

Tempô

TRANSITIONAL HOUSING FOR THE NEWLY IMMIGRATED

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Transitional Housing

“

A type of housing for residents for between 30 days and three years. It aims to transition individuals to long-term, permanent housing.

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— *bchousing.org*

Immigration to New Countries

“

I was looking for houses for sale in the Chinese newspaper that would fit all 7 of us. I didn't know how to get there, so I got on a bus and **was always getting lost** until I found the place I was looking for.

”

“

We stayed at my mom's friend's place, but when my uncle and cousin landed we moved to a townhouse. We stopped living with him after half a year because **he was a bad roommate**, and my cousin and I were going to different schools so we moved to be closer to school.

”

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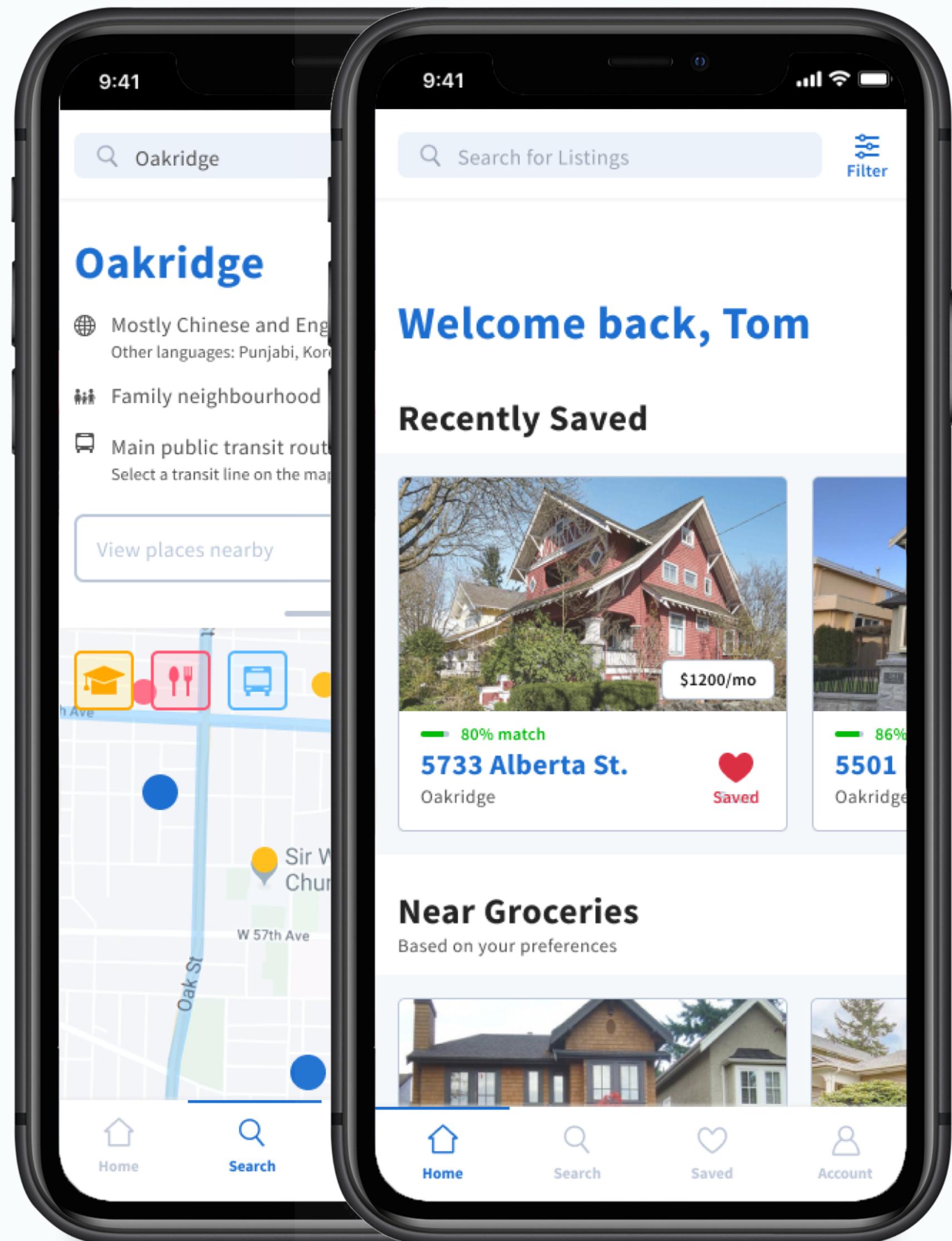
The language barrier was hard. I **didn't know how to communicate with local people for help**.

