



# House Price Prediction

Submitted by:  
Er. Deepesh Singh

# **ACKNOWLEDGMENT**

On the very outset of this report, I would like to extend my sincere & heartfelt obligation towards all the personages who have helped me in this endeavour. Without their active guidance, help, cooperation & encouragement, I would not have made headway in the project.

I am ineffably indebted to my SME for their conscientious guidance and encouragement to accomplish this assignment.

I am extremely thankful and pay my gratitude to my SME for his valuable guidance and support on completion of this project.

I extend my gratitude to FLIP ROBO Technologies for giving me this opportunity.

Any omission in this brief acknowledgement does not mean lack of gratitude.

# **INTRODUCTION**

- **Business Problem Framing**

Houses are one of the necessary needs of each and every person around the globe and therefore housing and real estate market is one of the markets which is one of the major contributors in the world's economy. We model the price of houses with the available independent variables. This model will then be used by the management to understand how the exactly the prices vary with the variables. They can accordingly manipulate the strategy of the firm and concentrate on areas that will yield high returns. Further, the model will be a good way for the management to understand the pricing dynamics of a new market.

- **Conceptual Background of the Domain Problem**

Houses are one of the necessary needs of each and every person around the globe and therefore housing and real estate market is one of the markets which is one of the major contributors in the world's economy. It is a very large market and there are various companies working in the domain. Data science comes as a very important tool to solve problems in the domain to help the companies increase their overall revenue, profits, improving their marketing strategies and focusing on changing trends in house sales and purchases. Predictive modelling, Market mix modelling, recommendation systems are some of the machine learning techniques used for achieving the business goals for housing companies.

- **Motivation for the Problem Undertaken**

Main objective behind to make this project is that to predicting the actual value of the prospective properties and decide whether to invest in them or not. We build this project for describing the price of the house. A US-based housing company named Surprise Housing has decided to enter the Australian market. The company uses data analytics to purchase houses at a price below their actual values and flip them at a higher price. For the same purpose, the company has collected a data set from the sale of houses in Australia and give us to analyse the data and predict the actual price of the houses.

## **Analytical Problem Framing**

- **Mathematical/ Analytical Modelling of the Problem**

It's a regression problem, I use some libraries like Pandas, NumPy, seaborn, matplotlib, for building the project and done EDA with the help of these libraries. And use correlation matrix through heatmap to show the correlation between the each of the columns.

- **Data Sources and their formats**

Data description: MSSubClass: Identifies the type of dwelling involved in the sale.

20	1-STORY 1946 & NEWER ALL STYLES
30	1-STORY 1945 & OLDER
40	1-STORY W/FINISHED ATTIC ALL AGES
45	1-1/2 STORY - UNFINISHED ALL AGES
50	1-1/2 STORY FINISHED ALL AGES
60	2-STORY 1946 & NEWER

70	2-STORY 1945 & OLDER
75	2-1/2 STORY ALL AGES
80	SPLIT OR MULTI-LEVEL
85	SPLIT FOYER
90	DUPLEX - ALL STYLES AND AGES
120 NEWER	1-STORY PUD (Planned Unit Development) - 1946 &
150	1-1/2 STORY PUD - ALL AGES
160	2-STORY PUD - 1946 & NEWER
180	PUD - MULTILEVEL - INCL SPLIT LEV/FOYER
190	2 FAMILY CONVERSION - ALL STYLES AND AGES

MSZoning: Identifies the general zoning classification of the sale.

An	Agriculture
C	Commercial
FV	Floating Village Residential
I	Industrial
RH	Residential High Density
RL	Residential Low Density
RP	Residential Low-Density Park
RM	Residential Medium Density

LotFrontage: Linear feet of street connected to property

LotArea: Lot size in square feet

Street: Type of road access to property

Grvl     Gravel

Pave     Paved

Alley: Type of alley access to property

Grvl     Gravel

Pave     Paved

NA       No alley access

LotShape: General shape of property

Reg       Regular

IR1       Slightly irregular

IR2       Moderately Irregular

IR3       Irregular

LandContour: Flatness of the property

Lvl       Near Flat/Level

Bnk       Banked - Quick and significant rise from street grade to  
building

HLS Hillside - Significant slope from side to side

Low Depression

#### Utilities: Type of utilities available

AllPub All public Utilities (E, G, W, & S)

