## FINAL YEAR PROJECT REPORT

Case Study: House renting App User Experience (UX) Design

BY

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This Report Presented in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Multimedia and Creative Technology

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# DAFFODIL INTERNATIONAL UNIVERSITY DHAKA, BANGLADESH 27<sup>th</sup> Feb, 2023

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# APPROVAL

This Project titled **"House Renting App User Experience(UX)**", submitted by A. Rakib Khan to the Department of Multimedia and Creative Technology, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Multimedia and Creative Technology and approved as to its style and contents. The presentation has been held on 27 February, 2023.

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# DECLARATION

I hereby declare that, this project has been done by me under the supervision of Kazi Jahid Hasan Sir, Lecturer, Department of MCT Daffodil International University. I also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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Ultimately, I must acknowledge the continued support and patience of our parents with due respect.

#### ABSTRACT

Every new year a large number of students get admitted to colleges or universities in different big cities. They have to move to the city where he get admitted. This admission to a college or a university comes with a need of safe accommodation . And which ,of course ,is not a very easy task for the bachelors to find a safe house or an apartment. They have to go through so many hassles .To rent a house or an apartment one has to search for it physically at the place where he/she want to live .It takes a long time to get expected result .Even it can take two or three full days . which is lost of money , health and time as well These are the cases for students, ordinary people and employed bachelors also. go through some trouble when it comes to renting a home. Till this era of technology there is no such solution to reduce or solve this particular problem .An House renting app or Wed site could a reliable solution . So thinking of an app which will provide aid to rent a house or apartment .Not only that, the homeowners will be able to rent their home through this app . This app will act as a medium between owner and the renter. The payment method will be simple in this app where will charge 20 taka for owner and 25 taka for renter from the mobile that will be offered to create an account . In this App house owner will give specification about their home and give to price and restrictions for renter . And on the other side Renter will Search for a house according to their needs and choose one from the search results .There would be their number shown in the profile if they want to show .So that they can call each other if they are not online. So everything is about this App is to reduce hassle regarding House rent

Keywords – Accommodation, Hassle, , online house renting, User- centered Design

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# Chapter 1 INTRODUCTION

#### 1.1. Introduction

CHOROI is a user-centric digital product that came to life through my Final Project Phase: 2 at the Department of Multimedia and Creative Technology, Daffodil International University. It's a house renting app . Initially, the project started as an expert app that would enable anyone, Whenever anyone want to rent a home Anyone could use this app as a helpful fallow . I learned that there's a great need for something which would help people to reduce hassle for all regarding house rant . So I have come with an app, This app will be the medium of rent owner and renter Those who is searching for a accommodation and owner who Is trying to give their house or apartment to rent both of them can use this app. The owner will Put their House's information by putting locations, photos and facilities that he could provide. The renter will be able to choose their expected accommodation by searching their needs.

#### 1.2. motivation

Every new year a large number of students get admitted to colleges or universities in different big cities .They have to move to the city where he get admitted. This admission to a college or a university comes with a need of safe accommodation . And which ,of course ,is not a very easy task for the bachelors to find a safe house or an apartment. They have to go through so many hassles .To rent a house or an apartment one has to search for it physically at the place where he/she want to live .It takes a long time to get expected result .Even it can take two or three full days . which is lost of money , health and time as well .These are the cases for students, ordinary people and employed bachelors also go through some trouble when it comes to renting a home. Till this era of technology there is no such solution to reduce or solve this particular problem .Because of this renting related problems the idea has immerged which will reduce the hassle of house-rent.

#### 1.3. Objectives Related to have a house for rent

Almost all working men dream of owning a home. Living without being responsible to a landlord, being free to do as one pleases, and not having to pay rent on a monthly basis is the best way to live. The average person, however, is forced to live as a tenant until he fulfills his dream of being a "homeowner" and buys a house in the city of his choice. He cannot call himself a "homeowner" before that moment. Additionally, some issues or annoyances impact tenants almost uniformly. Below, we examine some of the frequent issues that each group of tenants encounters. Those are (Some of this data has taken from Now Resolved <a href="http://devfront.yourownroom.com/blog/9-common-problems-faced-by-tenants-now-resolved/">http://devfront.yourownroom.com/blog/9-common-problems-faced-by-tenants-now-resolved/</a>)

- Finding a right Accommodation The ideal piece of property is close to office & conveniently located near supermarkets, schools, malls and other hubs of activity essential for day to day needs. Ideally, it's in a peaceful neighborhood. And to top it all off, it should be affordable. Careful screening is usually necessary before deciding to occupy a space. Usually, locating such a fantastic site is the most difficult part. Many working class folks have time constraints that prevent them from visiting the areas they've narrowed down. In this problem, they might draw fast conclusions. No matter the circumstance, it is crucial to conduct thorough due diligence before choosing a home.
- Unaffordable home rent Each and every month, rent is an unavoidable expense that must be deducted from a tenant's wages, and this expense is unquestionably greater than a minor dent in their financial situation. Since rent prices are so exorbitantly expensive today, most tenants don't choose to stay in their ideal property for this reason alone. It's disproportionately high, and the location of the house alone makes a big impact. It can be the exact same property,

exactly the same size, and the exact same appearance, but it might be in two different places, and the difference in the rent requested for each house might be mind-boggling.

- Huge amount of deposits When a tenant is looking at homes, it's customary for the owners to demand astronomical deposits. Some of them even demand a security deposit equal to one year's worth of rent when the lease is changed. Even though it's a pain, tenants are required to abide by this policy even if it's a standard practice. This process alone substantially limits the options accessible to tenants when selecting a home to live in.
- Incomplete refunds of deposits While it's usual practice to pay disproportionately huge sums of money as a security deposit when occupying a residence, frequently when the tenant vacates, just a portion of the security deposit is refunded to them.. The homeowner claims that the remaining money is needed for repairs, paintings, maintenance, and other reasons. This may or may not be mentioned in the rental agreement at the time of occupancy.
- Privacy Owners are frequently possessive of their properties, and the fact that a renter is living there doesn't seem to significantly affect their desire to maintain a tight check on it.
   They routinely make side trips to check on the house and the tenant's way of life to make sure everything is going according to plan. While tenants may complain to the continual invasion of their privacy, they have little choice but to continue living under the landlords' roofs and cannot do anything to stop it.
- Untimely eviction Tenants all around cities must deal with the depressing reality of sudden eviction. The implementation of one condition from the rental agreement makes this possible. Notwithstanding the fact that tenants pay their rent on time, landlords have the right to request that tenants leave the property right away if they need to use it for personal matters. Tenants are protected by the Renting Control Act, which favors them, and they

cannot be kicked out without warning. Yet, the landlords turn the situation to their advantage by saying that their family or friends would be using the property, leaving the defenseless tenants with little alternative but to leave the building.

- Unjustly rejecting bachelors For a variety of reasons, including that they are difficult to manage and might become involved in illegal activities that would only cause trouble for the owners, a lot of owner flatly decline to rent to the bachelors, And Some believe bachelors are much more inclined to destroy property. Everyone has a bad reputation in the world of bachelors because of a small number of such miscreants. The stereotype that bachelors make terrible tenants is more stigmatized than true.
- Rent inflation As was previously said, big cities like Dhaka see widespread inflated rent claims. These numbers continue to rise over time. Along those charts, the movement is only in one direction. Often, landlords raise rent on an annual basis without taking into account things like upkeep or the state of the property. Tenants are now left with two choices. To make restitution or leave the property
- **Dealing with brokers** A lot of people report that it was a bad experience. Most people strive to completely avoid them. Brokers are typically difficult to work with. They frequently approach finding you a place to live in a very half-hearted manner in addition to asking for one month's rent as their compensation. As long as their task is completed, they usually don't care about your preferences or wants. They determine the rent for the specific property, and tenants frequently choose the wrong broker and suffer as a result.

I'm sure that every tenant reading this has gone through one or more, if not all of these problems. Luckily, we don't have to worry about those things anymore . Thanks to technology, we now have easy apartment rental solutions in Bangladesh to help ease our search for great homes. This makes the home-hunting process a lot easier just like having a phone call

### Things Tenants Look for in a Rental Property

Different group of people which mentioned above want different types of facilities when it comes to house rent which we get to know by getting opinions of a large number people who are looking for a house to live in . The groups are Family renter and bachelor(male /female)

#### Male/female Bachelor's usual requirements

#### 1.Location:

Location is the number 1 priority for most student renters. Student look for rental properties that are close to school/college/university, groceries and entertainment, depending on their priorities . And some of them are even willing to pay some extra money if the property is in a great location .

#### 2. Safety:

After the location the students are most concerned about the safety .No one will ever like a place where their belongings are likely to stolen . Sometimes the policy runs drug raids where many students rent together. Which could be bothersome or scary for some student . And thing is that In the new environment, students could face various types of dad circumstances . like they could be assault by the local gangstars. So they look for a rent owner who can provide safety from this sorts of problems .

**3.** Reliable and Comfortable Place in:

Almost every student have to share their room with other student to less their rental cost .

Sometime they already be known before they become roommates (like when some friends rent a home together) .But they problem is then when the face a unknown roommate who is not so friendly or neighborly, addicted to drugs or violent. So they prefer a house where everybody checked and selected before getting a rent.

## 4. Age of the Property

Newer homes have a finer appearance and are less likely to require repairs soon, which tenants would like to avoid.

4. Renovations and Upgrades

Making a rental feel as new as the tenant feels when they move in is important. Renters do not want to see signs of previous habitation in their new house. If you want to draw in excellent renters, think about remodeling the kitchen or bathroom, or adding new stainless steel appliances, hardwood floors, or high-quality carpeting to the apartment amenities list.

#### 6. Natural Lighting

Tenants (Students) often look for natural lighting unconsciously because it makes rental properties look brighter.

#### 7. Clean and Tidy

A rental is probably well-maintained if it appears clean on the outside. The neatness of a rental home is frequently used by tenants to determine the quality of upkeep, which is crucial for preventing future plumbing issues.

## 8. Storage

Everything has a place and a place for it. Rental homes that have little storage space feel crowded and messy. Renters want storage for their belongings, which may include bicycles and skis as well as other outdoor gear. A lot of people like walk-in closets.

## 9. Trustworthy rent owner.

#### Family renter's usual requirements

## 1. Location

Location is the number 1 priority for most family renters. They always look for rental properties that are close to the working station and school/college/university, groceries and entertainment, depending on their priorities . And some of them are even willing to pay some extra money if the property is in a great location .

## 2. Quality School District

As it is mentioned earlier that family renter always want a home which close to his or her kids admitted in

## 3. Safety

Each and every renter want to live such a place which is safe for him and his family .

# 4. Parking

For some renter parking is a thing which is must to have.

## 5. Younger Property

Newer homes have a finer appearance and are less likely to require repairs soon, which tenants would like to avoid.

6. Renovations and Upgrades

Making a rental feel as new as the tenant feels when they move in is important. Renters do not want to see signs of previous habitation in their new house. If you want to draw in excellent renters, think about remodeling the kitchen or bathroom, or adding new stainless steel appliances, hardwood floors, or high-quality carpeting to the apartment amenities list.

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Tenants prefer homes with natural lighting unconsciously because this makes a the home looks brighter.

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#### **10. Storage**

Everything has a place and a place for it. Rental homes that have little storage space feel crowded and messy. Renters want storage for their belongings, which may include bicycles and skis as well as other outdoor gear. A lot of people like walk-in closets.

## 11. Outdoor Space

It's more preferable to the renter if house have a out door storage

#### 12. Trustworthy home owner

The objectives of the project are that people can find the suitable accommodation in online from any place at any time which will not only save their time but also save unnecessary costs and traffic jams and life. Some more objectives are given below. (AS it is APP for both owner and renter so the Objectives of those individuals will be different .)

#### 1.3.1 Owner objectives

- 1. To make sure that home owners can add their home's specification easily
- 2. To make sure that home owners can get the information about the renter thoroughly.
- 3. To make sure that home owners can contact with the renters through sms or phone calls
- 4. To make sure easy pay .

