20 hours per week and it's like on doing halftime job and the FM team is also only in the morning until the early afternoon.

So not in the late afternoon.

So then sometimes there's right now not enough stuff for checking everything all the time.

So, and that would be like, normally I ask, hey, it's like taking end giving.

So if you use anything or something and there's something, just let us know. That would help us a lot.

So also the students will participate in this process.

Second to last section, expectations for a digital system.

What qualities are the most important in a new space management system for you?

Reliability, simplicity, transportation agency, or data gathering or any else?

So I think of what's also the simplicity is so it should be easier, understandable for everyone, so that there are no wrong bookings or something.

Then the the transports organization, it's all definitely huge points we need.

But data gathering, I think I only need like, for example, the apartment number and the name.

So it's the only data I need.

I don't need like what you're doing or anything.

And yes, so it should be simple so that everyone could understand, but it's, I think it's very, very necessary or very important to have like an online application system or an app application system or something.

When it comes to the data gathering, do you need any usage statistics, like peak hours or the most used rooms?

What is it be useful?

It would be useful if we have any peak hours so that we can see maybe if we have another rooms available necessary.

So, for example, we were right now thinking about like this yoga room we have.

So I think the usage of this room is very limited and we are right now thinking of making it as well as such kind of the boarding room or something where also the people can work inside and I think that it is more necessary than this one.

Yeah, it sounds amazing.

And this could be the same when we're monitoring, okay, we have like no use for these rooms in the by noon or in the early afternoon, maybe maybe we can like multifunctional rooms where we can say, okay, you can use it in the morning, maybe more than a study room, in the evening, you can you also use it as a cinema or something. .

Should the system support multiple languages?

I think very straightforward.

It should definitely have multiple languages, at least English. .

I think English is more necessary than German, I think.

But it should be German, English.

But we have like so many people from Egypt, Gree, Asia, it should be most of them. Languages.

What of languages?

Would any email or notifications be helpful for reminders or issues reporting?

In case.

So I think maybe kind of tickets to staying for maintenance or that we can be aware of that can also do it online so you don't have to come by or even if somebody is not at the reception in these hours that you can send it and it's just reported for the next day and that we can take care of .

I think that would be a good thing, yeah.

Okay.

Just to close up and sum up, if you could fix, there's three more questions, if you could fix one problem with the shared spaces right now immediately, what would it be?

Dirt.

Dirt..

I think it's one of the most annoying things about.

So the people, they are not .

It's not their fault that we have like bright carpet or something.

But as I see that we have had a carpet cleaner here in summer and when I look around and the carpets look like this again and two months ago or three months and later, then then I think it's not necessary to to have like these dirt inside the rooms.

And for leave the trash there when you leave the room so you can even from the cinema room, it's not so it's very close to get to the trash room by itself, so it's just to bring it over.

It would take 30 seconds.

I mean, I've seen even trash outside the trashash room horrible.

Yeah, Every Monday, when we open the door to the trash room, it's just beside, because a lot of people are too lazy to just go inside the room and take the.

I see the impact events in the is so horrible.

What would be your ideal?

Share space management system?

What would it look like?

I think nowadays, I think it's like kind of app.

That should be included in the app for the old building where you kind of have like multiple functions and there should also be like for the public rooms, like the maroon event room.

I think that shouldn't be not kind of such a big deal, because in modern hotel booking systems, a day you already have like event rooms where you can just have the same, where you can just book them.

And do you think there's anything else that we should consider that we haven't discussed? .

No, I don't think so.

Not at the moment.

Then that would be it?

Okay.

Great.

After the recording.

So November 26, 2025.

This is the first interview with the management.

First of all, can you describe how spaces are currently managed from your perspective From this perspective as a customer service advisor?

Managed to be occupied, if you could say so at any given time.

What steps are taking when a tenant wants to use a shirtroom.

We do not have shared rooms.

As in the shared rooms, we've been communicated that could be gaming room, cinema room, events lounge.

The events launch is the only thing that's managed by the management speaking about **** and me as a customer service advisor.

Okay.

And how do tenants get access?

Keys, codes, supervision, a mix of everything, I would say.

Can you specify a bit further?

There's a key for the events launch, the other doors should be accessible by everyone.

What are the most common problems you prefer you face with these shirt spaces?

As we see right now, leftovers from usage, speaking about, yeah, damage that's been done to the floor walls curtains, everything that was in the room that, yeah, is not repaired by anybody.

Yeah.

Just simple misuse, I would say.

And do you happen to know how often these issues like bubble bookings or lost keys or masses occur?

We're not speaking about shared flats.

No, no, no, just the rooms.

You mean the Now you have two different.

Is it the flat where persons is?

No, nothing, nothing.

Or the shared areas.

Just shared areas.

Sorry for the confusion, yeah, areas.

No, yeah, it's not confusing.

I just need to know what we're speaking about. .

Could you repeat the question, please?

How often do is like double booking, lost keys or masses occur?

L keys as in, for example, theenslaky or just mess in general like you mentioned previously?

I do not have any account for that in terms.chine what I see is that when it's dirty and there's a misuse, you always have to work with that situation.

And I do not know how often this occurs.

Okay.

And which problems with this shared areas cause the most resour disruption to your operations?

That's a tough one.

That's a tough one.

And to be fair, it's the handling after the the room is not as tidy as it should be..

To the tenants report issues or and what type of complaints do you usually hear?

That's too much to answer.

No problem.

But just in general, do the tenants report the issues or do you see it yourself?

It's hard to It's hard to give a I would say 5050 that, but I don't know if this is right. To be fair.

Good enough.

And how do you currently currently determine who was using a room at a time if you have a problem?

As mentioned, the only thing that me as that lasts and me manage is the events launch, therefore, I only know about the events launch.

Okay, okay.

