

General User Insights:

1. What motivated you to live in a shared apartment?
2. Could you describe how you interact with your roommates on a daily basis?
3. What do you like most about living in a shared apartment?
4. What are the biggest challenges you see in managing or living in a shared apartment?

Communication and Coordination:

1. How do you currently communicate with your roommates regarding shared responsibilities and issues?
2. Have there been any communication problems with your roommates? If yes, can you provide some examples?
3. What tools or methods do you use to coordinate tasks and duties in the shared apartment?

Cost Sharing:

1. How do you divide and manage common expenses such as rent, utilities, and groceries?
2. Have there been any issues related to payment of bills in the shared apartment?
3. Is there a specific aspect of cost sharing that you find challenging or confusing?

Conflict Resolution

1. Have you ever experienced conflicts or disagreements with your roommates? If so, how were they resolved?
2. What methods or strategies do you think could improve conflict resolution in shared apartments?

Maintenance and Cleaning:

1. How do you handle cleaning and maintenance tasks in your shared apartment?
2. Are there specific cleaning or maintenance tasks that are often neglected or lead to disputes among roommates?

Privacy and Personal Space:

1. How do you manage privacy and personal space in a shared apartment?
2. Have there been situations where you felt your privacy was compromised or respected by your roommates?

Safety and Security:

1. What safety measures or precautions do you and your roommates take in the shared apartment?
2. Have there been security-related incidents that you believe could have been avoided through better management?

Guests and Visitors:

1. How do you handle guests or visitors in your shared apartment?
2. Have there been issues related to guests that you believe could be managed more effectively?

Technology and Tools:

1. Are there apps, software, or tools that assist you in managing your shared apartment?
2. What features or capabilities would you like to see in a platform or app for managing shared apartments?

Name	User	Needs	Insights
Cristoph	<ul style="list-style-type: none"> • Motivated to live in a shared flat due to financial reasons, finally move away from parents • Some interaction with flatmates, but not forced • Lives in a 4 people flat 	<ul style="list-style-type: none"> • Plan and control chores • Communication when chores aren't done diligently • Reminder for chores • Rudimentary financial organisation 	<ul style="list-style-type: none"> • Organising financial matters are not as much of an issue as expected • Communication and organisation in relation to chores are the main issue • Due to discomfort in criticising only a fraction of issues are verbally resolved
Nicolina	<ul style="list-style-type: none"> • Motivated to live in a shared flat due to financial reasons, finally move away from parents • Some shared friendgroup with the other flatmates • Lives in a 3 people flat with two cats 	<ul style="list-style-type: none"> • Communication when chores aren't done sufficiently • A way to ensure that flatmates remember previous criticisms 	<ul style="list-style-type: none"> • Organisation is not as important as "teaching" flatmates to be more diligent in general
Marvin	<ul style="list-style-type: none"> • Wanted to move away from parents, be more independent • Lives with 2 people and 2 cats • Likes to interact with roommates 	<ul style="list-style-type: none"> • Intuitive Cost-sharing • Task organisation • Shopping List 	<ul style="list-style-type: none"> • Most problem from flatliving comes from individual needs and desires, most of which cant really be solved by an app
Karl	<ul style="list-style-type: none"> • Wanted to be closer to the city • Lives with one childhood friend • Not really interested in interacting much • Not home very often 	<ul style="list-style-type: none"> • No need for cost sharing • Need for a discrete way to complain to flatmates 	<ul style="list-style-type: none"> • Some want to keep organisation to a minimum and instead encourage common sense and autonomy

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Michael	<ul style="list-style-type: none"> • Wanted to share living costs close to the university • Social aspect • Young student 	<ul style="list-style-type: none"> • Wants a high cleaning standard • A good way of communicating • Smooth switches when somebody moves out without having to reintroduce everything • Wants clarity what is bought together and what not • Wants workload fairly split • Wants the apartment to be closed when nobody is there • Would like a "Strichliste" app for specific task 	<ul style="list-style-type: none"> • Safety is underrated as it requires all people to lock the apartment • Biggest challenge is to communicate needs
Sandra	<ul style="list-style-type: none"> • Shared living costs • Can organize furniture and workload of living together • Having company • Young student 	<ul style="list-style-type: none"> • Likes a high standard of cleaning • Clear and fair communication • Being able to use the bathroom • Being able to use the living room to listen music sometimes • Being able to do shoppings according to your budget • Being able to eat according to your own diet • Feeling well with the furniture • Fair distribution of costs for furniture • Everyone taking care of their duties to feel comfortable 	<ul style="list-style-type: none"> • Shared flat allows to delegate tasks when absent e.g. taking in a delivery, getting medicine when ill, plants are taken care of • Positive moments in the flat allow more negative moments (conflicts) to be solved more easily • Permanent guests can be annoying especially when bathroom is not lockable • It should be easy to bill regular expenses to flat mates • It is important to appreciate the work and responsibility it takes to organize a flat