#### 1.3.2 Renter's Objectives

- 1. To make sure that people can find an accommodation from anywhere
- 2. To make sure that people can make their choice while searching for a accommodation .
- 3. To make sure there are enough detail given about a home
- 4. To make sure renters can contact with the home owner through sms or phone call
- 5. To make sure the app is affordable for all peoples
- 6. To make sure that people get easy payment system to sign in to the app.
- To make sure to ensure this service from any device such as smartphone, desktop or laptop

## 1.4 Feature of this app to Include

## **1.4.1 Feature For Owners**

- There are options to add specification about their home .The specification such as the name and photo/video about their home . Furthermore the facilities that the home owner will provide .
- 2. Home will automatically registered to google map . So there is no extra hassle.
- 3. The home location will me shown in map accurately .
- 4. There will be all the information about renter that he all need to know about including his age occupation and others ..
- 5. There will be Messaging option to contact with a renter . Furthermore one could also call through this app .
- 6. If the owner have multiple home to give rent then that individual could give the information about all of their properties in on Account.
- 7. If it is on rent so the owner could put it on (on rent). And if it is booked then the owner could put it into booked option to stay away from unnecessary
- 8. There will be option to add one property is favorite list

### **1.4.2 Feature For Renters**

- 1. One could search a home according to their needs . such as they could choose the area , what kind of renter they are and the price range.
- 2. They could see one home in maps . Which is why there will be no hassle to find it physically ..
- 3. All the information about the owner and the property will be giver thoroughly...
- 4. There will be Messaging option to contact with a owner. Furthermore one could also call through this app .
- There will phone number of the owner given in the description so there will be worry to late reply. Renter could make a direct phone call if owner is not online
- 6. There will be option to add one property is favorite list

## **1.5. Problem Statement**

Using the Design Thinking process, I created a problem statement for Choroi, brainstorm potential solutions then narrow it down to a single solution. Users need a way to guarantee their needs while finding or giving their house on rent will be fulfilled in their field of interest because they feel their time is valuable and do not want to waste it for useless afford. We will know this to be true when we see how many users are submitting their requirements while searching for a home and being able to find a right Accommodation.

#### List of Problems

- 1. Waiting for owner/renter to respond to questions takes too long.
- 2. Not enough Home to Fulfill everyone's desire . Not enough Users.
- 3. Matched the home according to the requirements of the users .
- 4. Eliminating fake profiles. Need to validate profiles to reduce spam.

## **1.5 Potential Solutions**

When a person search for a product, in this case it's a home or a property it is obvious that the information about that must be there in the description and that information must be authentic as well. Otherwise the user's experience wouldn't be great .For this there will a specification section for owners to fill up which will be easy to conduct and one is only need to fill the form with the write information to give details about their home for rent .And when it's come to contract with one another there will be Message section and one could also make a phone call through this app .In case one is late to response or online their would be his/her phone number given in one's profile to make a direct phone call which will save one's time.

# CHAPTER 2 RESEARCH METHODOLOGY

## 1.1 Framework

When working on a new Home renting Project (CHOROI) I begin my process with the DESIGN THINKING PROCESS model and gather research through empathy and a deeper understanding of user needs and desires. Afterwards, I'll combine the systems and design thinking methodology during the phases of evaluating, defining and developing the product. I'll consider the big picture first and the specific interactions later. What are the key elements in the product? How are they connected? What does the overall purpose of these elements serve? Do these elements solve my personal problems? By understanding the inter-relatedness of the collective system, I can better design for an effective flow of user behavior through the entire system.



#### 1.2 User Research

When I was working in User Research for this particular subject I have to brainstorm a few times .I asked some questions to the user .My first attempt and is was a shocker when failed to receive much information with a drooping off users. But my second attempt gave me to receive desirable Feedback . I was really surprised with my results and this gave me great insight as to how to tailor my app to my user's interests and needs .This survey took around Two Weeks . I'll be interpreting more of this data in the next exercise.(58 people responded to this questions)

Your name : age:			location		Your
	What's your occu	upation?			
	Your answer:				
1.	Approximately h	now many hours	s do you use the internet e	very day?	
	Your answer (In h	ours):			
2.	Which device do	you use the In	ternet the most?		
	Your answer:				
3.	What digital proc	ducts/apps/service	es do you use on a regular b	asis?	
	Google/Youtub	e Faceboo	ok 🗌 Linkidln 🗌 Til	ktok Uber/pathao	
4.	What house-rent	ing apps/servic	es do you use?		
	Baribodol	housing	O don't use any house	renting app	
5.	Are you willing	to give a try to r	rent a home online ?		
	○ Yes	○ No	maybe		
6.	What do you ex	pect most from	an online house renting s	service app? Which	
	isyour first prior	ity?			
	Baribodol	housing	• Non of this renting a	рр	
7.	In what method	do you prefer to	o Communicate with in on	line?	
	Phone call	SMS	video call O Email	Others	
8.	When searching	for an home wl	nere do you initially go to	find one in online?	
	Ask relatives	Google	facebook youtube	house renting App	
9.	Which digital pa	yment medium	do you use the most?		
	Bkash/nogod	Upai/Rocket	Visa card Omastercard	Nexus card other	S
10.	Does This paymer	nt methods bother	rs you?		
	Yes	🔿 No	It depends.		

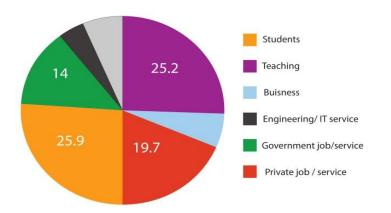
Your name :		location :	Your age	:
➢ What's your o	ccupation?			
Your answer:				
11. Approximately	y how many hours do	you use the internet e	very day?	
Your answer (In	n hours):			
12. Which device	do you use the Intern	net the most?		
Your answer:				
13. What digital p	roducts/apps/services c	lo you use on a regular b	asis?	
Google/Yout	ube Facebook	Linkidln Tik	ttok Uber/pathao	
14. What house-re	enting apps/services	do you use?		
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15. Are you willin	g to give a try to rent	a home online ?		
Yes	○ No	maybe		
16. What do you	expect most from an	online house renting s	ervice app? Which	
isyour first pri	ority?			
Baribodol	housing	Non of this renting a	pp	
17. In what metho	d do you prefer to C	ommunicate with in on	line?	
O Phone call	SMS vie	leo call O Email	Others	
18. When searching	ng for an home where	e do you initially go to	find one in online?	
Ask relatives	Google	facebook 🔵 youtube	• house renting App	
19. Which digital	payment medium do	you use the most?		
Bkash/nogod	Upai/Rocket	Visa card 🔘 mastercard	Nexus card others	
20. Does This payn	nent methods bothers ye	ou?		
O Yes	No	It depends.		
Your name :		location :	Your age	):

➢ Your name : location : Your age:
Yes No It depends.
30. Does This payment methods bothers you?
Bkash/nogod       Upai/Rocket       Visa card       mastercard       Nexus card       others
29. Which digital payment medium do you use the most?
Ask relatives Google facebook youtube house renting App
28. When searching for an home where do you initially go to find one in online?
Phone callSMSvideo callEmailOthers
27. In what method do you prefer to Communicate with in online?
Baribodol     housing     Non of this renting app
isyour first priority?
26. What do you expect most from an online house renting service app? Which
Yes No maybe
25. Are you willing to give a try to rent a home online ?
Baribodol   housing   don't use any house renting app
24. What house-renting apps/services do you use?
Google/Youtube Facebook Linkidln Tiktok Uber/pathao
23. What digital products/apps/services do you use on a regular basis?
Your answer:
22. Which device do you use the Internet the most?
Your answer (In hours):
21. Approximately how many hours do you use the internet every day?
Your answer:
What's your occupation?

➢ What's your occupation?		
Your answer:		
31. Approximately how many hours do you use the internet every day?		
Your answer (In hours):		
32. Which device do you use the Internet the most?		
Your answer:		
33. What digital products/apps/services do you use on a regular basis?		
Google/Youtube Facebook Linkidln Tiktok Uber/pathao		
34. What house-renting apps/services do you use?		
Baribodol   housing   don't use any house renting app		
35. Are you willing to give a try to rent a home online ?		
Yes No maybe		
36. What do you expect most from an online house renting service app? Which		
isyour first priority?		
Baribodol     housing     Non of this renting app		
37. In what method do you prefer to Communicate with in online?		
Phone call   SMS   video call   Email   Others		
38. When searching for an home where do you initially go to find one in online?		
Ask relatives Google facebook youtube house renting App		
39. Which digital payment medium do you use the most?		
Bkash/nogod         Upai/Rocket         Visa card         mastercard         Nexus card         others		
40. Does This payment methods bothers you?		
Yes   No   It depends.		

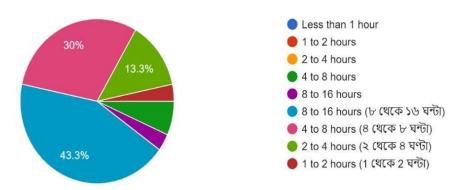
# **Survey Questions**

# 1. What's your occupation?

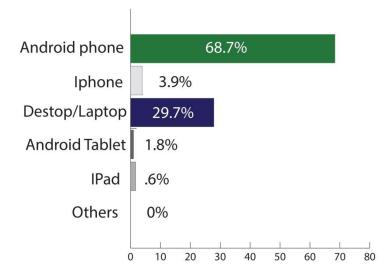


2. Approximately how many hours do you use the internet every day?

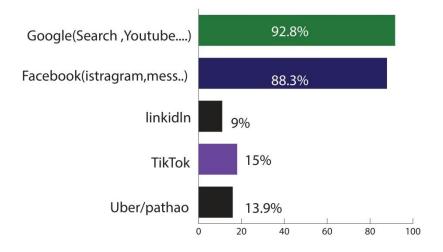
Approximately how many hours do you use the internet every day? <sup>30 responses</sup>



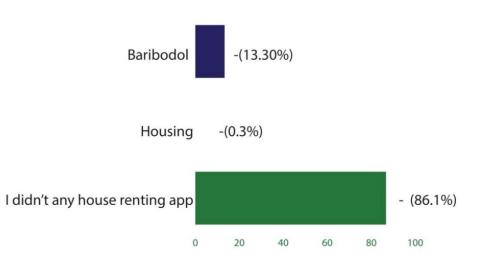
3. Which device do you use the Internet the most?



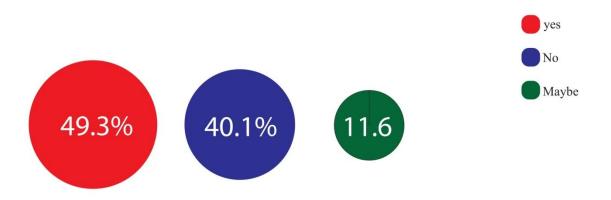
4. What digital products/apps/services do you use on a regular basis?



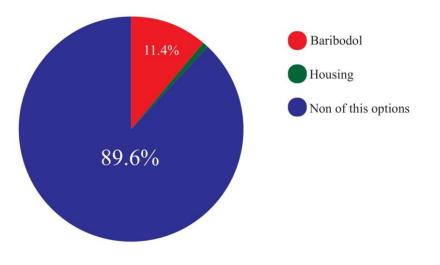
5. What house-renting apps/services do you use?



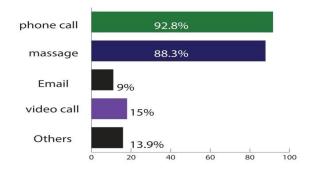
6. Are you willing to give a try to rent a home online ?



 What do you expect most from an online house renting service app? Which isyour first priority?

