**Interview Recording**

**Guide:**

Overall, we interview 2 homeowners and 4 students, some of interviews are been recorded.In this file, there are 1 homeowner and 2 students interview recording. Another 1 student and 1 homeowner recording can be seen in another markdown files.

**Structure:**

1. Introduce ourselves, explain the focus and goal of the interview.
2. Warm-up (smalltalk).
3. Main body; ask the questions in a logical order:

* Ask about their situation and hardships
* Present our idea
* If it does not sound like something they’d engage in, does it still sound like an interesting proposition?

1. Finish with some easier questions to cool off, give feedback on the collected data.
2. Closure, thank the participant.

(always try to engage with the interviewee and ask follow up questions, such as why/why not)

(if running low on time or interviewee is in a rush, refer to the bold faced questions first as they are the most important)

Homeowner 1

**Questions (home owner):**

**Gender?**

Male

**Age?**

34

**Have you ever studied before?**

In halmstad, worked at an airport for the past 3 years.  
**If so, what did you study?**

computer science

**Are you originally from Gothenburg?**

No.

**What kind of accommodation do you live in today?**

Apartment

**Have you ever rented out any part of your current or previous accommodation before?(Have you heard of some of your friends renting before?)**

Personally wouldn't rent out.

**Why/why not?**

Bad experience, difficult finding the right tenant.

**Would you see it as a potential option and opportunity to make some money out of it?**

**What about students?**

People finding loopholes in contracts to get money from Gov.

Legal issues.

***Present our idea, response?***

Background checks.

Usually fine renting out to students.

**Would you have been interested in using such a system? Do you think such a system would be effective?**

Small cities/more easy to them to get apartment/cause there are more old people/retire people that could use the company/ one example: teacher rent a room to a student in a very cheap price

**Have you ever used similar systems, such as airbnb or couchsurfer before?**

**Why/why not? long period and stable**

Used blocket to hire out to local people. Wanted ppl to rent out for longer periods.

**If used, did you feel like something was missing from these systems?**

Want to know about background. Interview them? Verified tenants?

good record/face to face discussion,feel them/banking history,need salary flow to prove.

**If used, is there any part of these systems you feel like were great features?**

Upload listings, address hidden, was a popular option

**What do you feel would be your biggest worry if you were to use our system?**

Background checks

If you were to use our system, what aspects of renting out the accommodation would you find most important (having someone to stay every available date, what student gets to rent, or maybe getting paid the most)?

Paid the most, stable person.

**What are some requirements you would have on your tenant?**

Follow the contracts: period, pay on time. Shared spaces are clean.

**What do you feel like the student should offer you in order for you to feel safe and secure when renting?**

Bank history

Is there a preferred language you would like the proposed system to be in? Would your native language help more as opposed to a more general one, such as English?

English primarily.

**Extra notes:**

Possible to take less money if the system can provide enough security.

Can provide a standard.

To respond unexpected accidents(such as students lost the key)

Rating system

When he was a student, he needed some guidance on the way from airport to accomodation.

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Student 1

***Questions (student):***

**Gender?**

**Female**

**Age?**

**35**

**Are you currently a student?**

Yes

What major do you study?

Software engineering

How long have you studied for?

First year of the  master program

**Where are you from (international/local/Swedish)?**

Swedish, local.

**Did you live in Gothenburg before starting to study?**

Born and raised in Gothenburg.

What kind of accommodation do you live in today?

First hand contract

**Moving to Gothenburg as a student, how did you first find housing?**

Ask friends, second hand housing: got it through meetups. Another international student moved out as a lodger, she took over that contract.

**Was it difficult?**

yes, a lot.

Did you sign up for any housing queues early?

Yes, was more interested in buying however.

Did the school help you in any kind of way?

Was handed information, but ultimately found it herself through word of mouth.

If so, what kind of help did they offer?

**What were the top three priorities when you were searching for your first student accommodation in Sweden?**

Cheap, near city center than uni building/near school, privacy.

**Do you think you had housing options immediately when you arrived?**

Took a while, months to find something permanent.

Could you name something positive/negative you feel about the Swedish queuing system?

Help from uni, easy to find information, not enough housing, long queues.

**Is there anything you feel like is missing from housing pages, such as SGS or boplats?**

Usability, more languages

**Is there something you feel like is particularly great about housing pages, such as SGS or boplats?**

Little experience with the pages.