NoSewr Electricity, Gas, and Water (Septic Tank)

NoSeWa Electricity and Gas Only

ELO Electricity only

#### LotConfig: Lot configuration

Inside Inside lot

Corner Corner lot

CulDSac Cul-de-sac

FR2 Frontage on 2 sides of property

FR3 Frontage on 3 sides of property

#### LandSlope: Slope of property

Gtl Gentle slope

Mod Moderate Slope

Sev Severe Slope

#### Neighbourhood: Physical locations within Ames city limits

Blmngtn      Bloomington Heights  
Blueste Bluestem  
BrDale   Briardale  
BrkSide Brookside  
ClearCr Clear Creek  
CollgCr College Creek  
Crawfor      Crawford  
Edwards      Edwards  
Gilbert   Gilbert  
IDOTRR Iowa DOT and Rail Road  
MeadowV      Meadow Village  
Mitchel Mitchell  
Names   North Ames  
NoRidge      Northridge  
NPkVill Northpark Villa  
NridgHtNorthridge Heights  
NWAmes      Northwest Ames  
OldTown      Old Town  
SWISU   South & West of Iowa State University  
Sawyer Sawyer  
SawyerW      Sawyer West  
Somerst      Somerset  
StoneBr      Stone Brook  
Timber   Timberland



Veenker      Veenker

Condition1: Proximity to various conditions

Artery   Adjacent to arterial street

Feedr   Adjacent to feeder street

Norm   Normal

RRNn   Within 200' of North-South Railroad

RRAn   Adjacent to North-South Railroad

PosN   Near positive off-site feature--park, greenbelt, etc.

PosA   Adjacent to postive off-site feature

RRNe   Within 200' of East-West Railroad

RR Ae   Adjacent to East-West Railroad

Condition2: Proximity to various conditions (if more than one is present)

Artery   Adjacent to arterial street

Feedr   Adjacent to feeder street

Norm   Normal

RRNn   Within 200' of North-South Railroad

RRAn   Adjacent to North-South Railroad

PosN   Near positive off-site feature--park, greenbelt, etc.

PosA   Adjacent to postive off-site feature

RRNe   Within 200' of East-West Railroad

RRAe    Adjacent to East-West Railroad

BldgType: Type of dwelling

1Fam    Single-family Detached

2FmCon        Two-family Conversion; originally built as one-family dwelling

Duplx    Duplex

TwNhSE Townhouse End Unit

TwNhSI Townhouse Inside Unit

HouseStyle: Style of dwelling

1Story    One story

1.5Fin    One and one-half story: 2nd level finished

1.5Unf    One and one-half story: 2nd level unfinished

2Story    Two story

2.5Fin    Two and one-half story: 2nd level finished

2.5Unf    Two and one-half story: 2nd level unfinished

SFoyer    Split Foyer

SLvl       Split Level

OverallQual: Rates the overall material and finish of the house

10        Very Excellent

- 9 Excellent
- 8 Very Good
- 7 Good
- 6 Above Average
- 5 Average
- 4 Below Average
- 3 Fair
- 2 Poor
- 1 Very Poor

OverallCond: Rates the overall condition of the house

- 10      Very Excellent
- 9 Excellent
- 8 Very Good
- 7 Good
- 6 Above Average
- 5 Average
- 4 Below Average
- 3 Fair
- 2 Poor
- 1 Very Poor

YearBuilt: Original construction date

YearRemodAdd: Remodel date (same as construction date if no remodeling or additions)

RoofStyle: Type of roof

Flat      Flat

Gable    Gable

Gambrel      Gabrel (Barn)

Hip      Hip

Mansard      Mansard

Shed    Shed

RoofMatl: Roof material

ClyTile    Clay or Tile

CompShg      Standard (Composite) Shingle

Membran      Membrane

Metal    Metal

Roll      Roll

Tar&Grv      Gravel & Tar

WdShake      Wood Shakes

WdShngl      Wood Shingles

Exterior1st: Exterior covering on house

AsbShng	Asbestos Shingles
AsphShn	Asphalt Shingles
BrkComm	Brick Common
BrkFaceBrick	Brick Face
CBlock	Cinder Block
CemntBd	Cement Board
HdBoard	Hard Board
ImStucc	Imitation Stucco
MetalSd	Metal Siding
Other	Other
Plywood	Plywood
PreCast	
Stone	Stone
Stucco	Stucco
VinylSd	Vinyl Siding
Wd Sdng	Wood Siding
WdShing	Wood Shingles