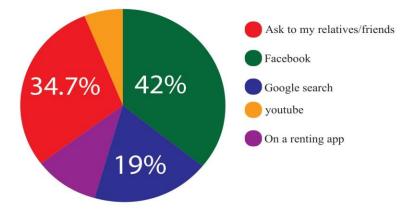


8. In what method do you prefer to Communicate with in online?

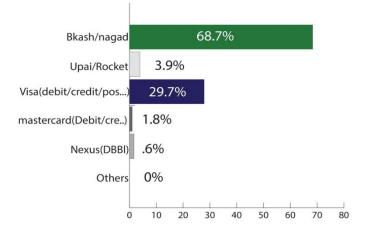


0%

9. When searching for an home where do you initially go to find one in online?



10. Which digital payment medium do you use the most?



11. Does This payment methods bothers you?



#### Goals for Better understanding the users

#### The subject To ask to know more about a user(Interviewing a user)

- 1. To understand what types of Facilities users are seeking the most when one is finding an Accommodation?
- 2. To find out what methods were used to find an accommodation a user was looking for?
- 3. To understand what would the user will need during select an accommodation to live in .
- 4. To find out what method or device a user would like to use during this procedure .
- 5. To understand what type of service they are going to choose from (is it from those what is suggesting from App or precisely searched one).
- 6. To gather insight as to what types of core features users might be interested in for my product.
- 7. To understand how a user would like to pay for this service.

## **1.3 About interviews**

This user research interviews were quite challenging to organize. I needed to find the right candidates and coordinate with their schedules, this took longer than anticipated. I had conducted 10 interviews .5 of them were bachelors and 2 faminly renter and 3 of them was home owner students and and the interviews went well. I kept the interviews short down to 30 minutes and gained more insight as to how I might considerbuilding my product. Without these interviews, I would be designing my product blindly not solving the true problem of what users actually need. My assumption and the idea of what users need before my survey and interviews were the opposite of what users actually need. This changes my perspective completely and I am learning not to assume anything when it comes to design. Best to research and test always. 3 interviews is given bellow ,

#### Timeframe

The qualitative interviews took around one week to schedule and conduct.

#### **Interview Script**

Hello(individual that I was questioning with ). I am Rakib, and I'm going to be with you in this hole session today. We're conducting interviews to better understand how people go through the process to find a safe accommodation and the basic needs and some additional needs which varies to person to person . The session should take 30 minutes. The first thing I want to make clear right away is that this is not a test. Make sure that what your saying is hundred percent right . Feel free when you are answering the questions , don't worry if you do any mistakes . And if the want to ask any questions ,I am willing to give them some feedbacks .

#### **Interview Questions**

- 1. What do you do for a living?
- 2. What does your typical weekday look like?
- 3. What products/apps/services do you use on a regular basis?
- 4. Have you used the web or phone apps to find a suitable home? If so, which ones?
- In what method do you prefer to receive a response from the home owner while using the App? Voice Call, Video Call, Video Recorded Answer or Instant Messaging.
- 6. What is the biggest pain point related to find a home?
- 7. What do you consider as a negative experience when you use a service providing app?
- 8. Tell me about the last time you tried to find a suitable accommodation using your phone. Did It fulfill your needs? Please explain.

# 1.4 Affinity Diagram

#### My affinity Diagram overview

- 1. I started sorting through the data I collected by writing down my research goals for Accommodation.
- 2. Documenting my quantitative survey results.
- 3. Connecting patterns between my survey results and interviews results.
- 4. Documenting each interview question and answer and printing results forreference.
- 5. Pulling out verbatim quotes.
- 6. Thinking of tasks which will inform my wireframes.

# Findings

- 1. Users appreciate when they can submit their particular needs when searching for an accommodation and find according to their needs.
- 2. Users don't want any hassle or delay to communicate with the home owner.
- 3. User appreciate when it is easy to pay the App.

# Insights

- 1 Users would like to receive owner response through phone on app or direct phone calls.
- 2 Providing such feature where Every details of the home and location can be given and could be seen . Their will be also phone number of the owner.
- 3 Owner could give multiple adds.
- 4 Payment system is very easy as one click.

# **1.6 User Personas**

# **Interview 1**

This is the format of persona form. Some field is required (\*) for filled. We don't usedreal information of user to this form.

Date:

# Time:

Name*:	Sanjana Islam Khan Samia (renter)
Age*:	18
Education:	University student(1 <sup>st</sup> semester)
Subjects: n	Bachelor's degree in Business Administration
Location:	Maniknagar, Dhaka, Bangladesh
Behaviors/Attitu	1) Samia does not enjoy the process of searching
des:	for a service, but she's happy when the job is complete.
	<ol> <li>Samia will browse through App or through Crome .</li> </ol>
Needs and Goals:	<ol> <li>Looking for an accommodation to live in at Dhanmodi ,Dhaka because it will near to his university .</li> <li>I need a way to Search/post what I am looking for and have good respond in a timely manner.</li> </ol>
Motivations:	<ol> <li>She believes a good living place can make you healthy boyh mentally and physically .</li> <li>Nesa is motivated to contact an home owner by seeing the image and facility of the Accommodation.</li> </ol>
Frustrations:	<ol> <li>Home owner taking too long to response to his massage .</li> <li>I find it difficult to find the home physically .</li> </ol>

# **Interview 2**

This is the format of persona form. Some field is required (\*) for filled. We don't used real information of user to this form.

# Date:

# Time:

Name*:	Nur Uddin.(family renter)	
Age*: Designation:	32 Freelance Graphic Designer	
Education*:	Bachelor's degree in Economics	
Location:	From Noakhali currently living in jatrabari, Dhaka, Bangladesh	
Behaviors andAttitudes:	<ol> <li>Talks with assertiveness.</li> <li>Saber subtly laughs when he talks about his frustrations.</li> </ol>	
Needs and Goals:	<ol> <li>I prefer to select an Accommodation by convenience and location using App.</li> <li>He likes when the home owner is polite and trustworthy</li> <li>Seeing all the information of the house is important to me.</li> <li>I'd like to receive responses from the owner either by email or phone.</li> </ol>	
Motivations:	<ol> <li>Nur Uddin believes in tight security and maintenance.</li> <li>Nur's kid often ask to play in ground nearby .</li> <li>Obtains work colleague or relative referrals for a home to take rent .</li> </ol>	
Frustrations:	<ol> <li>I don't have time to call multiple owners to see if theyprovide the particular service.</li> <li>Unable to find an Accommodation according to the needs.</li> <li>I eventually found a few but owners are no too quick with their response.</li> </ol>	

### **Interview 3**

This is the format of persona form. Some field is required (\*) for filled. We don't usedreal information of user to this form.

### Date:

# Time:

Name*:	Samsul Islam Khan (Home owner)				
Age*:	49				
Designation:	Businessmen				
Education*:	Hons from University of Korotia, Tangail				
Location:	Dhanmondi 27, Dhaka, Bangladesh				
Behaviors	1) Able to articulate her thoughts and express himself well.				
an	2) He admits that social media is a great way to				
dAttitudes:	communicates but distract us from real world.				
Needs and Goals:	1) A service which would reduce hassle when he want to				
	give his house for rent				
	2) When someone is interested about his home for rent				
	then he could get his/her information thoroughly .				
	3) Communicate with the renter in a easy way.				
Motivations:	1) He likes when the renter is polite and trustworthy.				
	2) I really appreciate it when he get direct phone calls				
	from the people who are interested in my home.				
Frustrations:	1) I find it difficult when he doesn't get any response of				
	renter while wanting to give my home for rent.				
	2) I get impatient when he miss the notification from				
	renter.				

### **1.5 User Stories**

#### **1.5.2 User Stories for renters**

**Onboarding:** As a user, I want to briefly preview what the app can do for me and its core features, so I can familiarize myself and quickly evaluate whether this app will meet my needs. As a power user, I would like to have the option to skip the onboarding process, so that I can go ahead and start interacting with the apps core functionality.

**Signup:** As a user, I want to be able to have the option to sign up now or later, so that Ican continue to familiarize myself with the app to confirm that I am enjoying the experience before sharing my personal information.

**Login:** As a user, after setting up an account, I want my credentials saved automatically, so that I do not have to reenter them again in the future. When forced tologin, I also would like to utilize biometrical authorization to speed up the login process.

**Search:** As a user, I want to be able to see what kind of homes are available nearmy location and to see what homes are available in different location in the city or in different cities.

**Communicate:** As a user, I want to be able to find a solution to communicate with the home owner quickly, so that I don't waste any time having a accommodation."

**Pay:** As a user, I don't want any hassle for the payment . If I have to pay for the service it should be easy and shouldn't take any unnecessary time..

**Video Conversation:** As a user, I want to be able to have an instant video conversation with the home owner to see the house through video call, so that the conversation can move more quickly than it would via text or emails. As a user or a owner, I want to be able to have a conversation with the renter or with the owner

either face to face or in avatar mode via video call, so that I have the choice.

**Filter:** As someone who would like to be more specific with the search such as Location, price, type, facilities, Number of rooms, so that I can find the best home match that will meet my needs and budget.

**Notifications:** As a user, I want the ability to see my notifications in case I might missed an response ,.It is very important so that I do not miss any important actions that Need to be taken.

**Available / Online:** As a user, I want to have the ability to see whether or not a owner or a renter who I want to communicate is available in real time, so that my question can get answered right away.

### 1.5.2 User Stories for Home Owner

**Onboarding:** As a user, I want to briefly preview what the app can do for me and its core features, so I can familiarize myself and quickly evaluate whether this app will meet my needs. As a power user, I would like to have the option to skip the onboarding process, so that I can go ahead and start interacting with the apps core functionality.

**Signup:** As a user, I want to be able to have the option to sign up now or later, so that Ican continue to familiarize myself with the app to confirm that I am enjoying the experience before sharing my personal information.

**Login:** As a user, after setting up an account, I want my credentials saved automatically, so that I do not have to reenter them again in the future. When forced tologin, I also would like to utilize biometrical authorization to speed up the login process.

#### Give a add of My home:

**Communicate:** As a user, I want to be able to find a solution to communicate with the home owner quickly, so that I don't waste any time having a accommodation."

**Pay:** As a user, I don't want any hassle for the payment . If I have to pay for the service it should be easy and shouldn't take any unnecessary time..

**Video Conversation:** As a user, I want to be able to have an instant video conversation with the home owner to see the house through video call, so that the conversation can move more quickly than it would via text or emails. As a user or a owner, I want to be able to have a conversation with the renter or with the owner either face to face or in avatar mode via video call, so that I have the choice.

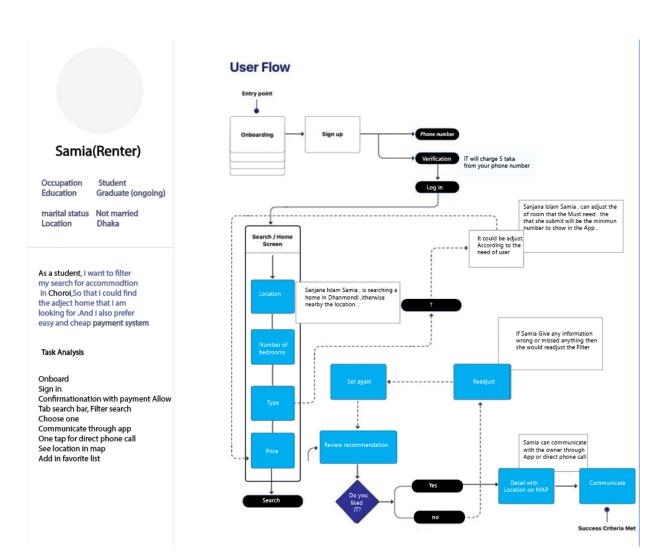
**Filter:** As someone who would like to be more specific with the search such as Location, price, type, facilities, Number of rooms, so that I can find the best home match that will meet my needs and budget.