”

What is Tempô?

A temporary housing initiative that connects homeowners with the newly immigrated to help create a more streamlined experience when settling down in a new country.

Tempô helps newcomers gain a better understanding of Metro Vancouver neighbourhoods, allowing them to efficiently find temporary housing so they can focus on re-stabilizing their lives, ultimately becoming independent faster.



Immigrating Guardian

Scenario: Tom is a single parent immigrating with his two children, a teenager and a 6-month old baby. They are currently living at a family friend's house that isn't in the ideal area they'd want to be in, and are looking to find temporary housing in their ideal area to settle down.



"I want to find a place that will increase the quality of life for my children as they grow up."

END GOALS

- Finding a temporary place to stay that will accommodate their entire family in a secure neighbourhood
- Find an area to live in that will support their family needs and lifestyle

EXPERIENCE GOALS

- Better understanding of the other neighbourhoods
- A concise and easy-to-understand way to look at available accommodation options

PAIN POINTS

- Language barrier (not as proficient in english)
- Unfamiliar with neighbourhoods in a new city
- Limited time going to listings while taking care of his family's needs.

Tom's Experience Map

PAIN POINTS

ACTIONS

DISCOVERY

SEARCH

FILTER

COMPARE

CONTACT

NEGOTIATE

POSITIVE



NEGATIVE



FEELINGS

uncertain/stressed

slightly uncertain

exploratory/delighted

excited/less stressed

slightly worried

scared, but excited

TOM'S POV

| Where do I begin looking for housing options?
| What resources are available to me?
| I don't know where to start.
| How fast can I find accommodation? I don't want to impose on my friend any longer.

| What's in the area around the house?
| Will my kids like the area we might live in?
| How can we move around the city?

What homes are near a school?
What homes have at least 3 beds and 2 bathrooms?
What are the host's living habits like?
Does the host speak Punjabi?

| I want to see the differences between listings I'm trying to decide on.
| Can I afford the best option I'm looking at?
| Would I be able to get to work from here?