Exterior2nd: Exterior covering on house (if more than one material)

AsbShng	Asbestos Shingles
AsphShn	Asphalt Shingles
BrkComm	Brick Common
BrkFaceBrick	Brick Face
CBlock	Cinder Block

CemntBd      Cement Board

HdBoard      Hard Board

ImStuccImitation Stucco

MetalSd      Metal Siding

Other   Other

Plywood      Plywood

PreCastPreCast

Stone   Stone

Stucco   Stucco

VinylSd Vinyl Siding

Wd Sdng      Wood Siding

WdShing      Wood Shingles

MasVnrType: Masonry veneer type

BrkCmnBrick Common

BrkFaceBrick Face

CBlock   Cinder Block

None   None

Stone   Stone

MasVnrArea: Masonry veneer area in square feet

ExterQual: Evaluates the quality of the material on the exterior

Ex	Excellent
Gd	Good
TA	Average/Typical
Fa	Fair
Po	Poor

ExterCond: Evaluates the present condition of the material on the exterior

Ex	Excellent
Gd	Good
TA	Average/Typical
Fa	Fair
Po	Poor

Foundation: Type of foundation

BrkTil	Brick & Tile
CBlock	Cinder Block
PConc	Poured Contrete
Slab	Slab
Stone	Stone
Wood	Wood

BsmtQual: Evaluates the height of the basement

Ex	Excellent (100+ inches)
Gd	Good (90-99 inches)
TA	Typical (80-89 inches)
Fa	Fair (70-79 inches)
Po	Poor (<70 inches)
NA	No Basement

BsmtCond: Evaluates the general condition of the basement

Ex	Excellent
Gd	Good
TA	Typical - slight dampness allowed
Fa	Fair - dampness or some cracking or settling
Po	Poor - Severe cracking, settling, or wetness
NA	No Basement

BsmtExposure: Refers to walkout or garden level walls

Gd	Good Exposure
Av	Average Exposure (split levels or foyers typically score average or above)
Mn	Mimimum Exposure
No	No Exposure
NA	No Basement



BsmtFinType1: Rating of basement finished area

GLQ	Good Living Quarters
ALQ	Average Living Quarters
BLQ	Below Average Living Quarters
Rec	Average Rec Room
LwQ	Low Quality
Unf	Unfinished
NA	No Basement

BsmtFinSF1: Type 1 finished square feet

BsmtFinType2: Rating of basement finished area (if multiple types)

GLQ	Good Living Quarters
ALQ	Average Living Quarters
BLQ	Below Average Living Quarters
Rec	Average Rec Room
LwQ	Low Quality
Unf	Unfinished
NA	No Basement

BsmtFinSF2: Type 2 finished square feet

BsmtUnfSF: Unfinished square feet of basement area

TotalBsmtSF: Total square feet of basement area

Heating: Type of heating

Floor    Floor Furnace

GasA    Gas forced warm air furnace

GasW    Gas hot water or steam heat

Grav    Gravity furnace

OthW    Hot water or steam heat other than gas

Wall    Wall furnace

HeatingQC: Heating quality and condition

Ex        Excellent

Gd        Good

TA        Average/Typical

Fa        Fair

Po        Poor

CentralAir: Central air conditioning

N No

Y Yes

Electrical: Electrical system

SBrkr Standard Circuit Breakers & Romex

FuseA Fuse Box over 60 AMP and all Romex wiring (Average)

FuseF 60 AMP Fuse Box and mostly Romex wiring (Fair)

FuseP 60 AMP Fuse Box and mostly knob & tube wiring (poor)

Mix Mixed

1stFlrSF: First Floor square feet

2ndFlrSF: Second floor square feet

LowQualFinSF: Low quality finished square feet (all floors)

GrLivArea: Above grade (ground) living area square feet

BsmtFullBath: Basement full bathrooms

BsmtHalfBath: Basement half bathrooms

FullBath: Full bathrooms above grade

HalfBath: Half baths above grade

Bedroom: Bedrooms above grade (does NOT include basement bedrooms)