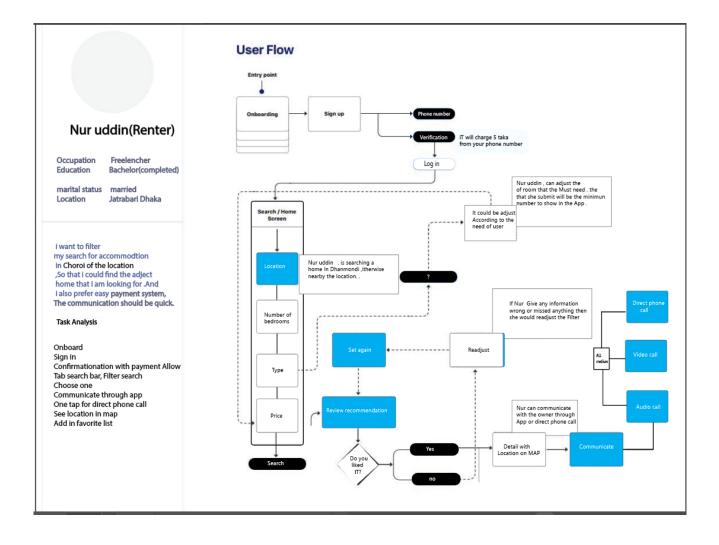
**Notifications:** As a user, I want the ability to see my notifications in case I might missed an response ,.It is very important so that I do not miss any important actions that Need to be taken.

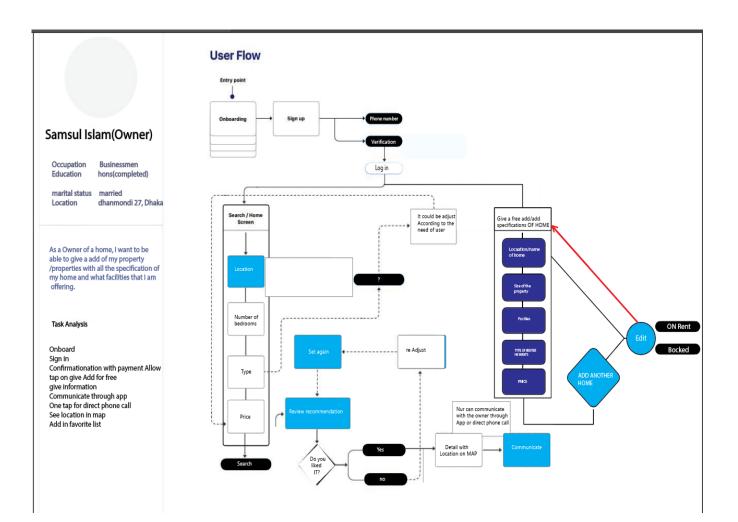
**Available / Online:** As a user, I want to have the ability to see whether or not a owner or a renter who I want to communicate is available in real time, so that my question can get answered right away.

### 1.6 User Flows

Mapping out the task flows for each of my 3 primary objectives. Each flow clearly illustrates my persona's process through the product and includes well-thought-out alternative paths.







# 1.7 User Journey Map

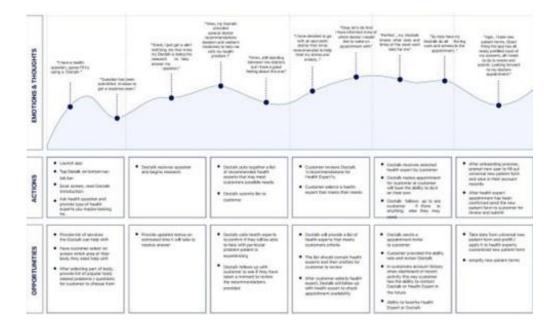
### 1. Choroi

User profile: Sanjana islam Khan Samia age: 18 Location: maniknagar ,Dhaka

### **Goals:**

- i. Search for a home in Choroi
- ii. Give the information about your wants
- iii. Choroi shows you the ideal home for you

**Scenario:** Sanjana Islam Khan Samia wants ato rent a home in Dhanmondi, she searched in Choroi and gets multiple options (homes) which is available to pick from



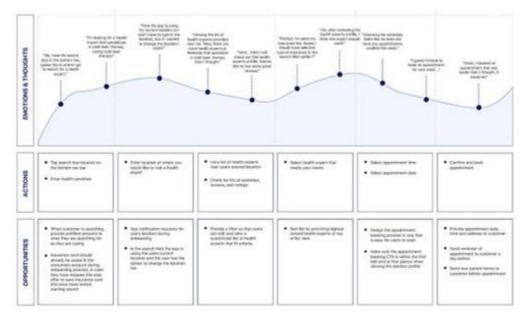
### 2. home Owner

User Profile: Samsul Islam Khan, Age \$9, Student, , Dhanmondi 27, Dhaka

### **Goals:**

- i. Give a add of his home
- ii. Communicates with the people who are interested

Scenario : Samsul Islam wants to give his home for rent which is why he is giving a ads on the choroi and waiting for someone to response .



### **1.8 Content Audit**

Baribodol is going to be CHOROI's number one competitor. Baribodol, is a Bangladeshi app that operates an Online market place for lodging, House rentals.. Baribodol has done a wonderful job with simple but effective design where one can search for a accommodation. But there are some major lacks in that app such as lack of filter in search bar to specify the search for a home .Also enormous time gap between owner and renter can be seen because of the communication method of this App .

# **1.9 Competitive Analysis**



I'll be analyzing a potential competitor called Baribodol, is a Bangladeshi app that operates an Online market place for lodging, House rentals.

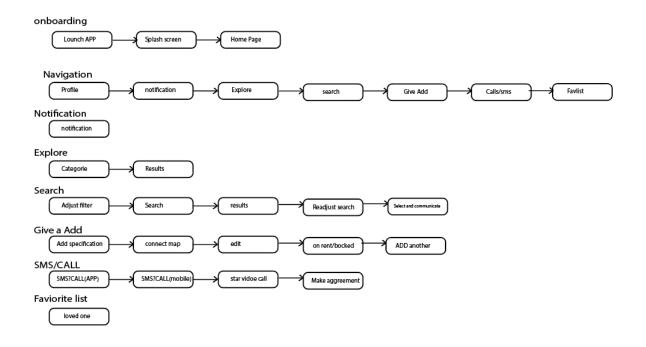
which offers on-demandservice.

Baribodol's mission is to ensure the convenience when it's About renting a home.in this app anyone can give a add of their home and also car search for a home to have rent.

- 1. One of the main features of my Choroi is search by filtering which makes it easy and more accessible for a user to find a home. This feature is not as specific as choroi app in my competitor Baribodol.
- 2. There will also be direct phone call option which my competitor doesn't have.
- 3. Another main feature is the location of home will be showed in google map which my competitor doesn't have.
- 4. Owner and renter can communicate with each other through video calls.

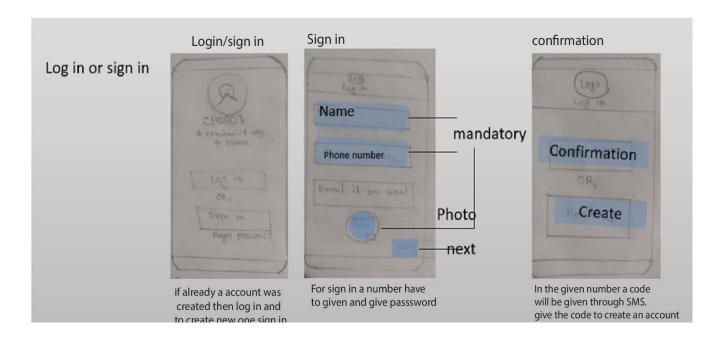
# 1.10 Information Architecture

#### Information Architecture



# Chapter 3 RESULTS

### 1.1 Low-fidelity Wireframing and Prototyping

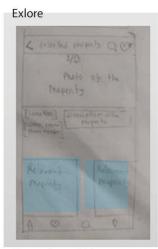




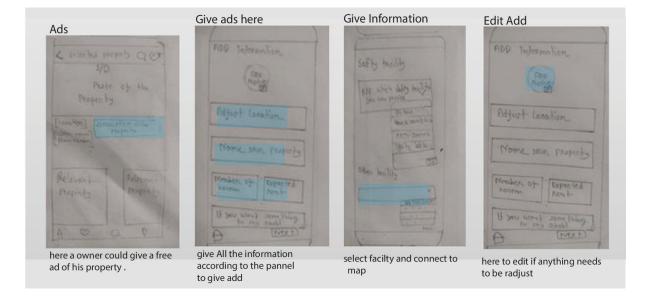
Seach and ads bar

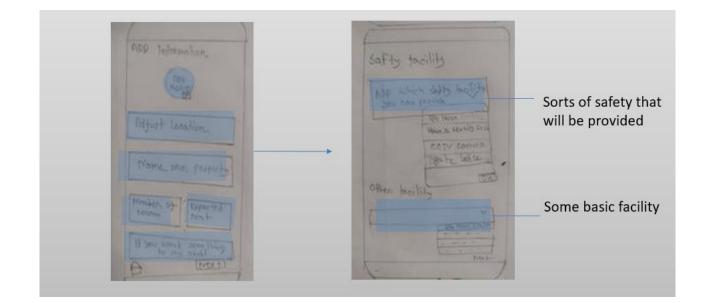


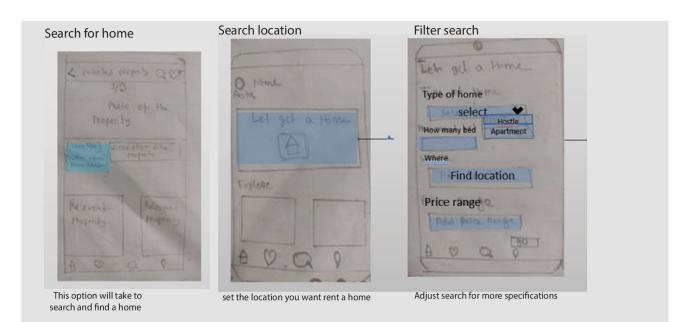
Tapping those bars will take you to search and ads giving portion

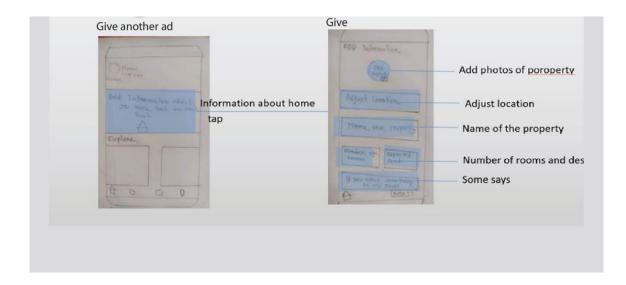


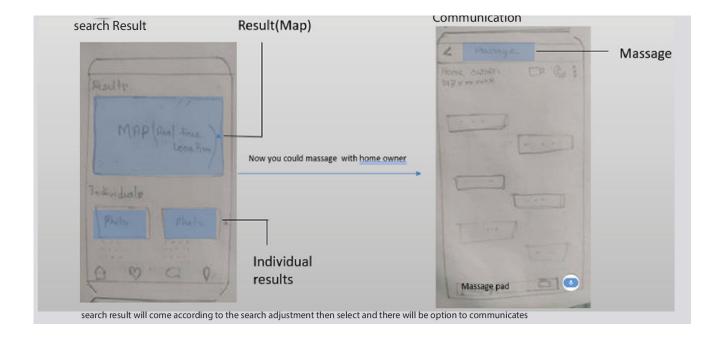
Here ads could be seen by nearest location with price











### 5. Calls

5. Call Start



Here you will have the ability to make calls or receive calls. The primary function for this feature is the ability to receive video calls





Screen showing you is calling you swipe to answer video consultation.

5.2 Answer and Start



#### **1.2 Usability Test Methods**

CHOROI Moderated In-Person Usability Test by K. M. Imran HossainLast updated January 7, 2023

**Background:** Initially, it's a house renting app .This app will be the medium of rent owner and renter Those who is searching for a accommodation and owner who Is trying to give their house or apartment to rent both of them can use this app. The owner will Put their House's information by putting locations,

photos and facilities that he could provide. The renter will be able to choose their expected accommodation by searching their needs

**Goals:** This project will ensure the convenience when it's About renting a home and it will reduce the hassle which have to face during the process of renting a home or giving a home for rent.

