

### User Stories, Job Stories, and Problem Statement

#### Week Four

##### User Stories Approach:

As a First-Time Buyer, I would like to keep track of my solicitor's progress in identifying the risks associated with buying this property and make the necessary decisions involved in mitigating these risks, in order to ensure these risks are reduced to a level acceptable to me and to minimize the length of time it takes for me to move in.

As a First-Time Buyer, I would like to understand the process of buying this property, the nature of the risks being identified and the options available to mitigate them, in order to make sure that my engagement with my solicitor is as effective as possible, thereby reducing these risks to a level acceptable to me and minimizing the length of time it takes for me to move in.

As a First-Time Buyer, I would like to streamline the communication between me, my solicitor, the seller, the seller's solicitor, the surveyor, my mortgage company, and any other involved parties, in order to ensure information and decisions are received and acted upon as quickly as possible, thereby minimizing the length of time it takes for me to move in.

##### Jobs-to-be-Done Approach:

When I need to provide some information or make a decision, I want to be notified and then presented with all relevant background detail, so that I can find the information or make the decision in the most effective way possible.

When I want to know where the process has got to and what is currently holding it up, I want to understand what has been done, what still needs to be done, and whether this rate of progress is normal and to be expected, so that I can decide whether I need to do something about it or whether I just need to be more patient.

##### Problem Statement

Property buyers, especially first-time buyers, find the process from Offer to Completion **long**, **confusing** and **frustrating**, because:

- they don't understand what needs to be done very much,
- yet they feel they have to keep "pushing" otherwise the process seems to grind to a halt,
- they might be required to make a decision or provide some information without realizing they are holding the process up,
- and they feel they have to keep all the parties in the loop with information they don't particularly understand.