

Overall review

Why people use these websites

- Overall when looking at all 7 interviews people usually use housing websites to move from point A to point B. A focus on international people could be a good way to reach multiple customers (specifically students)

Quotes

- "I use one because I'm looking for a house right now. In Eindhoven Yeah, and I have used one before because I was a student in breda as well, so I used one for breda."
- "When I was moving to the Netherlands I didn't have a house so I had to look at places to find a house"

Filters

- Price seems to be a high priority filter as most to all listed this as an important thing to keep in mind. Everything else pertaining to location, school, and room description seems to be a close second. Meaning that the implementation of a really on filters must be very detailed but, price must be very valuable to consumers.

Quotes

- "When I was moving to the Netherlands I didn't have a house so I had to look at places to find a house"
- "on vestide particularly, I don't know if you can, but I use another one in Duch is common net. I don't know if they have a different name for that. Yeah, when you can, which I personally filter for city of course, wich is Eindhoven, also filter for for my budget. And I filter for room size, which I would like to be above 12 square meters."

Dislikes

- This section protains to the features that should not go on a housing website to avoid any conflict with the consumers. The most annoying trait of such websites include a paid subscription service to find or use services to the website. This is usually due to the fact that other housing websites don't perform this action. The last two things that

people dislike is the queue time and discrimination that some of these websites have when with specific housing.

Quotes

- "Yeah, I might say one of the things I didn't like is the rating. I don't really know. Maybe it's the people, but maybe it's the website. I'm not sure the feedback people give on housings is not as detailed as I want it to be. Sometimes I found it hard to follow the website. Some things I had to ask friends about. It was maybe one of the things was. paying and connecting with the landlords."
- "Yeah, like I said, I don't want to pay for messaging the owners. Landlords. And also. I don't want to see the houses or rooms just rented so it has to be like. We need a filter for it like I don't want to see. rented or I don't know reserved rooms others. I don't like this kind of things"

Communication between agencies

- For this issue communication between these websites and people are key to making a website that helps people get housing quickly. The main issues that pop up are lack of website updates and registration for housing and not receiving a response if people got the housing or not. A way to write off houses when rented is a good way to bring customers to the housing website, this will make the website more accessible. As for langues, there was not a request for such an option, but that could be considered if needed.

Quotes

- -I would always prefer to have a personal conversation with someone but unfortunately I was in Bulgaria when I did the documentation so we were communication via email, and I honestly I don't to communicate via email because it takes to long to respond and also I think, it would be way easier to either use WhatsApp or messaging the website I don't know, I know it's a lot to ask for but I personally didn't like the email experience cause also missed out on picking one of the nicest rooms because of the delay
- Well, I don't wanna call, I don't wanna call the number I don't wanna call someone from the company 'cause. Maybe I can't understand the person. So I like to. Message the person from the company, but like I said, not a Ill. Just want to talk with someone from the company. So with messaging and preferably fast.

Communication methods

- Most people prefer the use of email or messages the most. So either entering an email address to be stored or an in website message system would be very useful, calling people on the phone could be a possible option.