Kitchen: Kitchens above grade

KitchenQual: Kitchen quality

Ex	Excellent
Gd	Good
TA	Typical/Average
Fa	Fair
Po	Poor

TotRmsAbvGrd: Total rooms above grade (does not include bathrooms)

Functional: Home functionality (Assume typical unless deductions are warranted)

Typ	Typical Functionality
Min1	Minor Deductions 1
Min2	Minor Deductions 2
Mod	Moderate Deductions
Maj1	Major Deductions 1
Maj2	Major Deductions 2

Sev Severely Damaged

Sal Salvage only

Fireplaces: Number of fireplaces

FireplaceQu: Fireplace quality

Ex Excellent - Exceptional Masonry Fireplace

Gd Good - Masonry Fireplace in main level

TA Average - Prefabricated Fireplace in main living area or  
Masonry Fireplace in basement

Fa Fair - Prefabricated Fireplace in basement

Po Poor - Ben Franklin Stove

NA No Fireplace

GarageType: Garage location

2Types More than one type of garage

Attchd Attached to home

Basment Basement Garage

BuiltIn Built-In (Garage part of house - typically has room  
above garage)

CarPort Car Port

Detchd Detached from home

NA No Garage

GarageYrBltn: Year garage was built

GarageFinish: Interior finish of the garage

Fin	Finished
RFn	Rough Finished
Unf	Unfinished
NA	No Garage

GarageCars: Size of garage in car capacity

GarageArea: Size of garage in square feet

GarageQual: Garage quality

Ex	Excellent
Gd	Good
TA	Typical/Average
Fa	Fair
Po	Poor
NA	No Garage

GarageCond: Garage condition

Ex	Excellent
----	-----------

Gd	Good
TA	Typical/Average
Fa	Fair
Po	Poor
NA	No Garage

PavedDrive: Paved driveway

Y Paved

P Partial Pavement

N Dirt/Gravel

WoodDeckSF: Wood deck area in square feet

OpenPorchSF: Open porch area in square feet

EnclosedPorch: Enclosed porch area in square feet

3SsnPorch: Three season porch area in square feet

ScreenPorch: Screen porch area in square feet

PoolArea: Pool area in square feet

PoolQC: Pool quality

Ex	Excellent
Gd	Good
TA	Average/Typical
Fa	Fair
NA	No Pool

Fence: Fence quality

GdPrv	Good Privacy
MnPrv	Minimum Privacy
GdWo	Good Wood
MnWw	Minimum Wood/Wire
NA	No Fence

MiscFeature: Miscellaneous feature not covered in other categories

Elev	Elevator
Gar2	2nd Garage (if not described in garage section)
Othr	Other
Shed	Shed (over 100 SF)
TenC	Tennis Court
NA	None

MiscVal: \$Value of miscellaneous feature



MoSold: Month Sold (MM)

YrSold: Year Sold (YYYY)

SaleType: Type of sale

WD      Warranty Deed - Conventional

CWD    Warranty Deed - Cash

VWD    Warranty Deed - VA Loan

New    Home just constructed and sold

COD    Court Officer Deed/Estate

Con    Contract 15% Down payment regular terms

ConLw Contract Low Down payment and low interest

ConLI Contract Low Interest

ConLD Contract Low Down

Oth    Other

SaleCondition: Condition of sale

Normal Normal Sale

Abnorml      Abnormal Sale - trade, foreclosure, short sale

AdjLand      Adjoining Land Purchase

Alloca    Allocation - two linked properties with separate deeds,  
typically condo with a garage unit

Family Sale between family members

Partial Home was not completed when last assessed (associated with New Homes)

- **Data Preprocessing Done**

In this first I drop the unusual columns which is not necessary for data building and after that done EDA on the data set w.r.t to Sale price of the houses, after that remove the outliers and skewness of the dataset.

- **Hardware and Software Requirements and Tools Used**

In Hardware I use the laptop with the i5 processor and of 8 GB of ram. And in software I use an anaconda and in anaconda jupyter notebook software is used. In jupyter notebook I use python for making my project and libraries used for making the project is Pandas, NumPy, seaborn, matplotlib. Through pandas I loaded the dataset into the python.