**Test objectives:** To determine the participant's learnability of navigating the app and if they understand the core features. Can users successfully:

- Properly submit what kind of home an individual want.
- Quick communication
- Should be no hassle finding location of property.
- Adding information Thoroughly about the home by the owner while giving Ads

**Methodology:** The usability tests were conducted as a moderated study, three in person and three via Google Meet. I asked participants about how they book health appointments and their impressions while completing the tasks. Participants then commented further during a short debrief.

**A/B Test:** During the moderated study I also observed the participant's preference with regard to signing up and creating an account. Do the participants prefer to 'Sign Up' at the beginning after launching the app, or would they rather 'Skip" the Sign-Up flow, and use the app to make sure they're enjoying the experience first?

**Background Questions:** Before we take a look at the CHOROI prototype, I have a few short questions I'd like to ask you to help me get a beer understanding of how you might use CHOROI:

- How do you usually search for a home?
- Have you used any apps or websites to help yourself finding home?

#### **Open-Ended**

#### **Questions:**

- What do you expect to see when using a house renting app to search for a home or give a ads for your home ?
- What communication system do you want from a house renting App?

Thank you for answering those questions. Now, I'd like to show you the CHOROI and start by your initial impressions of the app. spend some me looking over the home screen.

# **1.3 Design systems**

## Typography

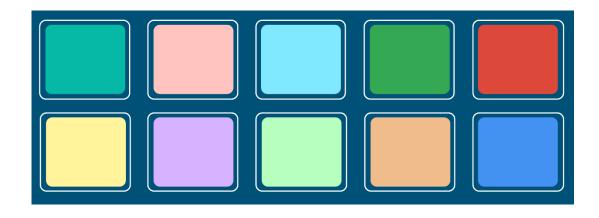
Font Scale- 8px Base- Font Size Base- 16 px (		Font Size	Font Weight	Line Height
HO	A Visual Type Scale	72 px	300, 400, 500, 600 Semibold, Bold	Basoline
H1	A Visual Type Scale	58 px	300, 400, 500, 600 Regular, Medium, Semibold, Bold	Baseline
H2	A Visual Type Scale	46 px	400, 500, 600 Medium, Semibold, Bold	Baseline*0= 56px
H3	A Visual Type Scale	40 px	400, 500, 600 Medium, Semibold, Bold	Baseline*6= 48px
Н4	A Visual Type Scale	32 px	400, 500, 600 Medium, Semibold, Bold	Baseline*6= 48px
Н5	A Visual Type Scale	24 px	300, 400 Regular, Medium	Baselino*4= 32px
н6	A Visual Type Scale	₩рх	500,600 Regular Medium	Baseline*3=24px
Р	A Visual Typo Scale	16 px	300 Regular	Baseline*3= 24
5	A Visual Type Scale	12 px	300, 400 Regular, Medium	No Boseline

#### Typography Details

We using multiples of 8 to define dimensions, padding, and margin of elements.



### Colors



### Logo

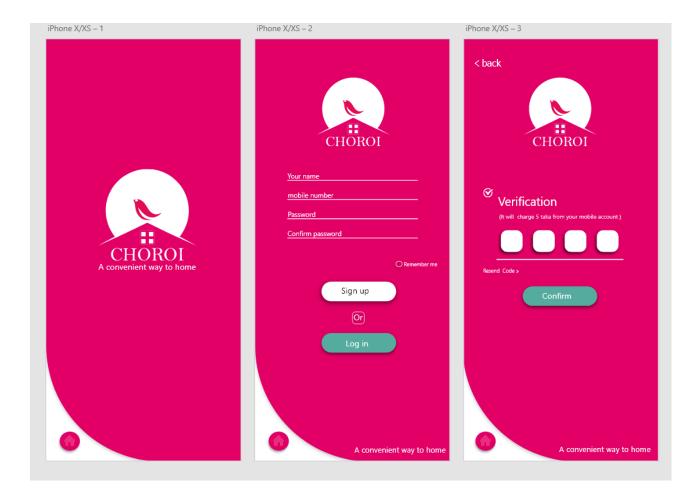
### **Inspiration:**

This logo is inspired by it's name and the purpose of the App. The cercle in this logo is representing a sun furthermore Time. The Bird is a Choroi (sparrow) which we know like to live in man made home which very relatable to a renter., The line and the square bellow the sun is representing a house in combined. The symbolic meaning of this logo is find a home before the sun set.



# 1.4 UI design for the APP

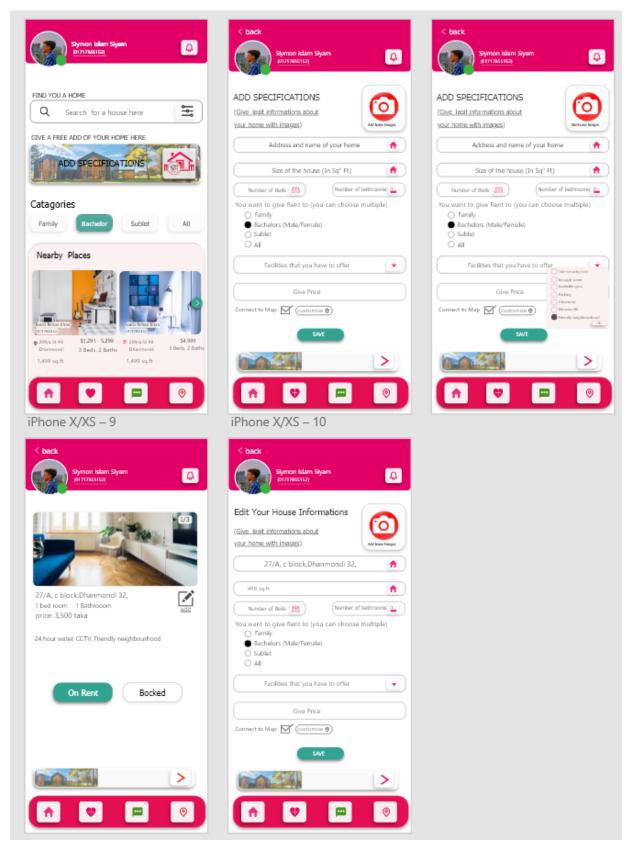
### Splash And Log in



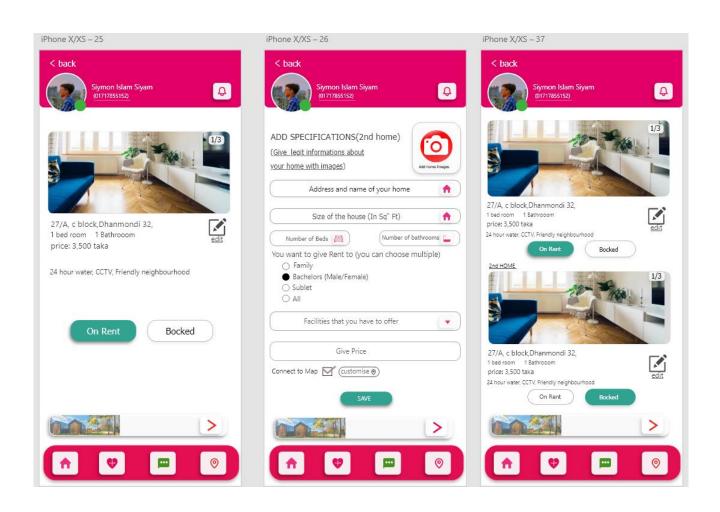
# Home and profile setting pages

Phone X/XS – 4	iPhone X/XS – 5	iPhone X/XS – 5			
Siymon Islam Siyam (01717855152)	Siymon Is (017178551	lam Siyam			
FIND YOU A HOME					
Q Search for a house here	< Settings	ere 🚔			
GIVE A FREE ADD OF YOUR HOME HERE	My Account	> IERE			
ADD SPECIFICATIONS	Bookings	> NS REL			
	Help & Support	>			
Catagories Family Bachelor Sublet All	Settings	> Sublet All			
	Logout	>			
Nearby Places		b Rehan Khan rashisa			
209/a St #8         \$1,291 - 5,299         209/a St #8         \$4,999           Dhanmondi         3 Beds, 2 Baths         Dhanmondi         3 Beds, 2 Baths		19/a St #8 \$4,999 hanmondi 3 Beds, 2 Baths			
1,499 sq.ft 1,499 sq.ft					
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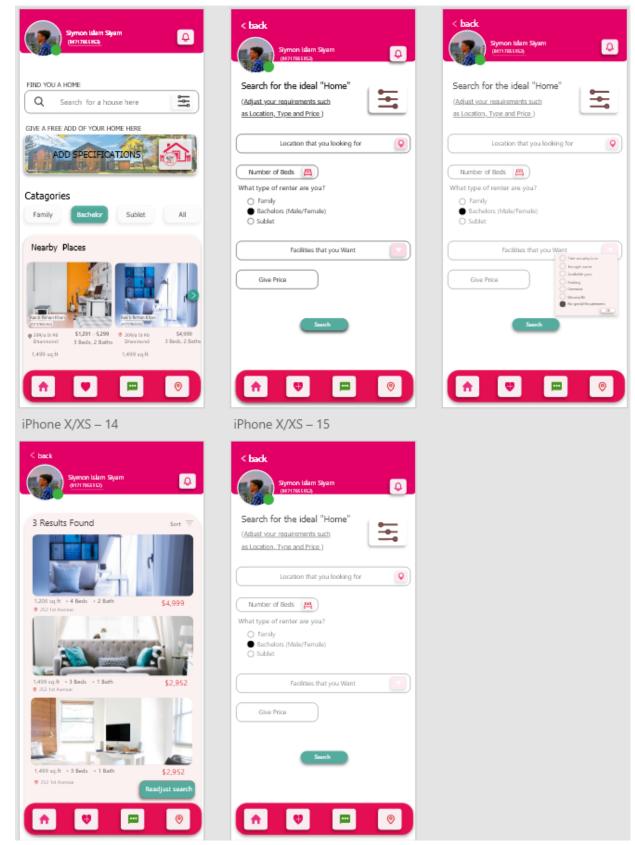
# **Giving Ads and Edit Pages**