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Emil	<ul style="list-style-type: none"> • Motivated to live in flat due to high prices. • Prefers privacy • Value convenience of not buying e.g. toiletpaper • Rarely or never purchase communal items • Prefer minimal interaction with flatmates 	<ul style="list-style-type: none"> • Affordable house pricing • Minimized interactions with flatmates during busy university days • Streamlined and efficient cost-sharing processes • Tools to facilitate communication • A fair system to divide cleaning and maintenance tasks • Simplified access to communal laundry facilities 	<ul style="list-style-type: none"> • The high cost of living motivates many to opt for shared living although they prefer privacy • Convenience of not having to buy basic items regularly like toilet paper • Possibility to schedule laundry access and therefore make it easier to use and plan access, would improve quality of living.
Sophie	<ul style="list-style-type: none"> • Motivated to live in flat with friends • Appreciate the companionship and opportunity to share time with friends • Facing challenges with clear communication of shared standards and expectation 	<ul style="list-style-type: none"> • A platform that supports communication of shared responsibilities and issues • Tools and methods to managing and tracking shared costs (with categories) • Cost sharing tool should be simple and support monthly views • Tool should be easy to use and user friendly 	<ul style="list-style-type: none"> • Motivations of living in a flat can vary. As seen in this and the above Interview. This also changes how communication between parties in a flat takes place (more personal or less) • Clear assignments of cleaning tasks and other chores can prevent problems.

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Max	<ul style="list-style-type: none"> • Lived with 3 other flatmates in a shared flat until this summer; mainly due to proximity to the campus, but also for the people • Appreciates flexibility (shared and solo activities, and social contacts) • Has known one of the flatmates beforehand, now friends with others too 	<ul style="list-style-type: none"> • Splitting and accounting of shared financial expenses • Better communication in case of (small) conflicts • No chore plan per se, since this is done preferably on paper, but a chores reminder (e.g. taking out the trash) 	<ul style="list-style-type: none"> • Special app not really a need; communication happens mainly in person or via text messages, chore plan is made on paper. • Only important use-case is expense splitting, but if app is already installed would consider other features too
Mario	<ul style="list-style-type: none"> • Lived with 3 other flatmates until this summer (together with person 1), now in another flat with just one person. • Main reasons for shared flat in general are costs, community, and independence 	<ul style="list-style-type: none"> • System in which everyone actually does their chores reliably • One app which combines financial accounting and task planning • Clear communication about responsibilities 	<ul style="list-style-type: none"> • All tools for managing a flat already exist, on paper or as an app, but having everything in one app would increase comfort • More people = more complexity = more need for management. A flat with only two persons doesn't need a flat app as likely as a flat with more people
Jonas	<ul style="list-style-type: none"> • Lives in shared apartment (WG) for financial savings, camaraderie, and work proximity • Mixes solo and shared activities • Experiences challenges in cleanliness, communication, financial coordination, and privacy • They use whatsapp and splitwise for flat management 	<ul style="list-style-type: none"> • Structured, reliable communication among housemates • Transparent, manageable financial contributions system • Respect and guidelines around privacy • Integrated organizational tools/platforms 	<ul style="list-style-type: none"> • Regular conflicts (around cleanliness and noise) indicate a need for guidelines or automated schedules within a management tool • Reminding flatmates to do something can be difficult/awkward

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Mark	<ul style="list-style-type: none">• Motivated by moving out of home and living with friends• Lives in a four-person shared flat• Enjoys the company and shared responsibilities• Faces challenges around noise, cleaning habits, and financial transparency	<ul style="list-style-type: none">• Defined and adhered-to rules regarding cleaning, study/quiet times, and guest management.• Effective, clear communication and coordination mechanisms for managing shared expenses and schedules.	<ul style="list-style-type: none">• usage of disconnected platforms (WhatsApp, Google Calendar) for managing various WG aspects hints at a potential advantage in developing an all-inclusive shared flat management application