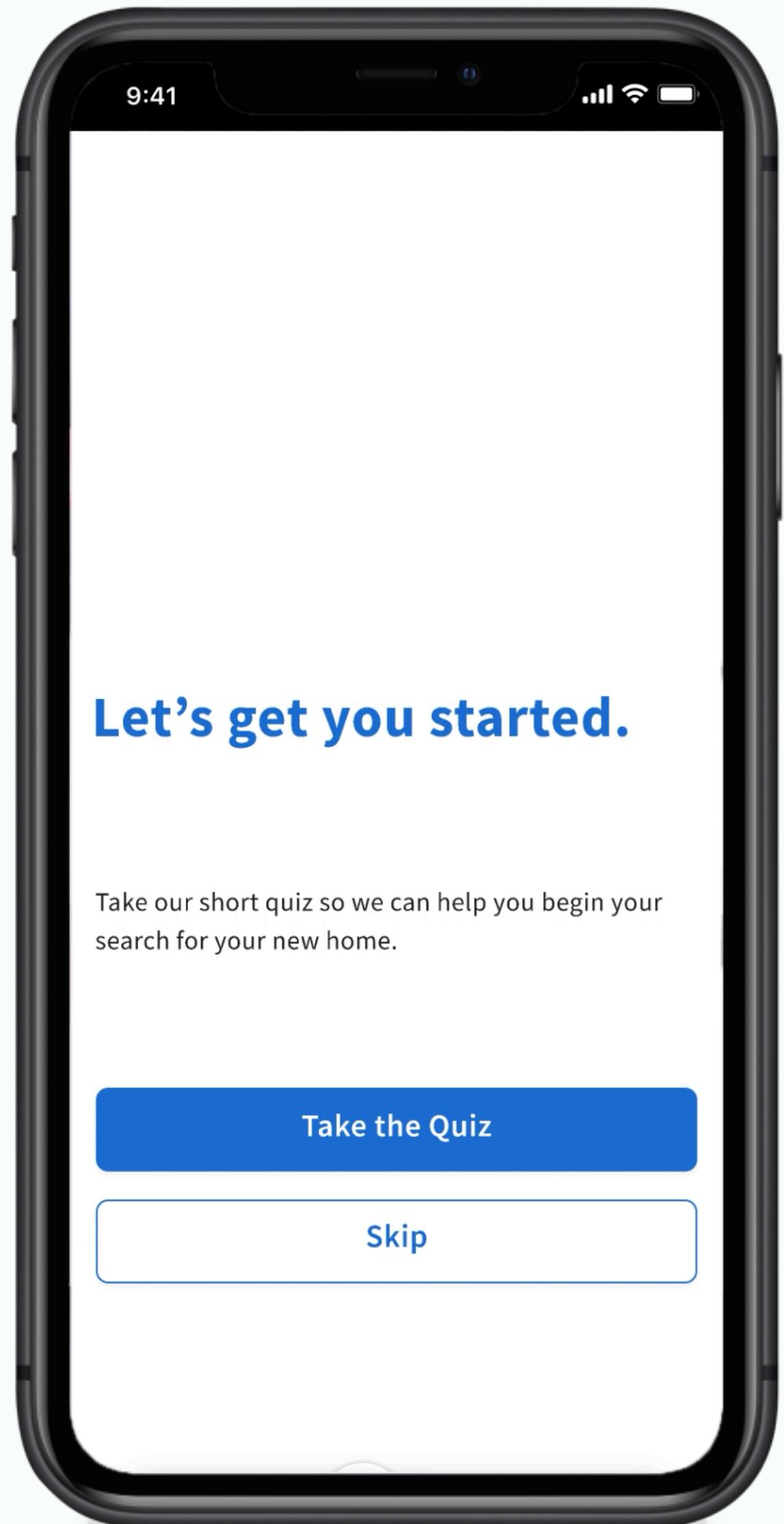
| How can I contact the homeowner?
| What if we cannot communicate well?
| Do I trust the person I'm contacting?

How do I know I'm not being cheated?
I'm glad I won't be imposing on my friend much longer.
What are my next steps?

Discovery

Tempô is a collaboration effort with the BC government. The idea is that immigration offices will introduce this to newcomers who seek help in locating a temporary place to stay. It will also be available on the app store for anyone to download.