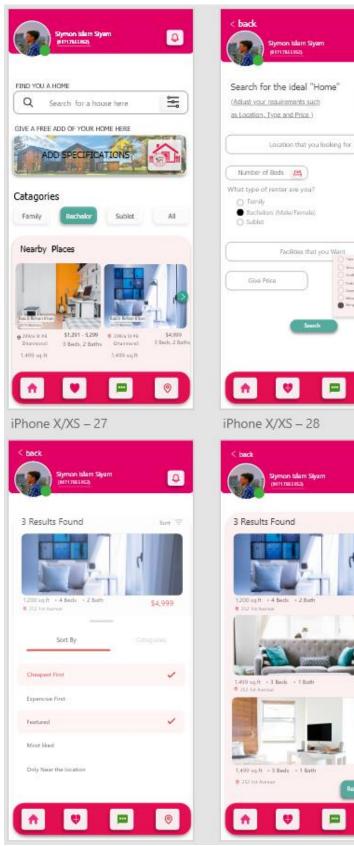
### Multiple Ads and Edit pages

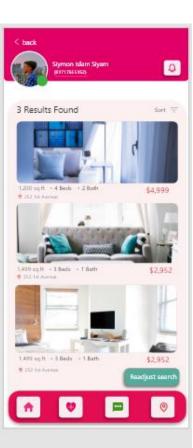


## Searching and Readjust search pages



### Search and Result





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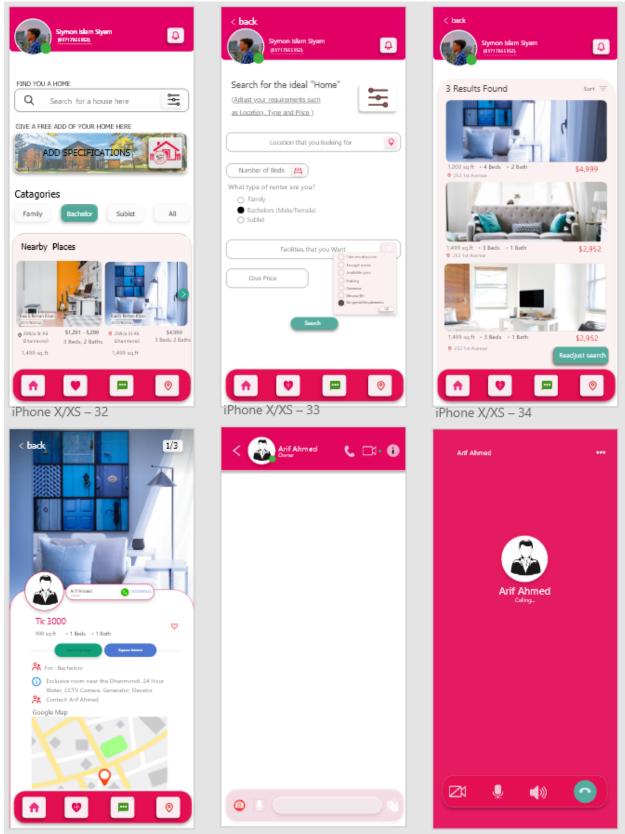
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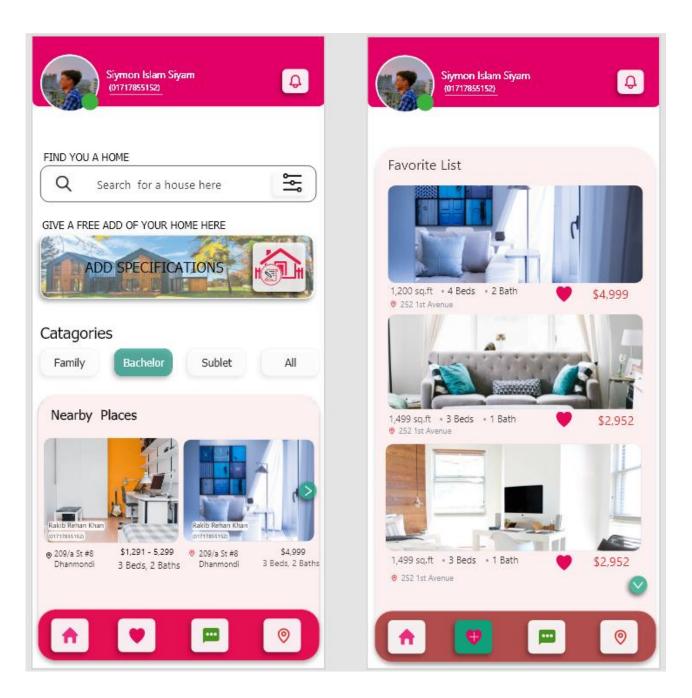
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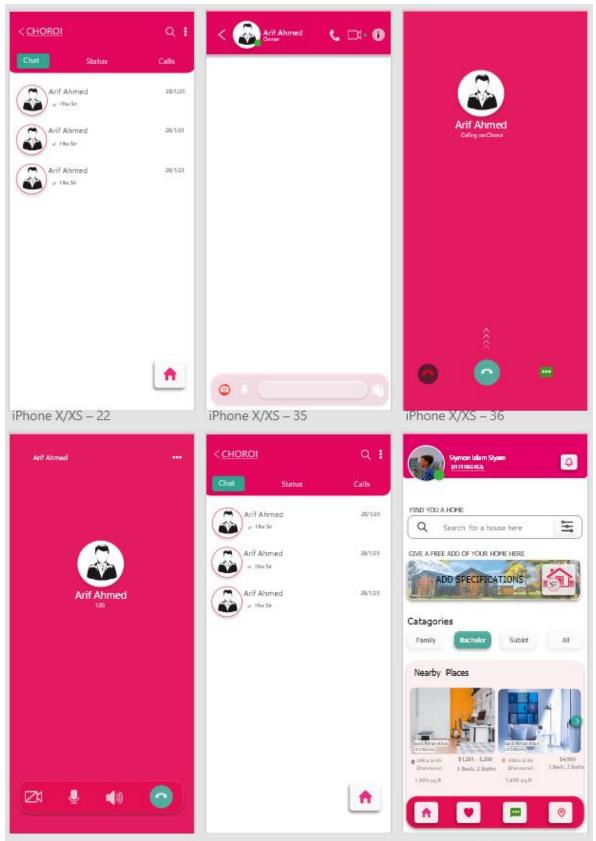
### **Choose and Communicate**



## **Favorite List**



### Communication



# CHAPTER 4 RESEARCH SCHEDULE

This research schedule took 5 week.

#### First 4 week :

Research: Understand and observe. Conduct 5 user interviews and 1 survey. Synthesize data.

**Ideate**: Synthesize data collected and create a primary user persona, problem statement, and hypothesis statement. Design the information architecture. Create user flows. Identify main entry points for mobile and web products.

**Prototype**: Build a physical and interactive system for mobile and web with rapid sketching and wire-framing. Build out main features.

**Iterate**: Create a test plan. Document direct tasks the users will take. Recruit participants. Test features and user flows. Summarize findings in a usability test report. Document learnings that need to be made. Update wires.

Week 5 UI: Implementation of UI of the App.

## CHAPTER 5

## CONCLUSION

Finally, I think it is possible to provide a service which will reduce to hassle of having or giving house for rent. This will be especially helpful saving times of emergency. Moreover, I think those who planning on coming to a big city and being worry about taking a home for rent will be benefited using this app by avoiding coming to see houses physically by wasting time , money and health . Overall users enjoyed the experience of being able to rent a house from anywhere.

During the moderated usability test I conducted with 6 participants, I gathered some great insights to make my product more user friendly with future iterations. has gone through 4 design iterations with usability testing, preference testing, mentor feedback, and senior design and

product manager feedback. That being said, there is still more room to improve and I am just getting my product off the ground.

### What's next?

The area I would like to research and test further for including more facilities like including office rent and also selling property for Choroi. And also this service experience will improve as I dig further into answering these questions and providing solutions.

# **UI FILE**

https://drive.google.com/file/d/1WIUq8lNprhWutxbzagctef\_MH-PMfBrp/view?usp=share\_link

# **Prototype file**

https://drive.google.com/file/d/1meoaXq6TQChHFC3YhN3epDj7AVERf7Z6/view?usp=share\_1 ink ••

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FINAL YEAR PROJECT REPORT Case Study: House renting App User Experience (UX) Design BY A . RAKIB KHAN ID: 173-40-443 This Report Presented in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Multimedia and Creative Technology Supervised By Kazi Jahid Hasan Lecturer Department of Multimedia and Creative Technology Faculty of Science and Information Technology DAFFODIL INTERNATIONAL UNIVERSITY DHAKA, BANGLADESH 23rd Feb, 2023 APPROVAL This Project titled "CHOROI", submitted by A. Rakib Khan , ID: 173-40-443 to the Department of Multimedia and Creative Technology, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Multimedia and Creative Technology and approved as to its style and contents. The presentation has been held on 27 February, 2023. BOARD OF EXAMINERS Md. Salah Uddin Assistant Professor & Head (In-Charge) Department of Multimedia and Creative Technology Faculty of Science & Information Technology Daffodil International University Chairman Dr. Shaikh Muhammad Allayear Professor Department of Multimedia and Creative Technology Faculty of Science & Information

Technology Daffodil International University Internal Examiner Md. Samaun Hasan Assistant Professor Department of Multimedia and Creative Technology Faculty of Science & Information Technology Daffodil International University Internal Examiner Dr. Mohammad Zahidur Rahman Professor Department of Computer Science and Engineering Jahangirnagar University External Examiner DECLARATION I hereby declare that, this project has been done by us under the supervision of Dr. Shaikh Muhammad Allayear, Professor and Head, Department of Multimedia and Creative Technology, Faculty of Science and Information Technology, Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere forward of any degree or diploma. Supervised by: Kazi Jahid Hasan Lecturer Department of Multimedia and Creative Technology Faculty of Science and Information Technology Submitted by: A. Rakib Khan ID: 173-40-443 Department of Multimedia & Creative Technology Faculty of Science & Information Technology Daffodil International University ACKNOWLEDGEMENT First, I would like to express my sincere gratitude and appreciation to Almighty God, whose blessings enabled us to successfully complete my final year project. I am sincerely grateful and deeply grateful to Dr. Shaikh Muhammad Allayear, Professor and Head of Department of Multimedia and Creative Technology, Daffodil International University, Ashulia, Dhaka, Bangladesh. The deep knowledge and deep interest of our supervisors in the field of "HCI / UX" for the implementation of this project. His endless patience, scholarly direction, constant encouragement, constant and energetic supervision, constructive criticism, valuable advice, and reading many inferior drafts and revising them at all stages made this project possible. I would like to thank Mr. Kazi Zahid Hasan, Lecturer, Department of <u>Multimedia and Creative Technology, Daffodil International University</u>, for his collaborative supervision. I sincerely thank all the people who participated in the survey and interview of my project, my batch mates, our esteemed teachers who have always supported me Mr. Md. Salah Uddin, Mr. Dr. Md. Samaun Hasan, Mr. Mizanur Rahman, Mr. Arif Ahmed and finally our esteemed supervisor Head of Department of Multimedia and Creative Technology, for his kind help in completing my project and other faculty members and staff in the Department of Multimedia and Creative Technology at Daffodil International University. Ultimately, I must acknowledge the continued support and patience of our parents with due respect. SUMMARY Every new year a large number of students get admitted to colleges or universities in different big cities .They have to move to the city where he get admitted. This admission to a college or a university comes with a need of safe accommodation . And which , of course , is not a very easy task for the bachelors to find a safe house or an apartment. They have to go through so many hassles .To rent a house or an apartment one has to search for it physically at the place where he/she want to live .It takes a long time to get expected result .Even it can take two or three full days . which is lost of money, health and time as well. These are the cases for students, ordinary people and employed bachelors also go through some trouble when it comes to renting a home. Till this era of technology there is no such solution to reduce or solve this particular problem .An House renting app or Wed site could a reliable solution. So thinking of an app which will provide aid to rent a house or apartment .Not only that, the homeowners will be able to rent their home through this app. This app will act as a medium between owner and the renter . The payment method will be simple in this app where will charge 20 taka for owner and 25 taka for renter from the mobile that will be offered to create an account . In this App house owner will give specification about their home and give to price and restrictions for renter . And on the other side Renter will Search for a house according to their needs and choose one from the search results .There would be their number shown in the