## Model/s Development and Evaluation

- **Testing of Identified Approaches (Algorithms)**

I use the Train-Test split for training and testing Of the data.

```
In [41]: #Splitting the data into train and test set
from sklearn.model_selection import train_test_split

x_train,x_test,y_train,y_test=train_test_split(x,y,random_state=31)
```

```
In [42]: len(x_train),len(x_test),len(y_train),len(y_test)
```

```
Out[42]: (876, 292, 876, 292)
```

- **Run and Evaluate selected models**

I have use the six algorithms for building the model. Snapshot of all those are as follows:

### Model Building

```
In [49]: from sklearn.metrics import r2_score,mean_squared_error,mean_absolute_error
        from sklearn.linear_model import Lasso,Ridge
```

```
In [50]: lm=LinearRegression()
        lm.fit(x_train,y_train)
        predlm=lm.predict(x_test)
        print('r2_score:',r2_score(y_test,predlm))
        print('Mean absolute error:',mean_absolute_error(y_test,predlm))
        print('Mean squared error:',mean_squared_error(y_test,predlm))

r2_score: 0.7526061354329651
Mean absolute error: 23820.51589034116
Mean squared error: 1627107369.6812017
```

```
In [67]: rf=RandomForestRegressor(n_estimators=100,random_state=31)
        rf.fit(x_train,y_train)
        predrf=rf.predict(x_test)
        print('r2_score:',r2_score(y_test,predrf))
        print('Mean absolute error:',mean_absolute_error(y_test,predrf))
        print('Mean squared error:',mean_squared_error(y_test,predrf))

r2_score: 0.8243099933042402
Mean absolute error: 19629.157054794523
Mean squared error: 1155511698.6199586
```

```
In [68]: adb=AdaBoostRegressor(n_estimators=100,random_state=31)
        adb.fit(x_train,y_train)
        predadb=adb.predict(x_test)
        print('r2_score:',r2_score(y_test,predadb))
        print('Mean absolute error:',mean_absolute_error(y_test,predadb))
        print('Mean squared error:',mean_squared_error(y_test,predadb))

r2_score: 0.8018798589291966
Mean absolute error: 25536.99866068517
Mean squared error: 1303034504.0397508
```

```
In [69]: gbr=GradientBoostingRegressor(n_estimators=100,random_state=31)
        gbr.fit(x_train,y_train)
        predgbr=gbr.predict(x_test)
        print('r2_score:',r2_score(y_test,predgbr))
        print('Mean absolute error:',mean_absolute_error(y_test,predgbr))
        print('Mean squared error:',mean_squared_error(y_test,predgbr))

r2_score: 0.8145911309177485
Mean absolute error: 18630.95923507881
Mean squared error: 1219432574.9183803
```

```
In [70]: ls=Lasso(alpha=0.0001,random_state=31)
        #ls=Lasso(alpha=1.0) #default
        ls.fit(x_train,y_train)
        predls=ls.predict(x_test)
        print('r2_score:',r2_score(y_test,predls))
        print('Mean absolute error:',mean_absolute_error(y_test,predls))
        print('Mean squared error:',mean_squared_error(y_test,predls))

r2_score: 0.7526061419329668
Mean absolute error: 23820.496967401396
Mean squared error: 1627107326.9307446
```

```
In [71]: rd=Ridge(alpha=0.0001)
        #rd=Ridge()
        rd.fit(x_train,y_train)
        predrd=rd.predict(x_test)
        print('r2_score:',r2_score(y_test,predrd))
        print('Mean absolute error:',mean_absolute_error(y_test,predrd))
        print('Mean squared error:',mean_squared_error(y_test,predrd))

r2_score: 0.7526061539079597
Mean absolute error: 23820.5156645896
Mean squared error: 1627107248.1713166
```

- **Visualizations**

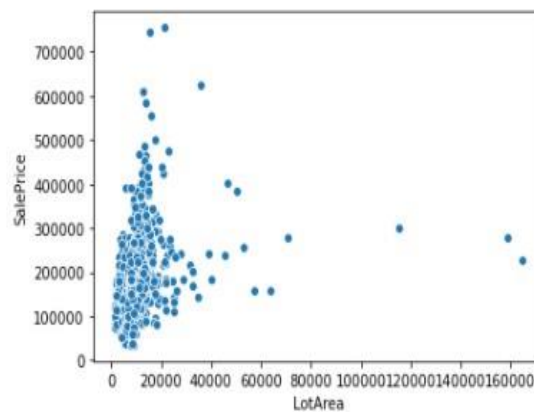
Firstly I plot the scatterplot which is bivariate analysis. By which we can see that the positive relation is shown between the (lotarea vs saleprice) and (grlivarea vs saleprice).