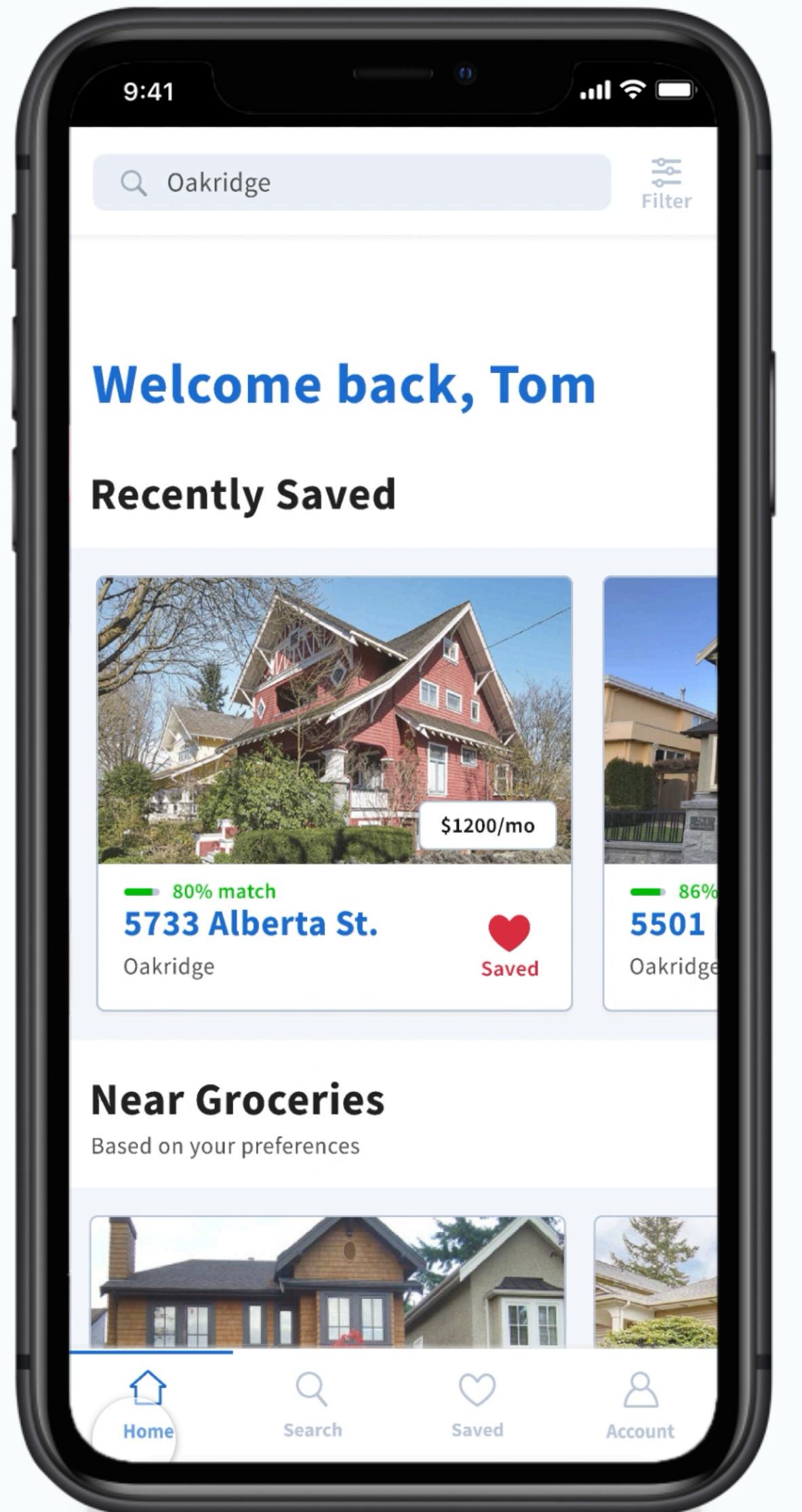
App listings are from local homeowners exclusively renting to the newly immigrated. Like the homestay programs currently available, each prospective host will go through a screening to ensure that all requirements are met.



Onboarding

After launching the app for the first time, Tempô tries to get a better idea of what the user is looking for through a short questionnaire.

