**Ideation Phase**

**Define the Problem Statements**

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| Date | 14 April 2025 |
| Team ID | SWTID1743354369 |
| Project Name | House Rent App Using MERN – House Hunt |
| Maximum Marks | 2 Marks |

**Customer Problem Statement :**

A customer problem statement helps the team focus on solving real-world issues that target users face while looking for or listing rental properties. These statements were built by putting ourselves in the shoes of tenants and owners, analysing their behaviour, and understanding their frustrations.

Finding and renting a house in today’s fast-paced world can be an overwhelming experience for both tenants and property owners. Existing rental platforms often fail to address the real pain points of users, such as trust, convenience, and transparency. Most tenants struggle to find verified listings, end up browsing multiple unorganized websites, or even fall victim to fake or misleading advertisements. On the other hand, property owners face difficulty in listing their properties, managing tenant communication, and filtering out genuine inquiries from spam.

This project aims to develop a modern, user-friendly house rental platform – **HOUSE HUNT** – using the MERN stack (MongoDB, Express.js, React.js, Node.js). The app will centralize verified property listings, simplify communication between tenants and owners, and ensure transparency and trust throughout the process.

**Key Problems Identified:**

* **Scattered Listings**: Rental listings are distributed across multiple websites with no standardization or centralized access.
* **Lack of Trust**: Users often encounter fake listings or misleading information, leading to safety and financial concerns.
* **Poor Communication**: Tenants and owners rely on calls or third-party brokers, which adds friction and delay.
* **No Real-time Updates**: Listings often remain outdated or unavailable, wasting users’ time and effort.
* **Limited Dashboard for Owners**: Owners have minimal tools to manage their properties, inquiries, or tenant data efficiently.
* **Overwhelming User Experience**: The rental journey becomes frustrating due to information overload and lack of guidance.

**Our Goal:**

To build a **secure, scalable, and intuitive web application** that addresses these problems and makes house hunting and property listing **simpler, safer, and smarter** for everyone involved.

| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| --- | --- | --- | --- | --- | --- |
| **PS-1** | A college student looking for a room near my campus | Find an affordable rental with decent amenities | All listings are scattered across different platforms with no verification | There is no centralized, trustworthy source for verified student housing | Frustrated, overwhelmed, and anxious about being scammed |
| **PS-2** | A property owner with a vacant flat | List my property online to reach potential tenants | The process is complicated and full of spam inquiries | Most platforms have poor filters and no easy-to-use dashboard | Helpless and unsure if I will find genuine tenants |
| **PS-3** | A working professional relocating to a new city | Shortlist houses that match my budget and location preference | I have to call each owner individually to check availability | Current platforms lack real-time updates and modern user experience | Annoyed and drained during an already stressful time |
| **PS-4** | A tenant who used personal contacts to find houses before | Use digital tools this time to make it faster and more reliable | I don’t trust many of the listings or apps I find | There is a lack of verified listings and user reviews | Skeptical and hesitant to try online rental services |

**Key Takeaways from Customer Problem Statements**

* Tenants are looking for **reliability, convenience, and verified listings**.
* Property owners want **ease of listing, control, and fewer fake inquiries**.
* Both parties need a **centralized, trustworthy platform** with real-time updates and good UX.
* Emotional pain points include **frustration, skepticism, stress, and decision fatigue**.