And how do you know if someone was using it it at the time?

I do not.

That's the thing.

You don't know We hand off.

And that's .

Yeah.

That's it.

Well, that's good enough.

We're looking for answers like this, there's no current system or anything.

What challenges do you face when you try to hold people accountable for any damage?

I cannot answer that question because, yeah.

Yeah.

Okay.

What information would help make this accountability easier?

What kind of information, yeah?

Knowing that if someone was in a room at a particular time or..

As we can only speak about the events much.

Yeah, yeah.

This is a bit of a pity, therefore, I would really love to get the result, as I would really like to hear in the future what this is the results of the interview, because the only information that we might have or we have is the room number and to give a proper as to work with that information, is quite tough sometimes.

Okay.

As in terms of yeah, I don't want to make an example there, but based on just, I gave the key to that person, it's tough to say, you did the damage.

It's possible, but if it's fair, that's a different question...

Okay.

For you, what would be the ideal booking process for this for your residents, as in the booking the shared area?

We're speaking about all the flats or everything areas, just are.

Just to shared the areas.

Shared areas. An application process that might be digital or is digital, that directly gives whoever gets or whoever uses the room , tells him that it's that there's consequences from misuse.

Okay.

Yeah, so here's the next question.

Are there any rules or constraints you wish that could be enforced automatically?

As in time limits, gas limits, or cleaning responsibilities ?

Clean responsibility would be the best because the only way I care about is during my working hours that I have the house rules and yeah, of course, the common sense of how to leave a place if you used it.

For an example, shut down the TV whenever you leave the room, if there's nobody here watching it.

Yeah, of course.

Would you prefer that it's approval based, as in you as the manager have to approve it, or you as the customer service have to approve it?

Or do you prefer its automatic bookings that you don't have to interfere in the process and people just book the ? .

I cannot answer that, because I only know how it's now.

And yeah, I cannot answer it.

Okay.

Personal preference.

No.

It's not my as well, this is my job.

Yeah, of course, of course.

It's nothing personal.

Of course, of course.

How important is the real-time visibility of if the room is available for you on the tenants?

If the events?

How important is seeing in real time if the event launch is booked or not?

It's only important if somebody asks me if they can have it, or if it's 13 somewhere and I have to find out who was inside doing what.

Okay.

Therefore, I think if everything would be online, this would be really nice to see if something is available .

You could say like a lobby in a game or something.

If you see if there's space just as an example, but yeah, I think if everything would be really digital, it would be nice to see if it's available or not because it would make sense if you as a tenant want to use it, I would say. .

How is physical access to share spaces currently handled?

I believe we already answer that.

Logic.

Yeah..

You just come in.

Yeah, and when's lounge, you need the key. Do any problems occur with the keys for the events lunch?

Not that I know.

Okay.

What a digital access, as in a bin, QR, or up based unlock, be useful?

That's a really nice idea.

That if you, I don't want to use the term of payment now, but that you kind of locked, if you the moment you got the room, is the moment you can unlock the room, would make sense.

And if maybe the tenant has the obligation to take a picture on her own from before and in advance, they might come to the conclusion that I have to clean that in between.

That's a really idea.

That's a really good idea.

And, okay, how do you currently communicate the rules for the shares spaces?

I would say it's given in the rental agreement than in the house.

Okay.

Are there any. Misunderstanding or violations of these rules?

If you count the misuse of the room as a violation, I could say yes, yeah.

With integrating these rules or terms and conditions into the working process help?

I in every time you have to book, you have to agree to these conditions so that are more explicitly said.

That's a tough question, because if I speak about me, as my experience when I work together, as in private terms, when I want to, for an example, I want to drive go-kart and I have to fill out a lot of paperwork, I didn't want to the go-art facility to fill out paperwork.

I went there to drive go-kart.

Speaking about this house, if I enter the room, I do know, as of course, I need to know what is the consequences, but I don't I don't want to be lectured.

I want to have a room where I can cook with my people for example.

Okay.

So I think it's important, but it shouldn't be annoying.

But that's a tough question.

We say a scholar, that's a small line of, is it too much or is it too less?

Yeah, Agreed.

That's a very good point.

What information do you wish you had about shared room usage that you currently don't have?

As in what information, as in when a room when the events launch is booked, do you wish you had that you currently don't have?

As I'm speaking about the, I mean, there's always a a person whose responsibility.

And as of how the workflow is now, this is enough.

Okay..

Well, you need logs of like historical logs of who booked the room in one?

Yeah, we, if I want to find out who did it yesterday, I need to know who did it yesterday.

And if I, for example, I know been to Holiday, maybe last went to Holiday too, and then you need to, it has to be some kind of historical, I don't know, man ef sacht..

It has to be somewhere I try to keep it in English.

Also it has to be, although it has to be if noas are here and maybe the caretakers just need to take care, it has to be understandable, even for them who used it in the path to know who did it in the last time.

And if I ask the guy from the last time, he says, no, I haven't done it.

Here's a picture that proves it.

I need to know who did it before.

And again and again just you know.

Of course.

Of course.

Yeah.

On the same topic, do you need any usage statistics, as in the hours where it's most used or like the most used rooms?

Not that I care about, to be fair.

Okay.

Although, I mean, when it's available, it's available.

I don't know if this is too easy thought, but it's linked to the question, if you see, then, I mean, if it's available, it's available.

And then you're lucky if you want to have it.

And it may be, sorry.

It may be wise to have a kind of calendar.

I don't know if you know Time Tree to maybe have it as a system like time Tree that you see, okay, okay, if I want to have it in the week, or maybe in a month where my family is coming over, I see that it's available as an example.

How much time do you currently spend on managing share spaces as in the events lunch or other share spaces like the gaming room or cinema room, if any time aow?

Not just booking, but also determining accountability for fixing messes.