Snapshot of that is as below:

### Exploratory Data Analysis

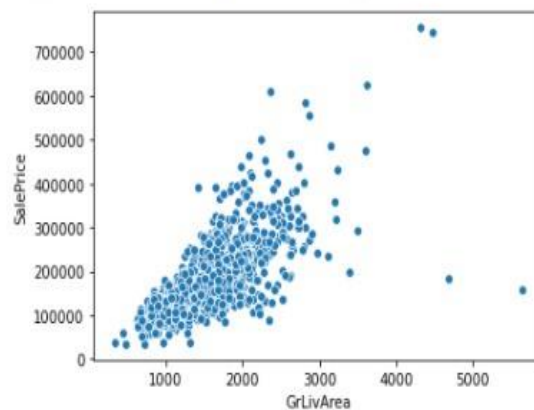
```
In [20]: #example of bivariate analysis
sns.scatterplot(x='LotArea',y='SalePrice',data=train_df)
```

```
Out[20]: <matplotlib.axes._subplots.AxesSubplot at 0x1b1c85ec160>
```



```
In [21]: sns.scatterplot(x='GrLivArea',y='SalePrice',data=train_df)
```

```
Out[21]: <matplotlib.axes._subplots.AxesSubplot at 0x1b1c83e8eb0>
```

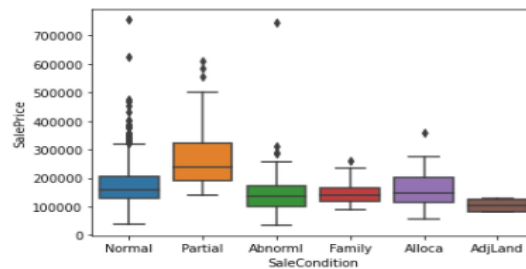


from above scatterplots we can see outliers are present

After that I plot the box plot comment is on the snapshot itself.

```
In [23]: #Boxplot
sns.boxplot(y='SalePrice',x='SaleCondition',data=train_df)

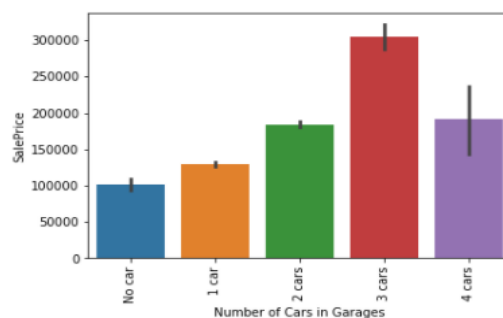
Out[23]: <matplotlib.axes._subplots.AxesSubplot at 0x1b1c44be0a0>
```



from above boxplot we can see that there is higher no. of houses are in partial salecondition and these house have more saleprices.

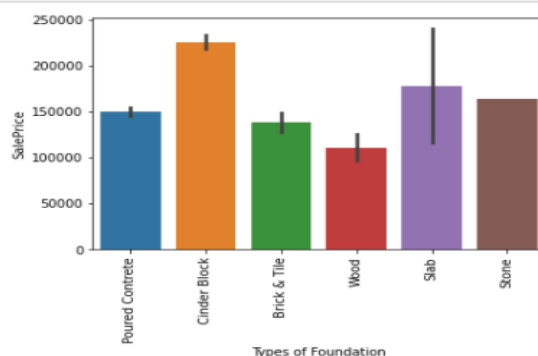
## Barplot

```
In [25]: fig=sns.barplot(x='GarageCars',y='SalePrice',data=train_df)
fig.set_xticklabels(labels=['No car','1 car','2 cars','3 cars','4 cars'], rotation=90)
plt.xlabel("Number of Cars in Garages");
```



