

key points

Interview 1

(x) = references to amount of people that have mentioned this issue during the recorded interview. (a way to sort through each interview without repeating anything)

When have you used a housing website and why

- (5)When moving to holland
- (2)Just for random viewing(window shopping)

Filter +Most important features

- (1)Budget
- (1)Room size
 - "which I personally filter for city of course, which is Eindhoven, also filter for for my budget. And I filter for room size, which I would like to be above 12 square meters."
- (7)Price
- (2)Room size
- (3)Room description
- (3)School
- (3)city/ location
 - "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."
 - "I filter them by price , the location from my school and my city, and that was basically it"

Point 3

Dislikes about websites

- (3)Monthly subscription to view
- (1)Queue time
- (1)Discrimination
 - "Oh well, mostly it's a monthly fee for I think you. Way too much. And then you were able to to message like the housing like the people that are renting a room. So you can. You can view any any room you want, but if you actually want to respond, you have to. Pay money to that website. On vestide, it's free, that's great, but the problem I'm having there is that. There may be there are way too many people on the website or just that the queue times are crazy."

Point 4

Communication `between agency

- (2) (bad, main problem) Upon sign up and registering without confirmation of acceptance or not
- (1) Languages
- (2) No updates to website
 - “- Well I had some difficulties because some of them you had to pay for, some of them was that they were already rented out, but were still in the website, and that the website I contacted did not contact me back”

Contacting method (preferences)

- (4) Email
- (3) Phone
- (4) messages
 - “I think through phone and email works”