I think that's the question Lask can answer problem properly, because I don't track time and that's how less it is.s as well.

What task would you like to automate?

Speaking about the chairment of the facilities.

Yes, yes..

I think the ideas that you had with these commandars, all of the the common areas, I mean, besides the gym or something, speaking about the cinema, speaking about here, speaking about the eventsl , it would make sense to have it in there.

And of course, like, as the app wash is already runnining, maybe something that's linked with it, so you have one app for most of the stuff would make sense in order to have for this, one for that, that wouldn't make too much sense.

Of course.

I would say a combined app.

A combined up. Will.

And then you find out what you can automat involve.

Okay.

What do you think, which qualities are the most important in a new space management system, reliability, simplicity, transparency, or data gathering , or others?

Everything that was mentioned besides data gathering sounds good.

Mm hmm.

And yeah, that.

I think it's better to ask lastet because this it makes sense.

Yeah.

And I would to say in general, I would keep it efficient.

Okay, okay.

Should the system support multiple languages?

Of course, yes.

Would any email or up notifications be helpful for reminders or reporting issues, as in the general application you mentioned?

Definitely.

Also like, I don't know with the application mentioned, it should be as it should be efficient, but it should also be possible that you can just take a picture reported it should be efficient for everything.

For the customer, for the guys, for everybody involved in the application. .

Just closing questions to sum up the interview.

If we could fix one problem with the share's spaces right now, what would it be?

I don't know, because as this is part of my role, so I don't care that much.

I know that the application is, as well, it's a solution, and since that, why should I should I waste sps?

Not mean that, why should I think about it?

Of course.

What would your ideal management system look like, which we discuss previously? .

This is...

I do not know, but I can think that I think in application, a well thought through application application is close to BID.

Okay.

And is there anything else you think we should consider that we haven't discussed?

When it comes to to the share spaces events Lounge, Cinema room, gaming room.

It has nothing to do with that, but since I know how, I kind of know how it is in the student recommendation since I was living in the hood for one sort of year.

Everything you said with the idea that has everything within the house in its own makes sense, but there's like the if I would like it, if I would be a tenant, if there would be a space for maybe who wants to go play soccer, who wants to go to the lake in the summer, Stuff like that.

I think it when that is made for students, it has to be there has to be a student life area too, in terms of, as I would make it if it's something within a house where plenty of people live, it should be social in some way, not only not only like a timetable before everything to manage everything, it should be there should be a social thought in it.

Of course.

Okay.

Thank you. Much.

That was it?

That was it.

Nice.

I really.

Questions for Tenants:

1. Understanding the Current Workflow

1. How often do you try accessing common areas?
2. Which common spaces do you use the most?
3. Have you ever tried reserving a space before? How did it go?

2. Identifying Problems & Pain Points

4. What challenges do you face when trying to use common spaces?
5. Have you ever arrived at a space and found it occupied? How often?
6. Are there conflicts or misunderstandings about who gets to use a space?
7. Do you feel the current system (if any) is fair? Why or why not?
8. What annoys you most about the current situation?

3. Current features and Situational Exploration

9. How do you currently check whether a space is free?
10. Do you use group chats, signs, or personal communication to coordinate?
11. What do you do when a space you want is taken?
12. Have you ever made your own informal system to reserve a spot?

4. Desired Features to Implement

13. What features would be most useful in an app for booking common spaces?
14. Would you prefer seeing a real-time calendar or a simple “available/not available” status?
15. How far in advance would you want to book?
16. How long should bookings last?
17. Should there be limits (e.g., max hours per person per day)?
18. Would notifications about your upcoming booking be helpful?
19. Should users be able to report issues (messy space, broken equipment)?
20. How would you like to sign in (using google)?

5. Closing Questions

21. If you could fix one problem with shared spaces immediately, what would it be?
22. What would your ideal shared-space management system look like?
23. Is there anything else you think we should consider that we haven’t discussed?

Tenant 1 interview:

Can you please say, I don't, okay, don't say wrong. Yes, anonymous. Okay. Uh... How often do you try accessing common areas in Lumos? Not so often. Why? I prefer to stay in my room. Is there a reason for that? No. Yes, the common spaces are usually dirty. Disgusting. Okay, and when you do access them, which common spaces do you use the most? Events room and the gaming room. Okay. Uh, and, uh, have you ever tried reserving space before? I did, yes. Okay, and how did it go? Chaotic. Why is that? Because I texted in the room as group chat in WhatsApp. I want to reserve an event's room, and when I came to get it, it was already taken by official means, as I'm going to the reception, and booking it directly from there, which is the only way you can actually book it, not through WhatsApp. And I didn't know, so I was not allowed in. Okay, and what other challenges did you face when trying to use or book or access a common space? I did not know if it was booked previously or not, so every time we tried, it already was. Okay. Are there any other challenges? No. Okay. Have you ever arrived at a space and found it occupied? Yes. Even when you booked that? Yes. Okay, and how often would you say that happens? Not so often. Okay. And can you tell me a bit about the conflicts or misunderstandings about who gets used as space? Yeah, the people didn't check or didn't care, so they just use it, and when I told them, I'm the one who reserved it, I kicked them out. Okay, and did they actually leave, or did you have to call management? No, they left. Okay. Uh, and do you feel that the current system is fair? No. Why? Because it's messy, and no one knows, who reserved it for when? So there is a lot of confusion and misunderstanding. Okay. What annoys you most about the current situation? The filthiness, people leave the room, and they don't care if it's not their property, so they just dirty it and stink up the entire room. And it's just disgusting when you walk into that. Okay, and how do you propose we fix an issue like that? Keep records of whoever borrows or reserves the room, and scream at them, I guess. Or kick them out and ban them for life. Okay. And how do you currently check whether a space is free? You texting the group, Yo, is it free? Okay, and what if, uh, or does it ever occur that it, and like you felt it was free, but someone actually booked it, but you didn't know? Well, no, because if I write, I want to book the gaming room at this time and this date. If it's already booked, the person who booked it replies to their previous message and says, Sorry, it was booked before. Okay. So you do everything either on the WhatsApp group, or do you have, or like personal communications with other tenants, right? No, just purely WhatsApp group. Okay, and does the management have anything to do with this? Only the events room, the rest? No. Okay. Because they've had some lounge is locked, and you have to get a special key to enter it. So the management handles the records of it properly. Okay, and can you tell me more about this ski? Is it like, do you usually know who has it, or is it usually just with the management and you have to go get it, open it, and give it back, or how does it go? It depends if someone currently booked it, it's with them until they're expiration, I guess. And if it's, no one booked it, it's with the management, so you have to go directly and get it from them. Uh, okay. What do you usually do when the space is taken? I don't do anything. I just don't book it. Okay. Have you ever made your informal system to reserve a spot or did it ever happen that someone made their informant system to reserve a spot? No, no one made in the system. And I haven't either. No, as in, like, uh, they somehow just, like, booked everything all the time, or they... Well, no, I guess whoever wants to book it is free to book it. Even if it's a few consecutive days. Okay. And what features would you most, do you