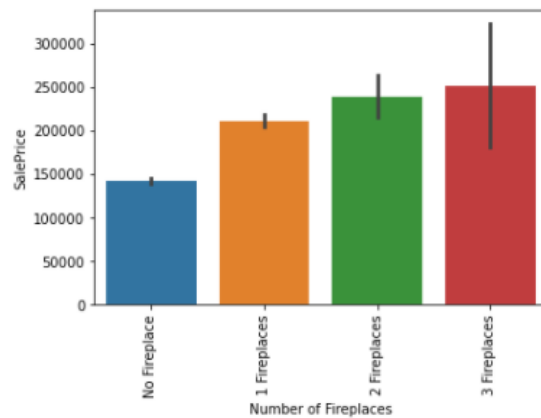
we can see from above barplot that house with garage of 3 cars has the highest sale price

```
In [26]: fig = sns.barplot(x = 'Foundation',y = 'SalePrice', data = train_df)
fig.set_xticklabels(labels=['Poured Contrete', 'Cinder Block', 'Brick & Tile', 'Wood', 'Slab', 'Stone'])
plt.xlabel("Types of Foundation");
```



we can see that from above barplot cinder block types of foundation have the highest saleprice copare to other one.

```
In [27]: fig = sns.barplot(x = 'Fireplaces',y = 'SalePrice', data = train_df)
fig.set_xticklabels(labels=['No Fireplace', '1 Fireplaces', '2 Fireplaces', '3 Fireplaces'], rotation=90)
plt.xlabel("Number of Fireplaces");
```

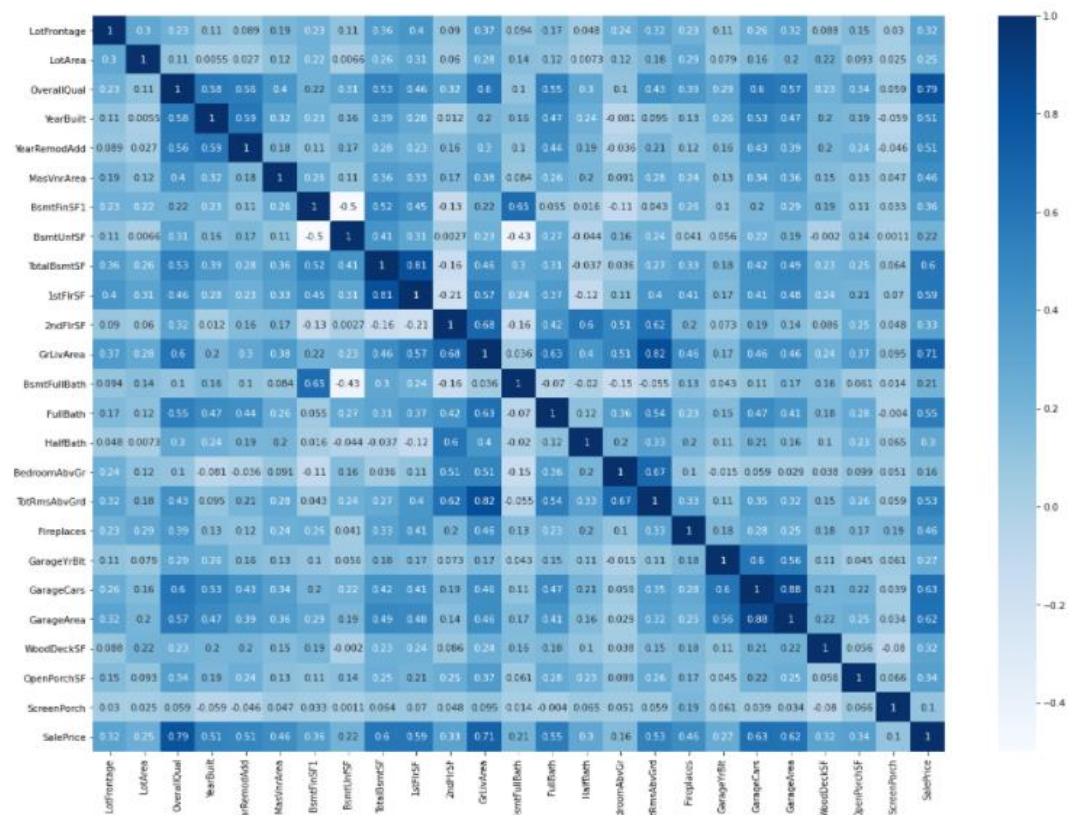


in above barplot we can see that there is most of houses are with 3 fireplaces and highest in saleprice.