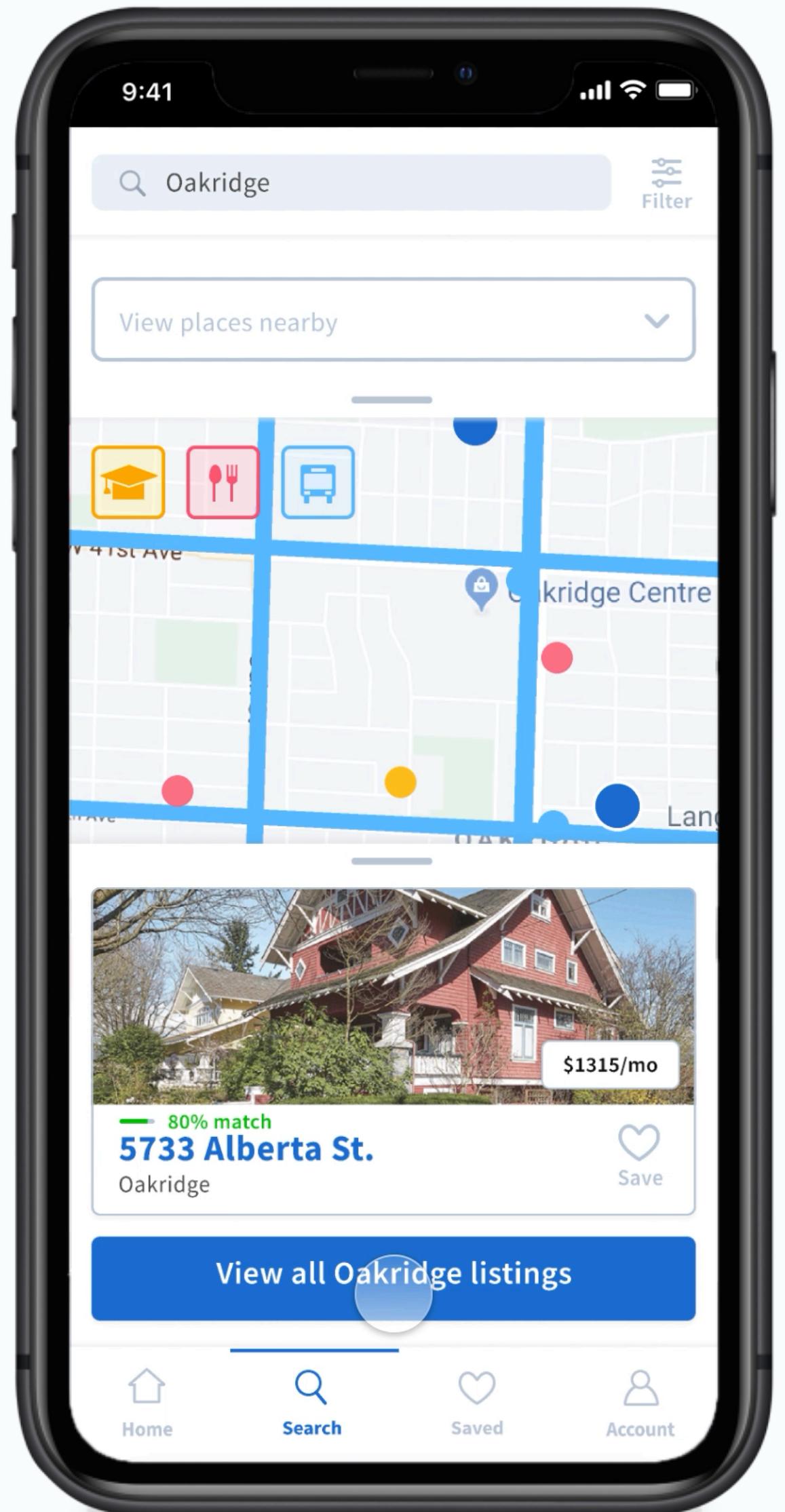
Based on the questionnaire, Tempô then recommends neighbourhoods in Vancouver for the user to start exploring to help them know the unfamiliar place better.