think would be most useful in an app for booking these common spaces? Or what feature would you want to be implemented? Okay, the limitation for how many times a week someone can book a room because it's not fair. I mean, there are many students or people living in Loomis, and a record of who has the laugh, which key, or who, or a record of who use the room last, so that if it's filthy, we can just ask them to clean up it themselves. Okay. Would you prefer seeing a real-time calendar or a simple available, available or not available status, like we would like to see an entire calendar that shows all the free spots? Or would you like to have to, like, pick out your specific date and time, and it tells you whether it's available or not? I want the calendar option. Okay. Is there a reason for that? Yeah, I would like to see the entire month or months when it's available for future booking. Okay. And how far in advanced would you like, would you want to work? A couple months, maybe. Depends on when my friend's birthdays or events I want to celebrate with my friends. Okay, so you want to book the common spaces, like, uh, for example, a couple months ahead? Before. Or would you like it every month? It goes it goes by every month. It doesn't matter. the same thing to me. Okay. Um, you also said that the, uh, you want there to be a limit on the amount of uh, like times or the amount of uh, hours you can book, right? Would you believe that limit should be? Roughly. I don't know. It depends on the purpose of the event room. I can't really say a number. Subjective. Yeah, Okay. Um, how long should uh, okay, let's just ask. Um, Okay, uh, would you like notifications to come up about whether, like, or not, uh, like, reminders for when the booking room is uh, available or not for, like, times you actually want it, but it was, okay? And would you like notifications to remind you about your bookings? Yes. Okay. Um, and, uh, do you believe users should be able to report, uh, issues? Of course. Okay. Uh, and we, uh, how do you propose we create, like, create the whole sign in process in order to identify the person? Name, room number? Okay, and would it be more like easier for you to sign in using, I don't know, a platform like Google? Yes. Or something where you can automatically sign in instead of having to create a username, or would you prefer to just create a username and password for that? It doesn't matter. Okay. If you can fix one problem with shade spaces immediately, what would it be? No businesses. Mm-hmm. What was that? I'm done, I'm not sure, wait. Problem in shared spaces. Give me some... ideas, such a... I'll tell you some problems, you state. Uh, the place being filthy and dirty. and not knowing who created it. Uh, the ability to uh, not being able to know who has the booking times or having to actually ask someone and wait for the response. Uh, The problem with the key, for example, uh, problems like that. Um, yeah. Yeah, all of the both. Okay. What would your ideal shade space management system look like? Like, just give me a rough interface type of Okay. So, obviously, booking available bookings for maybe a month or a few months ahead. Then calendar, which shows, for example, my future bookings, my current bookings, and times they're not available, the rooms, then record of who got the room lost, as I would like to know if the room was misused, and I would like to talk to them. Okay, would you like it? Would you like the part where the room is misused? Don't you believe that that should be a thing for the, like... Yeah, I was, yeah, it should. For the monument? Yeah. Access only to management. Yeah, makes more sense. Okay. Uh, Continue. That's about it, I guess. Or maybe a chat room. A chat room, like, instead of, uh, everything on a WhatsApp group, uh, where people can, like, delete and, uh, and, like, no, not that, instead of a WhatsApp group, who anyone can join, I would like, a chat group exclusive to anonymous residents. who are verified, and, I guess, by room number and their name, so that I know these are trustworthy residents who actually live in moments, and not

just some guests. Okay. Uh, is there anything else, uh, you think we should consider that we haven't discussed? No. That's it. Okay, thank you. I know.

Tenant 2 interview:

Okay, can you like hold this? Yeah, sure. Okay. How often do you try access in common areas? Once, um, I will say once every 3 months. Once every 3 months. Maybe a month every 21, like, not enough. Okay? And is there a reason for that? I usually do it for sport events, not really for movies, mostly sport events. Okay, and which common space area do you use the most? Uh, I think the one I prefer. is event lounge considered a common space? Okay, so I prefer the event lounge after the cinema room. Gaming room, I try to avoid it, to be honest. Okay. And other than sports events, is there any other reason why you, like, don't want to use, like, the events room, the events? Are there reasons you mean? Like, I know some people celebrate birthdays, but I, to be honest, like right now, maybe just like, I've, I've been a couple times just to stay with people, but mostly I prefer to go there just to watch sport events like, yeah, football, Formula One, whatever, yeah. Okay. Uh, have you ever tried deservng one of those pieces before? Yes, sure. Okay, and how did it go? So far, kind of good apart. I think once I may have texted something and then I realized actually someone had booked it before and the group checked. Uh, okay, can you just tell me a bit about how you're, you actually, uh, book the space? The process you go through? I just, um, I just, um, talk with friends, like, do we book it? do we want to watch this this event together? and then I go on the group chat and I text, okay, so this room is booked on this day from this time to this time. and but before that, now I usually check if there is like a, there is something before, maybe someone else has already written the same, same exact time, same exact dates, so just to, just to make sure, yeah. But that's that's the process, yeah, usually. Okay. What challenges do you usually face when trying to use the common spaces? Like, use a lot of? Just, I think it's kind of time consuming, like, and also, it doesn't really pushes you to book the room. I mean, like, sometimes, because, like, you don't really know when people had already booked their rooms, they have to check, but maybe, I don't know, something happens, and also there is plenty of text, text there, and you don't want to read the whole thing. You can go on the search option, but still, like, it's very hard to find stuff sometimes. Also, because sometimes someone writes, okay, this Saturday is booked, other times it's written like December, like sometimes it's written the date. A lot of times the day of the week. And yeah, yeah, not many other challenges, to be fair. Okay. Have you ever arrived at a space and found it occupied? Nope, never happened to me. Okay. How about any conflicts or any misunderstandings about who booked this space? Like, you mean, we father groups? Yeah, whether it's you or like your friend group or anything. Another... Oh, wait, what do you mean? Can you can you rephrase that question, sir? Uh, like, uh, are there any misunderstandings about the booking times or like you go there, you find out that someone else booked it or you booked it and someone else says they booked it or? Uh, no, nothing like that happened. Yeah, to me. Okay, so we'll see. Okay. Do you feel the current system is fair, which is like sending through the WhatsApp group? For sure, no. Like there should be there like software or something should be implemented. Okay, website, whatever. Is there any reason for why you think it's not fair? Is no, uh, wait, it's fair. I don't know if fair is a exact adjective I would use. I would say. I mean... I don't, I don't, let's say I don't find it unfair, but I don't even find it fair. Uh, I would say maybe like it's not uh, it's not um, good, like it's not an efficient way to to do that.

Okay. What annoys you the most about the current situation? That I have to, have to wait, like, I have to check every time if the room is booked already or not. Okay. How do you how do you currently check whether the space is free? Go on a group chat and check on text. Okay. Uh, and, uh, how would you like it to change from that? I would say just a website or an application. Okay, something like that. yeah. What do you do when a space that you wanted is already taken? Um... I just, I go to a bar. I try to book, and maybe like instead of booking the cinema room, I booked a gaming room. Yeah, I just, I just try another, try to look for another venue. Or just maybe like, sometimes I don't even want to go to the gaming room because like, I don't find the sofas comfy. Couch is colorful. And so I just look for bars where to go and watch stuff. Okay. Have you ever made your own informal system to reserve a spot? Let me give you an example of that. A person before booked the events lounge for an entire week and they don't use it most of the time, but as long as it's booked, so it's under their name. So do you think that's fair, 1st of all? And 2nd of all, do you know of any like other like ways people did that? I don't think it ever happened on a group shot. I think it happened maybe during Ramadan. I am not sure. Like maybe like I think Egyptians booked it for the for weeks or something like that. But I, to be honest, like, I'm not really the type of guy that uses the common writers of mine. So I don't, maybe maybe the only thing is that some, like, um, like for Ramadan, it's fair, but, like, maybe for other occasions, like, booking it for a, for a will, random month, like, there is no reason, like, why it should be done or maybe, like, for multiple weeks, for multiple days. Everybody never I never really seen something like that happening, to be honest. Okay. And if in an application like that, what's what feature would you really want to be implemented? I would say, yeah, the ability to book a room. to see if it's already booked. Mm. Good option, so you cancel that. Yeah. This kind of stuff, like Doom, very simple features. It doesn't have to have a lot of stuff. It's just like a like a few bottles that it's already booked, let's say. Okay. Would you rather prefer seeing like a real-time calendar of like all the booking spots? Or would you rather it be like a search, like you search for the exact date you want and the time and you just find it there. So you either you look like a for color, like you say, a very generic calendar with like this room is booked from like this booking is for this room from this time to 3 and then stuff. Yeah, yeah. I think... To be honest, I think both of them are fine. Like, um... Either one of them is in, like, a, if it's implement, it's fine. Turns out. Okay. Yeah, in terms of financing the program. And how far in advance do you think people should be able to go? Sorry, how was it? How far in advance? Like, can I book like a month in advance? Oh, okay, okay, okay. You mean life? I was thinking about expertise. No, okay, um... I think for some stuff, like, for some events, like, there should be maybe like one month, one month because, like, there is there are some certain events like, no, Champions League final. And, uh, yeah, like, uh, with this, like a scene in my room and this kind of stuff. Maybe, like, for example, for these big events, where many people want to watch it, we also something like share your room options should be done, something like that. Yeah, but obviously like Yeah. Okay. And how long do you think bookings should last? Like, can I book it for an entire week alone or do you think, like, I have a limit? think you should be. I think it should be like maximum 10 hours. Okay, yeah. For person? I think that's a little bit complicated. I don't know. Okay. Yeah, person, like, I mean, if there is a group of, like, if there's a group of many people, like, obviously, like per person, it would result maybe even in a week, but, like, no, it's, I would say just 10 hours for the event. don't know. Okay. And would you like, would you like to have or get notifications about, like, if you wanted to reserve a room, for example, for Monday,