After that I plot the correlation matrix of multivariate analysis

```
In [28]: #correlation matrix type of multivariate analysis
fig=plt.figure(figsize=(20,15))
hc=train_df.corr(method='pearson')
sns.heatmap(hc,annot=True,cmap='Blues')
```

```
Out[28]: <matplotlib.axes._subplots.AxesSubplot at 0xb1c98b7190>
```



Its shows the correlation matrix of data with respect to saleprice

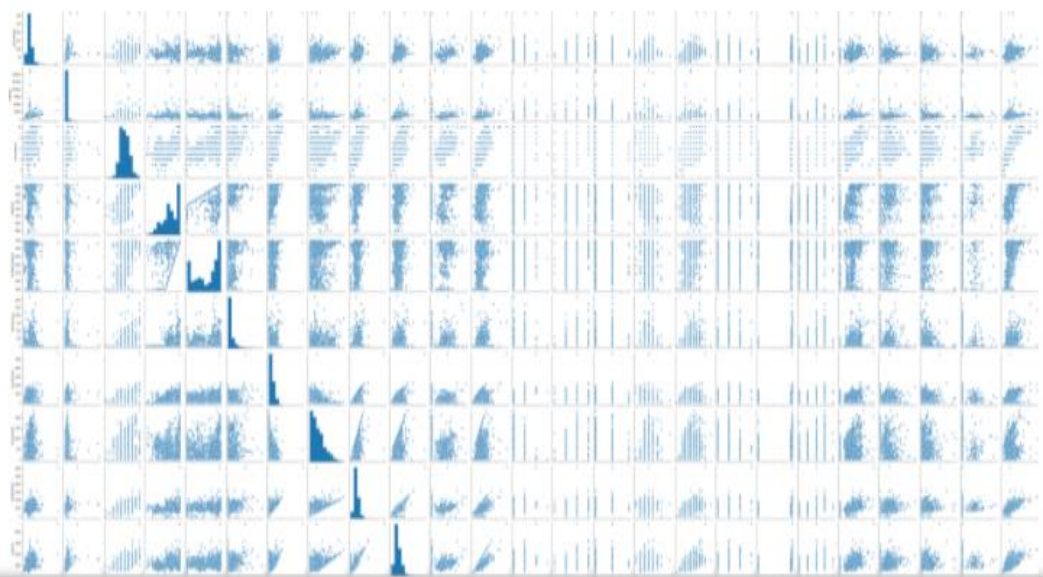


After that plotting the pair plot which is also an example of multivariate example, in this plot we see all the relation between the columns we scatter plot, density plot.

```
In [29]: #ploting the pairplot which is the type of multivariate analysis
```

```
sns.pairplot(train_df)
```

```
Out[29]: <seaborn.axisgrid.PairGrid at 0x1b1ca3cfc70>
```



## **CONCLUSION**

- **Key Findings and Conclusions of the Study**

I find the highest  $r^2$  score of Adaboost regressor with the base estimator of linear regression model after cross validation and hyper parameter tuning my  $r^2$  score is 76.30% considering the best model. Then after it I prepare for the test data set and done all the cleaning process and make it for predicting the prices of the houses.

- **Learning Outcomes of the Study in respect of Data Science**

In the data cleaning I firstly check the null values in the dataset and remove the null values by dropping the columns and using mean of that particular columns. Remove all those columns which is not necessary for the model building. Then I check the outliers and remove it and check the skewness in the data and remove it.

Done a label encoding on the categorical columns for making the dataset for the model building.

In model building I use the 6 algorithm and adaboostregressor works best of all in 6.

In hyperparameter tuning I face the problem for finding the best parameter and running the code after the guidance of my SME I resolve the problem and completed my project.

This study shows how we can buy the properties. They can accordingly manipulate the strategy of the firm and concentrate on areas that will yield high returns. Further, the model will be a good way for the management to understand the pricing dynamics of a new market.



- **Limitations of this work and Scope for Future Work**

This model helped to identify which characteristics of housing were most strongly associated with price and could explain most of the price variation. Furthermore, we were able to improve our models' prediction accuracy by accounting for the impact of spatial location. We were able to identify most of the residential areas. There may be some more places that have housing complexes or multi-story apartments that are located in commercial areas. Such apartments were not included in this paper and can be counted in the future to give a more accurate result. With more and more demand for housing in metropolitan cities, there is a definite increase in the number of private builders that provide real estate with additional amenities to attract more customers.