Exploring Neighbourhoods

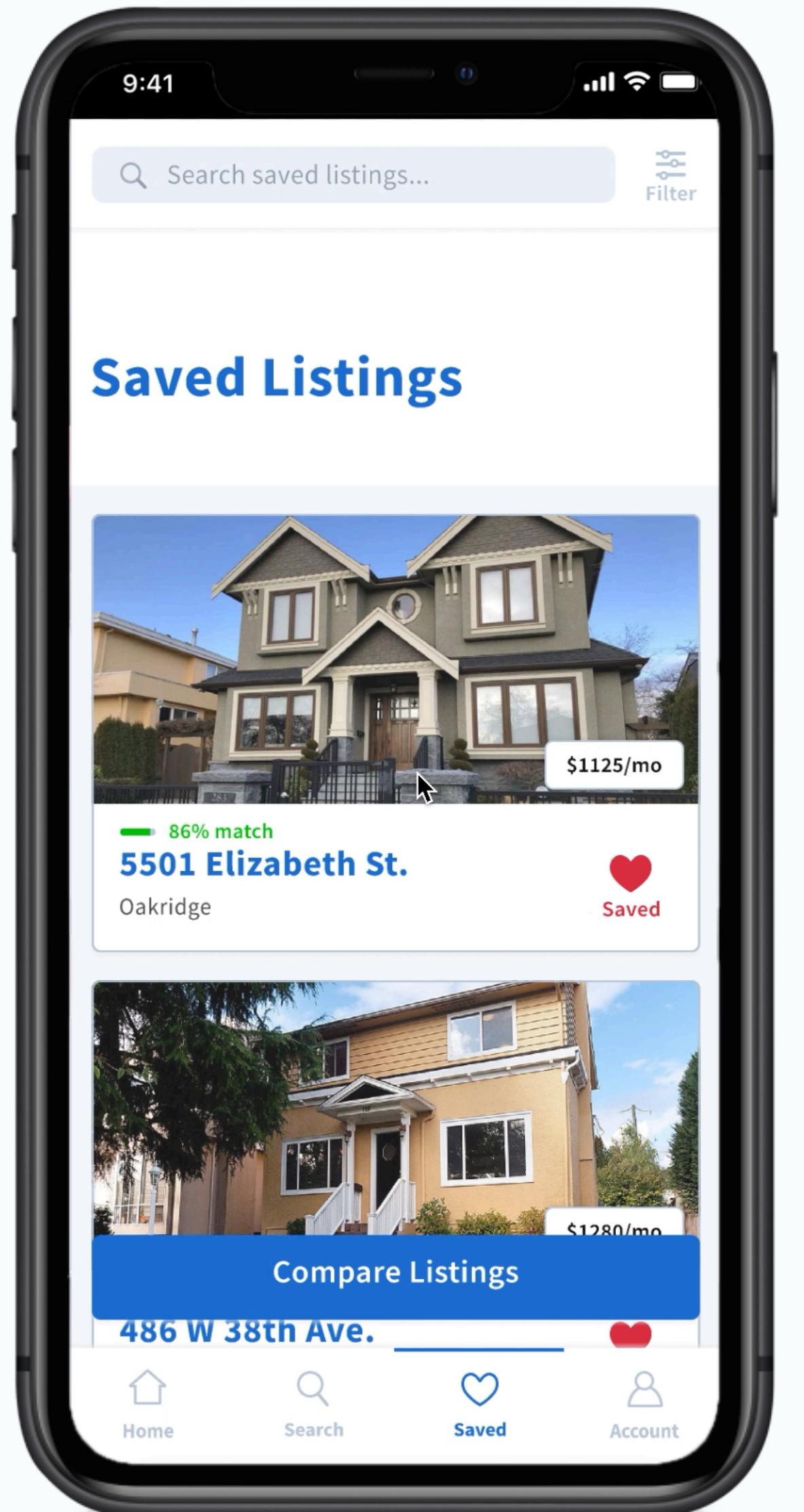
Through our listings search map, users can see all house listings as well as key interest points in the area. This includes, but is not limited to nearby schools, grocery stores, and transiting options.

Clicking into any point of interest will give more details about the place and show all house listings that are nearby.