but it was already booked, and then someone cancelled, would you like to get notifications about that cancellation so that you can book it? Or in notifications in general to remind you of your booking. Notification in general, yeah, maybe the type, the particular type, it may, like, I'm a little bit indifferent on that. Like, because some, some, sometimes you may also result in other people got the same message. So maybe like I prefer just to check by myself instead of like everyone receiving the receiving the the notification and then trying to book it during immediately. But yeah, like a notification would be fine. Yeah, it's final. Still. But still, like, I'm not really convinced by that. Okay. Do you believe users should be able to report issues? And would you like that feature implemented? I think it's not that important. I would report it directly to the to the management itself, like the, yeah, I don't know if DM management is included in Europe, but yeah, which is just the management. If it's included, yeah, obviously like reporting an issue would be would be great this way, but also the using emails is fine. Okay. And how would you like to sign in? Like, do you mind like having to just put a username and your room number and everything? Or do you want it to be like sign in using like continuous Googler, continue with some type of email? Thank you, you know, the room number is a good, is a good idea. He's a skate. Okay, okay. So maybe with room number, maybe like just Google, Facebook, whatever, classroom number. Looks like that. Uh, if you could fix one problem with shade spaces immediately. Right now with these shared spaces, what would it be? More probable that it's going to be 3.4 rather than 2 way more later. Basically, that's what I'm saying, based on what... Because I would trust... The group should like still like, I think the big problem would be like from the group checking out. I don't really... I don't really know, to be honest. Okay. And what would your ideal shared spaces management system look like? Like, tell me about the features, how you want it to look like. Anything anything you want in general? I think you should just have, like, as a Chevy for, like, just in a few buttons, you, like, if you, yeah, nephew, mechanisms, a few buttons, you can just reserve the room. Or, yeah, that, and then you can see if it's the room is available whenever when you want, like, the calendar thing, I think that those are the those are the main, like a very, like, simple app, like in that case. It will be... It would be really good for, yeah. have to pay a few weeks back in front of a 90 lot. Okay. Is there anything else you want you want us to consider that we haven't actually discussed in this interview? The same, we need to put it in a 360 division interview, so I think it's fine, I think. Nothing else comes to mind. Okay, thank you.

Tenant 3 interview:

How often do you try accessing common rooms? I think three times per week, I try to access common homes. Is there a specific room you try to access a lot? Uh, advance down to cinema room, uh, to watch a movie. Okay. Uh, and uh, have you ever tried reserving that room before? Yes, of course, multiple times. And how did it usually go? Tell me how, what do you usually do? I texted on WhatsApp group that I want to reserve it for the day and then I took the room for the day. Okay, and are there any challenges, any problems you face when? Yes, when I went inside the room, it turns out someone booked it before me, but I didn't know because nobody texted that he has the room. So it was a huge issue because I planned an event, but I didn't do it. Okay, and the booking is it usually on WhatsApp or is it, uh, uh, do you book with the, uh, like receptionist here or how does it go? I think most of the time it's on WhatsApp group, but some people write on paper with the security going and how we do it. Okay. Uh, are there any

misunderstandings that happen, uh, like when you book this space? Yes, because I find it already occupied, and I already reserved the room, but it turns out someone took it before me, so I couldn't do anything about it. Okay, and did they send out on the group? I don't know, but I think so, but I think it was an old message. So I didn't see it because you have to scroll all the WhatsApp chats to see if someone reserved it or not. Okay. So do you think the current system of having turned stuff on the group where the where the paper, do you think it's a fair system? I don't think it's fair at all, because some people hear about, they lost something. This room is daily, blah, blah, blah. So I don't know if they actually reserve the room or not and it would waste so much time if I try to see all chats to see if it's actually occupied or not. What annoys you the most about the current situation? That I don't know who has the room key, who is reserving the room and when he is reserving the room. Okay. Uh... What do you do when a space is usually that you want is taken? I usually try to book another room, like, for example, if I booked events, I would go to cinema room, but if it's also taken, then I tend to cancel my plans for the day because I can't do anything about it. Okay. And, uh, have you or any, or like, do you know of any cases where, uh, an, like, informal system was made to reserve spots, like, uh, people just book it for a week and not use it just in case they need. Yes, yes. They tend to book it just in case if they need it. But most of the time I find the room empty, but they have the key for it and I can't take the kikos they booked it. So it's so sedient, unprofessional. Okay, so what feature would you want, uh, or do you think would be most useful in an app that's made for booking these space? I would love an app that has a calendar and it states who has the room for which day and how many hours per day, so that everyone can access the room and it could be really fair to everyone. Okay, would you prefer seeing seeing it as like a calendar, like to see all the available spots and everything? Or do you want it as in like you have to search somehow? Yes, or no. Uh, I think a calendar could be better, so that it's, like, I can connect it with, like, Google Calendar or something so that I can remember. Okay. And how far advanced do you want to book or do you think people should be able to book? I think people should be to book anytime, but if they want to book it in advance, if it's an important event, they should. So like, maybe a week before. If it's something important, but if it's not, then 3 days or so. Okay. Uh, and uh, How long do you think people should book or like, uh, should there be a limit to the month people can book in a day? Yes, of course, because there was a guy who took it for a whole week, which was unfair because it's not his room or anything. It's a shade area that everyone should receive. So he took it for a week. So I think they should be a limit maybe, like, 5 hours per day or something. Okay. And, uh, do you think getting like notifications about, uh, like whether a preferred time you want, uh, you wanted or anything, like in case someone canceled or anything is a good idea? Yeah, this, this would be really nice if I got a notification that the space and council, so I can book it, it would be, it would be amazing actually. Okay. And, uh, do you think, uh, there should also be a feature where you reports, like, issues like messy space, uh, broken equipment? any problems that happen so that the management can like take action? Yes, of course, because there was that one time when I went inside the cinema room and it was so thrushed that I didn't sit in it anyway because it was so dasty. So I think we should complain about I complained, but I don't know if they did something about it or not, so I think they should be like in the up, a place where I could write an a review or something about how the room was, how the experiences. Okay, and do you think you should be able to, like, chat or communicate with other people or something so that if, like, you have an urgent matter or an urgent thing, they can, you can, like,