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Chapter 1 INTRODUCTION 1.1. Introduction CHOROI is a user-centric digital product that came to life through my Final Project Phase: 2 at the Department of Multimedia and Creative Technology, Daffodil International University. It's a house renting app. <u>Initially, the project started as an expert</u> app that would enable anyone, Whenever anyone want to rent a home Anyone could use this app as a helpful fallow . I learned that there's a great need for something which would help people to reduce hassle for all regarding house rant . So I have come with an app, This app will be the medium of rent owner and renter Those who is searching for a accommodation and owner who Is trying to give their house or apartment to rent both of them can use this app. The owner will Put their House's information by putting locations, photos and facilities that he could provide. The renter will be able to choose their expected accommodation by searching their needs . 1.2. Motivation Every new year a large number of students get admitted to colleges or universities in different big cities . They have to move to the city where he get admitted. This admission to a college or a university comes with a need of safe accommodation . And which ,of course ,is not a very easy task for the bachelors to find a safe house or an apartment. They have to go through so many hassles . To rent a house or an apartment one has to search for it physically at the place where he/she want to live .It takes a long time to get expected result .Even it can take two or three full days . which is lost of money , health and time as well .These are the cases for students, ordinary people and employed bachelors also go through some trouble when it comes to renting a home. Till this era of technology there is no such solution to reduce or solve this particular problem . Because of this renting related problems the idea has immerged which will reduce the hassle of house-rent. 1.3. Objectives Related to have a house for rent Almost all working men dream of owning a home. Living without being responsible to a landlord, being free to do as one pleases, and not having to pay rent on a monthly basis is the best way to live. The average person, however, is forced to live as a tenant until he fulfills his dream of being a "homeowner" and buys a house in the city of his choice. He cannot call himself a "homeowner" before that moment. Additionally, some issues or annoyances impact tenants almost uniformly. Below, we examine some of the frequent issues that each group of tenants encounters. Those are (Some of this data has taken from Now Resolved http://devfront.yourownroom.com/blog/9-common-problemsfaced-by-tenants-now-resolved/) ? Finding a right Accommodation - The ideal piece of property is close to office & conveniently located near supermarkets, schools, malls and other hubs of activity essential for day to day needs. Ideally, it's in a peaceful neighborhood. And to top it all off, it should be affordable. Careful screening is usually necessary before deciding to occupy a space. Usually, locating such a fantastic site is the most difficult part. Many working class folks have time constraints that prevent them from visiting the areas they've narrowed down. In this problem, they might draw fast conclusions. No matter the circumstance, it is crucial to conduct thorough due diligence before choosing a home. ? Unaffordable home rent - Each and every month, rent is an unavoidable expense that must be deducted from a tenant's wages, and this expense is unquestionably greater than a minor dent in their financial situation. Since rent prices are so exorbitantly expensive today, most tenants don't choose to stay in their ideal property for this reason alone. It's disproportionately high, and the location of the house alone makes a big impact. It can be the exact same property, exactly the same size, and the exact same appearance, but it might be in two different places, and the difference in the rent requested for each house might be mind-boggling. ? Huge amount of deposits - When a tenant is looking at homes, it's customary for the owners to demand astronomical deposits. Some of them even demand a security deposit equal to one year's worth of rent

when the lease is changed. Even though it's a pain, tenants are required to abide by this policy even if it's a standard practice. This process alone substantially limits the options accessible to tenants when selecting a home to live in. ? Incomplete refunds of deposits - While it's usual practice to pay disproportionately huge sums of money as a security deposit when occupying a residence, frequently when the tenant vacates, just a portion of the security deposit is refunded to them.. The homeowner claims that the remaining money is needed for repairs, paintings, maintenance, and other reasons. This may or may not be mentioned in the rental agreement at the time of occupancy. ? Privacy - Owners are frequently possessive of their properties, and the fact that a renter is living there doesn't seem to significantly affect their desire to maintain a tight check on it. • They routinely make side trips to check on the house and the tenant's way of life to make sure everything is going according to plan. While tenants may complain to the continual invasion of their privacy, they have little choice but to continue living under the landlords' roofs and cannot do anything to stop it. ? Untimely eviction – Tenants all around cities must deal with the depressing reality of sudden eviction. The implementation of one condition from the rental agreement makes this possible. Notwithstanding the fact that tenants pay their rent on time, landlords have the right to request that tenants leave the property right away if they need to use it for personal matters. Tenants are protected by the Renting Control Act, which favors them, and they cannot be kicked out without warning. Yet, the landlords turn the situation to their advantage by saying that their family or friends would be using the property, leaving the defenseless tenants with little alternative but to leave the building. ? Unjustly rejecting bachelors – For a variety of reasons, including that they are difficult to manage and might become involved in illegal activities that would only cause trouble for the owners, a lot of owner flatly decline to rent to the bachelors, And Some believe bachelors are much more inclined to destroy property. Everyone has a bad reputation in the world of bachelors because of a small number of such miscreants. The stereotype that bachelors make terrible tenants is more stigmatized than true. ? Rent inflation – As was previously said, big cities like Dhaka see widespread inflated rent claims. These numbers continue to rise over time. Along those charts, the movement is only in one direction. Often, landlords raise rent on an annual basis without taking into account things like upkeep or the state of the property. Tenants are now left with two choices. To make restitution or leave the property ? Dealing with brokers - A lot of people report that it was a bad experience. Most people strive to completely avoid them. Brokers are typically difficult to work with. They frequently approach finding you a place to live in a very half-hearted manner in addition to asking for one month's rent as their compensation. As long as their task is completed, they usually don't care about your preferences or wants. They determine the rent for the specific property, and tenants frequently choose the wrong broker and suffer as a result. I'm sure that every tenant reading this has gone through one or more, if not all of these problems. Luckily, we don't have to worry about those things anymore . Thanks to technology, we now have easy apartment rental solutions in Bangladesh to help ease our search for great homes. This makes the home-hunting process a lot easier just like having a phone call . Things Tenants Look for in a Rental Property Different group of people which mentioned above want different types of facilities when it comes to house rent which we get to know by getting opinions of a large number people who are looking for a house to live in . The groups are Family renter and bachelor(male /female) Male/female Bachelor's usual requirements 1.Location: Location is the number 1 priority for most student renters. Student look for rental properties that are close to school/college/university, groceries and entertainment, depending on their priorities. And some of

them are even willing to pay some extra money if the property is in a great location . 2. Safety: After the location the students are most concerned about the safety .No one will ever like a place where their belongings are likely to stolen. Sometimes the policy runs drug raids where many students rent together. Which could be bothersome or scary for some student . And thing is that In the new environment, students could face various types of dad circumstances . like they could be assault by the local gangstars. So they look for a rent owner who can provide safety from this sorts of problems . 3. Reliable and Comfortable Place in: Almost every student have to share their room with other student to less their rental cost . Sometime they already be known before they become roommates (like when some friends rent a home together) .But they problem is then when the face a unknown roommate who is not so friendly or neighborly, addicted to drugs or violent. So they prefer a house where everybody checked and selected before getting a rent . 4. Age of the Property Newer homes have a finer appearance and are less likely to require repairs soon, which tenants would like to avoid. 5. Renovations and Upgrades Making a rental feel as new as the tenant feels when they move in is important. Renters do not want to see signs of previous habitation in their new house. If you want to draw in excellent renters, think about remodeling the kitchen or bathroom, or adding new stainless steel appliances, hardwood floors, or high- guality carpeting to the apartment amenities list. 6. Natural Lighting Tenants (Students) often look for natural lighting unconsciously because it makes rental properties look brighter. 7. Clean and Tidy A rental is probably well-maintained if it appears clean on the outside. The neatness of a rental home is frequently used by tenants to determine the quality of upkeep, which is crucial for preventing future plumbing issues. 8. Storage Everything has a place and a place for it. Rental homes that have little storage space feel crowded and messy. Renters want storage for their belongings, which may include bicycles and skis as well as other outdoor gear. A lot of people like walk-in closets. 9. Trustworthy rent owner. Family renter's usual requirements 1. Location Location is the number 1 priority for most family renters. They always look for rental properties that are close to the working station and school/college/university, groceries and entertainment, depending on their priorities . And some of them are even willing to pay some extra money if the property is in a great location . 2. Quality School District As it is mentioned earlier that family renter always want a home which close to his or her kids admitted in 3. Safety Each and every renter want to live such a place which is safe for him and his family . 4. Parking For some renter parking is a thing which is must to have. 5. Younger Property Newer homes have a finer appearance and are less likely to require repairs soon, which tenants would like to avoid. 6. Renovations and Upgrades Making a rental feel as new as the tenant feels when they move in is important. Renters do not want to see signs of previous habitation in their new house. If you want to draw in excellent renters, think about remodeling the kitchen or bathroom, or adding new stainless steel appliances, hardwood floors, or high- guality carpeting to the apartment amenities list. 7. Natural Lighting Tenants prefer homes with natural lighting unconsciously becausethis makes a the home looks brighter. 9. Clean and Tidy A rental is probably well-maintained if it appears clean on the outside. The neatness of a rental home is frequently used by tenants to determine the quality of upkeep, which is crucial for preventing future plumbing issues. 10. Storage Everything has a place and a place for it. Rental homes that have little storage space feel crowded and messy. Renters want storage for their belongings, which may include bicycles and skis as well as other outdoor gear. A lot of people like walk-in closets. 11. Outdoor Space It's more preferable to the renter if house have a out door storage 12. Trustworthy home owner The objectives of the project are that people can find the suitable accommodation in online from any place at any time which

will not only save their time but also save unnecessary costs and traffic jams and life. Some more objectives are given below. (AS it is APP for both owner and renter so the Objectives of those individuals will be different .) 1.3.1 Owner objectives i. To make sure that home owners can add their home's specification easily ii. To make sure that home owners can get the information about the renter thoroughly. iii. To make sure that home owners can contact with the renters through sms or phone calls iv. To make sure easy pay . 1.3.2 Renter's Objectives i. ii. iii. iv. To make sure that people can find an accommodation from anywhere To make sure that people can make their choice while searching for a accommodation. To make sure there are enough detail given about a home To make sure renters can contact with the home owner through sms or phone call v. vi. vii. To make sure the app is affordable for all peoples To make sure that people get easy payment system to sign in to the app . To make sure to ensure this service from any device such as smartphone, desktop orlaptop 1.4 Feature of this app to Include 1.4.1 Feature For Owners viii. There are options to add specification about their home .The specification such as the name and photo/video about their home . Furthermore the facilities that the home owner will provide . ix. Home will automatically registered to google map . So there is no extra hassle. x. The home location will me shown in map accurately . xi. There will be all the information about renter that he all need to know about including his age occupation and others .. xii. There will be Messaging option to contact with a renter. Furthermore one could also call through this app. xiii. If the owner have multiple home to give rent then that individual could give the information about all of their properties in on Account. xiv. If it is on rent so the owner could put it on (on rent). And if it is booked then the owner could put it into booked option to stay away from unnecessary xv. There will be option to add one property is favorite list 1.4.2 Feature For Renters i. One could search a home according to their needs . such as they could choose the area, what kind of renter they are and the price range. ii. They could see one home in maps . Which is why there will be no hassle to find it physically .. iii. All the information about the owner and the property will be giver thoroughly . . iv. There will be Messaging option to contact with a owner. Furthermore one could also call through this app . v. There will phone number of the owner given in the description so there will be worry to late reply . Renter could make a direct phone call if owner is not online vi. There will be option to add one property is favorite list 1.5. Problem Statement Using the Design Thinking process, I created a problem statement for Choroi, brainstorm potential solutions then narrow it down to a single solution. Users need a way to guarantee their needs while finding or giving their house on rent will be fulfilled in their field of interest because they feel their time is valuable and do not want to waste it for useless afford. We will know this to be true when we see how many users are submitting their requirements while searching for a home and being able to find a right Accommodation. List of Problems 1. Waiting for owner/renter to respond to guestions takes too long. 2. Not enough Home to Fulfill everyone's desire . Not enough Users. 3. Matched the home according to the requirements of the users . 4. Eliminating fake profiles. Need to validate profiles to reduce spam. 1.5 Potential Solutions When a person search for a product, in this case it's a home or a property it is obvious that the information about that must be there in the description and that information must be authentic as well .Otherwise the user's experience wouldn't be great .For this there will a specification section for owners to fill up which will be easy to conduct and one is only need to fill the form with the write information to give details about their home for rent .And when it's come to contract with one another there will be Message section and one could also make a phone call through this app. In case one is late to response or online their would be his/her phone number given in one's profile