***Present our idea, response?***

Good response, concerns about security.

**Would you have been interested in using such a system? Do you think such a system would be effective?**

yes. yes.

**Have you ever used similar systems, such as airbnb or couchsurfer before?**

**Why/why not?**

Using it when going abroad,not use it in Sweden

**If used, did you feel like something was missing from these systems?**

Quality/security guarantee (main concern, especially for girls).

**If used, is there any part of these systems you feel like were great features?**

Filters based on criteria (homeowner(whether the homeowner is a old person or a woman), price, location)

**What do you feel would be your biggest worry if you were to use our system?**

Guarantee for security. Horrible location or too pricey.

If you were to use our system, what aspects of the accommodation would you mostly be concerned by (location, cost, size…)?

Location, cost, privacy, transportation availability, bike rentals, parking.

**What do you feel like the home owner should offer you in order for you to feel safe and secure when renting?**

Guarantee through school?

Double check by sending someone to physically check.

Could you see yourself as someone who temporarily could sleep on someone’s couch or smaller room until finding something proper?

yes.

**Is sharing something you would consider possible as a first housing option in Gothenburg?**

**Sure.**

Is there a preferred language you would like the system to be in? Would your native language help more as opposed to English?

English. Check with statistics in school for international students to see ethnicity divide.

Notes:

Good idea.

Had generally good response from Blocket.

But there are competitions?

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Student 2

***Questions (student):***

**Gender?**

Male

**Age?**

27

**Are you currently a student?**

Finished masters in June for 2 years

Doing phd course now

**Where are you from (international/local/Swedish)?**

From Greece, international

**Did you live in Gothenburg before starting to study?**

2 years for prior masters, 3 years total including 1 year job

**Moving to Gothenburg as a student, how did you first find housing?**

**Was it difficult?**

1.5 yrs in queue then got apartment

3 houses in 3 years, 4 different residences before current SGS (Ostkupan)

**What were the top three priorities when you were searching for your first student accommodation in Sweden?**

Low rent, privacy, location

Transportation nearby

**IMP: Luck needed to find an apartment**

**Do you think you had housing options immediately when you arrived?**

No options. Very hard, looked through blocket.se, no physical searching, no contact point

Found apartments via brokers, shared houses (30+ tried, no response)

Google translate had to be used, only knew basic swedish

Rented through airBnB initially

**Is there anything you feel like is missing from housing pages, such as SGS or boplats?**

More apartments or inform you don’t have apartments

Waiting list doesn’t show estimated time, just shows number

List apartments only for students maybe

Four houses lived in over three years.

1. AirBnb 10 sq m, shared with family ( 10000 sek), landlord met
2. 50 sq m - shared ( 12000) via blocket, landlord met
3. 35 sq m - shared ( 8500) fb group, landlord met
4. SGS 12 sq m - (3200), landlord not met

**Is there something you feel like is particularly great about housing pages, such as SGS or boplats?**

Very hard to use, can easily be taken advantage of, dynamic rent changes accordingly

**Thinking of Leaving sweden because of housing situation**

***Present our idea, response?***

Similar to airbnb

Promote creation of profile to make it more user friendly

Why should user create profile?

App can have warnings, details about contracts

**Would you have been interested in using such a system? Do you think such a system would be effective?**

Owners and students can directly see the rooms, transparency

**Have you ever used similar systems, such as airbnb or couchsurfer before?**

Yes, airbnb. Directly used it initially

Price is more because airbnb takes a cut.

Airbnb can overcharge in Sweden for a profit, both owner and customer. Sweden encourages it

**If used, did you feel like something was missing from these systems?**

Realtime chatting with owner

Taxonomy with interests (like tinder)

**If used, is there any part of these systems you feel like were great features?**

Blocket specialized apartments coz swedish, don’t show duration sometimes

Airbnb creates profiles, pics and desc mandatory

SGS queues position is vague, not proper

FB is pure luck. Hit or miss.

**What do you feel would be your biggest worry if you were to use our system?**

Couldn’t pay through the app (because of scams)

Had to talk privately to the landlord

Paypal has a safety net, apps don’t. (Authentication, TFA)

Multiple contact: one with app, one with owner

**What do you feel like the homeowner should offer you in order for you to feel safe and secure when renting?**

Tell exact house location, don’t hide details or be vague

**Is sharing something you would consider possible as a first housing option in Gothenburg?**

Own bathroom, low Rent, shared kitchen