tell them and if they're, like, understanding, they can, like, Yes, especially in a dream life, I think we do need that and meet new people in general and like just ask for help from anyone. Our students. Okay. Uh, if, uh, for the sign in, do you think people should be able to sign in using like Google or uh, do you think we should do it where like you put in your room number and uh, everything and your room number and each room has like gets uh, a specific uh, account. I think 2 would be, I think, the option where I sign and using my room number would be way better so that I don't have to use external websites or anything. So, yes, this option would be better. Okay. If you could fix one problem with the shade spaces immediately, what would it be? Like, I know who has this room reserve because if he doesn't use it, I could, like, knowing who has the room, what time, from when to when, this is, like, the most important thing. Okay, and what would your ideal shade space management system look like? Like, tell me some of the features you'd want, some of, like, would you want it to be, like, very simple, like how? I would love, like, not to receive notifications about, like, if someone booked the room or not, if someone canceled, uh, maybe if, like, we want to do a gathering or something, we all do it through an app. Uh, for example, like for international students as well, it would be really nice so that we communicate new, no new people. Um, So I think these are the type of features that students look for. Okay, what about features like being able to book, cancel? Yes, of course. This is I lighted the thing. Okay. Is there anything you want to discuss that we haven't like talked about? No, I don't think so. Okay, thank you.

Tenant 4 interview:

How often do you try accessing common areas in Lumos? I would say, yes, common areas every day. I really like to study in the study lounge and the events room when I can book them. Okay, and which common space would you say use the most? The events loans? Okay. Uh, have you ever tried reserving uh, a space before? Like the events lounge, the cinema room or giving room? Yeah, I have before. Actually, I have reserved the cinema room today, and yeah. Okay, and how does it usually go? I'll just send a message on the group chat of our dorm and say it's booked on this day from this time to this time. That's it. Okay, and are there any challenges you usually face when like either using the common spaces or booking them? Uh, there is no challenge when I'm booking them. The challenge comes after you say it's booked, then someone else comes and says, oh, I booked it uh, uh, in this time slot that you want to book and then like, uh, you don't know what to believe because there's no tracking record of anything. Like I can't see if someone booked it prior before my message. Uh, okay. And, uh, have you ever arrived like at one of the spaces and found, uh, it occupied, uh, like people saying they booked it? Yes, multiple times. I would say I booked it on the group chat, and then I would go down and see people inside and I would ask them to leave. Okay, and are there any conflicts that happen because of that? Like any fights, problem? No, it's nothing in real life, but whenever on the group chat, yes, people do, we haggle a lot because we keep trying to find out who is right. Okay. So do you feel like the current system is fair or not? I would say it's very unorganized. Okay. Uh, okay, and what annoys you the most about this? That system? Yeah, it is very unorganized and there's no tracking. I would much rather an app, but I can book through. So whenever people go, and for example, you want to book the cinema room, oh, I can't, it's booked on this day from this time to this time. So there's no fighting between tenants. So you're saying that there is no actual way to check whether a space is free or not? No, there isn't. Okay.

Uh... And then uh, what do you usually do when the space is taken? And the spaces taken, and I have booked it? Yeah. Oh, I just tell the person to leave. That's it. Okay, and is there any problems with, like, the management or anything? Like, because I heard that there, you have to either like, book from their, like, multiple ways to book the rooms. So are there any conflicts that happen? Um, no, there aren't any conflicts, and you are right, if I wish to book the events lounge, for example, I would have to go to the management, uh, other reception. and book with them, and this time we book it on paper, with the room number and everything. So there's a truck record. Okay, and uh, would, uh, and uh, have you ever made your own informal system to reserve a spot? No. Uh, do you know anyone who has or like any situations that happened where people created some type of way to like beat the system or like just book everything out? No, no, that has never happened before. Okay. Uh... What feature would you, uh, would be most useful in an app for the co- booking common spaces? Just a list of the rooms available, and the ability to book them, and once they're booked, It says on the, like, the app that it is booked, so there's no more fighting between tenants on group chats, about which a news book to not. Okay, and would you like to see a real time, like, a calendar preview of, like, the different slots and times people book and everything, like, as an interface? Or would you like it to simply say whether it's available or not, right, as of right now? No, I would like the 1st option to see a calendar. So when when it is available and when it is not. Okay. And how far in advance do you think people should be able to book? Up to a month, basically. Okay. Uh, and uh, how, how far in advance are people allowed to book as of right now? There is no limit. Okay. I can book a room for next year. Yeah. Okay. How long do you think each booking should last? Oh, no, that's up to them. That's up to the person. So I don't think really there is a limit. Once it's booked it's booked. Okay, but because to prevent people from actually like booking it out for an entire week, do you think there should be a limit as of? Oh, sorry, I thought you meant like hours. No, more than 24 hours you cannot book a room. Okay, that. Okay, so you book it as long as you want in one day. In one day, exactly. Okay. But then can't they just book it again the next day? Sure, but then it's open for everyone to book as well if they booked it 2 days in a row, then it's fair, I think. Okay. Uh, with notifications, getting notifications, uh, on your booking and notifications for, like, if someone canceled a booking that you wanted to make or something, be helpful or a healthy feature. Yes, of course, yeah. Okay. Uh, how do you, uh, 1st off, should you just be able to report like the different issues to the management and everything? Or would you prefer it to be like you just go to the front desk? Yeah. I mean, both options should be available. That's the way I think about it. Okay. Uh, and how do you think, uh, would you like it to be assigned in using Google or, uh, would you like it where each person has their own address and it's connected to the room, uh, to know who, like, did, uh, who actually. No, it should be connected to the room. Okay. That should be should be only available to the people who live in the dorm. That's the way I want it. Okay, and if you could fix one problem with shade spaces immediately, what would it be? The cleaning this people don't take care of the rooms when they're booked. They always trash it. Okay. What would your ideal shade space management system look like? So please tell me the features, uh, like and the different like stuff you want, whether you want it to be simple, complex, anything. Um, I don't think it should be too difficult. Uh, like, the user interface should be friendly. I don't think the app isn't as difficult as it should be, just basically an interface where you book the rooms and once they're booked, it shows on your calendar. There's a calendar for each specific room that shows when the room is booked and when it is

available. Yeah, that's it. Okay, and... Oh, and you get notified when your room is booked, basically like a receipt. Okay. And is there anything else you think we should consider that we haven't discussed in this interview? No, I think we covered all the points. Okay, thank you.