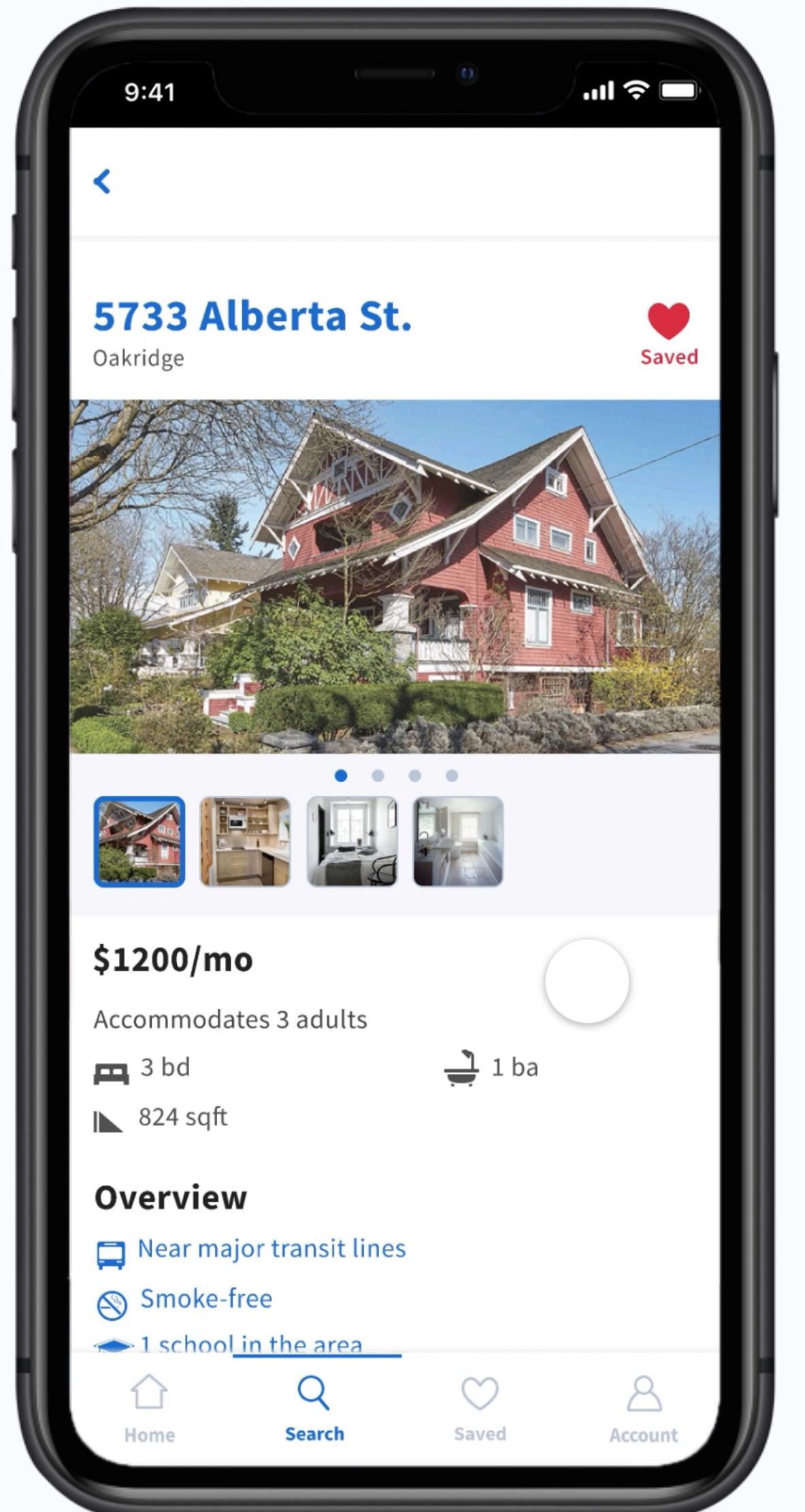
Filtering Your Search

Relevant filter options with universal icons help bring listings that best match the user faster.



Comparing Listings

Users can save listings they like and compare them later with other listings to find the one that best suits their needs.



Contacting the Homeowner

After deciding on their favourite listing, the user can contact the host via email for further information.

Easing Transitions for a Successful Future

With Tempô, newcomers are able to find a suitable house near their preferred neighborhood with less effort so that they can settle down soon and start their lives more confidently in a new country.

An easier way to find temporary housing means that soon-to-be permanent residents can spend more time focusing on other pressing needs, such as finding jobs and a permanent home.

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