Tenant 5 interview:

How often do you try accessing common areas in Lewis? Mostly every day. And how does it usually go? It's either filled with people. They're always talking, and it's always loud, and it's very hard to carry out any tests there, which is which gets really annoying, because people have no respect. Okay, what common spaces do you use the most? Study room or the events lounge? Okay. Have you ever tried reserving a space before? Yes, the events launch. And how does it usually go? Terribly bad. Okay, like what usually happens? So either talk to reception and try and get and check the availability on the calendar, but it's always fully booked, and it's very annoying to get a free date, because everyone's always wanting to book it. Okay. Uh, what challenges do you face when trying to use a common space? Please just all of them. Um, if it's a study room, people using it as a social area, not that artist study. Not a lot of the study room, the events cloud, cinema room and gaming room. When always people double book it, and then that leads to conflicts, and no one knows which person actually books at the end. Uh, okay. Have you ever arrived at one of the spaces and found it occupied? Yes. How often does this happen? Quite often. Okay. Are there conflicts or misunderstandings about who gets to use the space? Yes. Can you please tell me about some of them? One of them was, I requested to book the events lounge, and the receptionist said, okay, and he was supposed to add my room number, but he didn't. And then someone else booked the events lunch and I thought that I had the key, but turns out they were the ones actually written down and not me. Okay. Even though I asked for it, and it was supposed to be okay. Okay. So do you feel the current system is fair? No. Okay, can you tell me why exactly? Because you don't really know when the room is available and everyone and a lot of people book it for a long period of time and no one gets to really get a chance to book it. And this is really annoying. I know. Okay. So how do you currently check then if the space is free or not? You just have to keep on going and asking a reception if it's available or not. That's by luck. Okay. So, uh, you don't use any group chats, uh, or any like asking people whether it's free or not, personal communications, anything like that. And if it's the events lounge, no, but if it's a cinema room or gaming room, yes. Okay, can you tell me how that happens? Just send them the group chat that you want to book it from this time to that time, and if someone has it booked, they reply it's already booked. Okay, and what if are there any conflicts that happen whereas people? Because sometimes people don't read the messages. Like me personally, I have the group muted, so I don't really check if it is free or not. Because the group is always spanned with useless messages. Okay, so what do you usually do in a space you want is taken? I either try and see a midway timing, which we can, they can use it and I can use it, or just let them use it and not use it another time. Okay, have you ever made your own informal system to reserve a spot or do you know about like any situation that happened? No. Uh, I'll give you an example as in like, uh, someone just booking it for like a long duration just in case they need it or they want it. No. Okay. Uh, what features, uh, do you think would be most useful in an app like, uh, the one we're creating right now? If you can, if there's a candle that shows the availability and you can, you can choose based on that kind, like basically a booking system, you can choose when you want to book it and you can see the available

systems, and there should be a limit on the amount of hours you get to book the room for. Okay. First off, do you think the like the way you see the available times, would you like it to be like sort of a calendar view where you get to see the different time slots that are booked? Or would you like it where you just like put in the amount, like the time you want and the date you want and it just shows. Sorry? Kind of view. Okay. And how far in advance do you think people are, like, should be able to book? In the current situation, it's usually a week. But it shouldn't be that it should be very easy to book. Like a month or more or less? Depends on the situation you need it in. If you're just using it, because you just want a place for your friends to hang out, then you and your lucky, like close by to the time. But if you need for an actual event, then a month in advance. Okay. Uh, and uh, how long do you think uh, your bookings should last? Depends on the room. If it's cinema room, 3 to 4 hours, so the length of a movie and some time. Gaming room, same thing, events now, just maybe 6 because it can be used for multiple purposes. Okay, and, uh, would you like there to be notifications to tell you about, uh, uh, 1st off the, uh, like reminders for your reservations? And second, uh, to like see a few, uh, someone canceled that time slot that you would have liked or not. Yes. Okay. Uh, should users be able to report different issues uh, to the management uh, through the app? Yes. Like a messy room. Yes. Would you prefer that? Okay. How would you like to sign in? Like, would you like it to be used using, like, a Google sign in, or do you think people should sign in using specific credentials created for the app? Specific credentials created for the app, so only people, only residents are able to login and book the rooms and anyone from outside. Okay, and do you think you should, like, in these credentials, you should know, like, the person's name and room number and everything, right? Yes. Okay. If you could fix one problem with shared spaces immediately right now, what would it be? Handing the booking. Okay. Uh, and what would your ideal shared spaces management uh, system look like? Like tell me all the features, whether there's a certain layout you want, anything. It could be something similar to a hotel booking website. You go and select, like, instead of room type, the, yeah, the, you select the room type? Is it like the dates? And you check the available source, or like basically booking the football, tennis court, same layout as this. Okay. Is there anything else you think we should consider that we haven't discussed? Maybe adding the contact info of the person who has it booked and you can communicate with that person in case you need that room emergency, emergency, and reach a midpoint where they can take your spot and you switch time slots instead. Okay. Anything else? No. Okay. Thank you.