to make a direct phone call which will save one's time. Chapter 2 RESEARCH METHODOLOGY 1.1 Framework When working on a new Home renting Project (CHOROI) I begin my process with the DESIGN THINKING PROCESS model and gather research through empathy and a deeper understanding of user needs and desires. Afterwards, I'll combine the systems and design thinking methodology during the phases of evaluating, defining and developing the product. I'll consider the big picture first and the specific interactions later. What are the key elements in the product? How are they connected? What does the overall purpose of these elements serve? Do these elements solve my personal problems? By understanding the interrelatedness of the collective system, I can better design for an effective flow of user behavior through the entire system. Design system UI DESIGN 1.2 User Research When I was working in User Research for this particular subject I have to brainstorm a few times .I asked some questions to the user .My first attempt and is was a shocker when failed to receive much information with a drooping off users. But my second attempt gave me to receive desirable Feedback . I was really surprised with my results and this gave me great insight as to how to tailor my app to my user's interests and needs .This survey took around Two Weeks . I'll be interpreting more of this data in the next exercise. (58 people responded to this questions) · What's your occupation? Your answer: 1. Approximately how many hours do you use the internet every day? Your answer (In hours): 2. Which device do you use the Internet the most? Your answer: 3. What digital products/apps/services do you use on a regular basis? Google/Youtube Facebook LinkidIn Tiktok Uber/pathao 4. What house-renting apps/services do you use? Baribodol housing don't use any house renting app 5. Are you willing to give a try to rent a home online ? Yes No maybe 6. What do you expect most from an online house renting service app? Which is your first priority? Baribodol housing Non of this renting app 7. In what method do you prefer to Communicate with in online? Phone call SMS video call Email Others 8. When searching for an home where do you initially go to find one in online? Ask relatives Google facebook youtube house renting App 9. Which digital payment medium do you use the most? Bkash/nogod Upai/Rocket Visa card mastercard Nexus card others 10. Does This payment methods bothers you? -What's your occupation? Your answer: 11. Approximately how many hours do you use the internet every day? Your answer (In hours): 12. Which device do you use the Internet the most? Your answer: 13. What digital products/apps/services do you use on a regular basis? Google/Youtube Facebook LinkidIn Tiktok Uber/pathao 14. What house-renting apps/services do you use? Baribodol housing don't use any house renting app 15. Are you willing to give a try to rent a home online ? Yes No maybe 16. What do you expect most from an online house renting service app? Which is your first priority? Baribodol housing Non of this renting app 17. In what method do you prefer to Communicate with in online? Phone call SMS video call Email Others 18. When searching for an home where do you initially go to find one in online? Ask relatives Google facebook youtube house renting App 19. Which digital payment medium do you use the most? Bkash/nogod Upai/Rocket Visa card mastercard Nexus card others 20. Does This payment methods bothers you? • What's your occupation? Your answer: 21. Approximately how many hours do you use the internet every day? Your answer (In hours): 22. Which device do you use the Internet the most? Your answer: 23. What digital products/apps/services do you use on a regular basis? Google/Youtube Facebook LinkidIn Tiktok Uber/pathao 24. What house-renting apps/services do you use? Baribodol housing don't use any house renting app 25. Are you willing to give a try to rent a home online ? Yes No maybe 26. What do you expect most from an online house renting service app? Which is your first priority? Baribodol housing Non of this renting

app 27. In what method do you prefer to Communicate with in online? Phone call SMS video call Email Others 28. When searching for an home where do you initially go to find one in online? Ask relatives Google facebook youtube house renting App 29. Which digital payment medium do you use the most? Bkash/nogod Upai/Rocket Visa card mastercard Nexus card others 30. Does This payment methods bothers you? • What's your occupation? Your answer: 31. Approximately how many hours do you use the internet every day? Your answer (In hours): 32. Which device do you use the Internet the most? Your answer: 33. What digital products/apps/services do you use on a regular basis? Google/Youtube Facebook LinkidIn Tiktok Uber/pathao 34. What house-renting apps/services do you use? Baribodol housing don't use any house renting app 35. Are you willing to give a try to rent a home online ? Yes No maybe 36. What do you expect most from an online house renting service app? Which is your first priority? Baribodol housing Non of this renting app 37. In what method do you prefer to Communicate with in online? Phone call SMS video call Email Others 38. When searching for an home where do you initially go to find one in online? Ask relatives Google facebook youtube house renting App 39. Which digital payment medium do you use the most? Bkash/nogod Upai/Rocket Visa card mastercard Nexus card others 40. Does This payment methods bothers you? Survey Questions 1. What's your occupation? 2. Approximately how many hours do you use the internet every day? 3. Which device do you use the Internet the most? 4. What digital products/apps/services do you use on a regular basis? 5. What house-renting apps/services do you use? 6. Are you willing to give a try to rent a home online ? 7. What do you expect most from an online house renting service app? Which isyour first priority? 8. In what method do you prefer to Communicate with in online? 0% 9. When searching for an home where do you initially go to find one in online? 10. Which digital payment medium do you use the most? 11. Does This payment methods bothers you? Goals for Better understanding the users The subject To ask to know more about a user(Interviewing a user) 1. To understand what types of Facilities users are seeking the most when one is finding an Accommodation? 2. To find out what methods were used to find an accommodation a user was looking for? 3. To understand w h a t w o u l d t h e u s e r w i l l n ee d d u r i n g s e l e c t a n a c <u>c o m m</u> o <u>d a t i o n t</u> o l <u>i</u> v e <u>i n</u> . 4. To find out what method or device a user would like to use during this procedure . 5. To understand what type of service they are going to choose from (is it from those what is suggesting from App or precisely searched one). 6. To gather insight as to what types of core features users might be interested in for my product. 7. To understand how a user would like to pay for this service . 1.3 About interviews This user research interviews were quite challenging to organize. I needed to find the right candidates and coordinate with their schedules, this took longer than anticipated. I had conducted 10 interviews .5 of them were bachelors and 2 faminly renter and 3 of them was home owner students and and the interviews went well. I kept the interviews short down to 30 minutes and gained more insight as to how I might considerbuilding my product. Without these interviews, I would be designing my product blindly not solving the true problem of what users actually need. My assumption and the idea of what users need before my survey and interviews were the opposite of what users actually need. This changes my perspective completely and I am learning not to assume anything when it comes to design. Best to research and test always. 3 interviews is given bellow, Timeframe The qualitative interviews took around one week to schedule and conduct. Interview Script Hello(individual that I was questioning with ). I am Rakib, and I'm going to be with you in this hole session today. We're conducting interviews to better understand how people go through the process to find a safe accommodation and the basic needs and some additional needs which varies to person to

person. The session should take 30 minutes. The first thing I want to make clear right away is that this is not a test. Make sure that what your saying is hundred percent right . Feel free when you are answering the questions , don't worry if you do any mistakes . And if the want to ask any questions ,I am willing to give them some feedbacks . Interview Questions 1. What do you do for a living? 2. What does your typical weekday look like? 3. What products/apps/services do you use on a regular basis? 4. Have you used the web or phone apps to find a suitable home? If so, which ones? 5. In what method do you prefer to receive a response from the home owner while using the App? Voice Call, Video Call, Video Recorded Answer or Instant Messaging. 6. What is the biggest pain point related to find a home? 7. What do you consider as a negative experience when you use a service providing app? 8. Tell me about the last time you tried to find a suitable accommodation using your phone. Did It fulfill your needs? Please explain. 1.4 Affinity Diagram My affinity Diagram overview 1. I started sorting through the data I collected by writing down my research goals for Accommodation. 2. 3. 4. Documenting my quantitative survey results. Connecting patterns between my survey results and interviews results. Documenting each interview question and answer and printing results for reference. 5. 6. Pulling out verbatim quotes. Thinking of tasks which will inform my wireframes. Findings 1. Users appreciate when they can submit their particular needs when searching for an accommodation and find according to their needs. 2. Users don't want any hassle or delay to communicate with the home owner. 3. User appreciate when it is easy to pay the App. Insights 1 Users would like to receive owner response through phone on app or direct phone calls. 2 Providing such feature where Every details of the home and location can be given and could be seen. Their will be also phone number of the owner. 3 Owner could give multiple adds. 4 Payment system is very easy as one click. 1.6 User Personas Interview 1 This is the format of persona form. Some field is required (\*) for filled. We don't used real information of user to this form. Date: Time: Name\*: Sanjana Islam Khan Samia (renter) Age\*: 18 Education: University student(1st semester) Subjects: n Bachelor's degree in Business Administration Location: Maniknagar, Dhaka, Bangladesh Behaviors/Attitude s: 1) Samia does not enjoy the process of searching for a service, but she's happy when the job is complete. 2) Samia will browse through App or through Crome . Needs and Goals: 1) Looking for an accommodation to live in at Dhanmodi ,Dhaka because it will near to his university . 2) I need a way to Search/post what I am looking for and have good respond in a timely manner. Motivations: 1) She believes a good living place can make you healthy boyh mentally and physically . 2) Nesa is motivated to contact an home owner by seeing the image and facility of the Accommodation. Frustrations: 1) Home owner taking too long to response to his massage . 2) I find it difficult to find the home physically . Interview 2 This is the format of persona form. Some field is required (\*) for filled. We don't used real information of user to this form. Date: Time: Name\*: Nur Uddin.(family renter) Age\*: 32 Designation: Freelance Graphic Designer Education\*: Bachelor's degree in Economics Location: From Noakhali currently living in jatrabari, Dhaka, Bangladesh Behaviors and 1) Talks with assertiveness. Attitudes: 2) Saber subtly laughs when he talks about his frustrations. Needs and Goals: 1) I prefer to select an Accommodation by convenience and location using App. 2) He likes when the home owner is polite and trustworthy 3) Seeing all the information of the house is important to me. 4) I'd like to receive responses from the owner either by email or phone. Motivations: 1) Nur Uddin believes in tight security and maintenance. 2) Nur's kid often ask to play in ground nearby . 3) Obtains work colleague or relative referrals for a home to take rent . Frustrations: 1) I don't have time to call multiple owners to see if they provide the particular service. 2) Unable to find

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an Accommodation <u>a c c o r d i n g t o</u> t <u>h</u> e n <u>e e d</u> s . 3) I eventually found a few but owners are no too quick with their response. Interview 3 This is the format of persona form. Some field is required (\*) for filled. We don't used real information of user to this form. Date: Time: Name\*: Samsul Islam Khan (Home owner) Age\*: 49 Designation: Businessmen Education\*: Hons from University of Korotia, Tangail Location: Dhanmondi 27, Dhaka, Bangladesh Behaviors and Attitudes: 1) Able to articulate her thoughts and express himself well. 2) He admits that social media is a great way to communicates but distract us from real world. Needs and Goals: 1) A service which would reduce hassle when he want to give his house for rent. 2) When someone is interested about his home for rent then he could get his/her information thoroughly . 3) Communicate with the renter in a easy way. Motivations: 1) He likes when the renter is polite and trustworthy . 2) I really appreciate it when he get direct phone calls from the people who are interested in my home . Frustrations: 1) I find it difficult when he doesn't get any response of renter while wanting to give my home for rent . 2) I get impatient when he miss the notification from renter. 1.5 User Stories 1.5.2 User Stories for renters Onboarding: As a user, I want to briefly preview what the app can do for me and its core features, so I can familiarize myself and quickly evaluate whether this app will meet my needs. As a power user, I would like to have the option to skip the onboardingprocess, so that I can go ahead and start interacting with the apps core functionality. Signup: As a user, I want to be able to have the option to sign up now or later, so that Ican continue to familiarize myself with the app to confirm that I am enjoying the experience before sharing my personal information. Login: As a user, after setting up an account, I want my credentials saved automatically, so that I do not have to reenter them again in the future. When forced tologin, I also would like to utilize biometrical authorization to speed up the login process. Search: As a user, I want to be able to see what kind of homes are available nearmy location and to see what homes are available in different location in the city or in different cities. Communicate: As a user, I want to be able to find a solution to communicate with the home owner quickly, so that I don't waste any time having a accommodation." Pay: As a user, I don't want any hassle for the payment. If I have to pay for the service it should be easy and shouldn't take any unnecessary time.. Video Conversation: As a user, I want to be able to have an instant video conversationwith the home owner to see the house through video call, so that the conversation can move more quickly than it would via text or emails. As a user or a owner, I want to be able to have a conversation with the renter or with the owner either face to face or in avatar mode via video call, so that I have the choice Filter: As someone who would like to be more specific with the search such as Location, price, type, facilities, Number of rooms., so that I can find the best home match that will meet my needs and budget. Notifications: As a user, I want the ability to see my notifications in case I might missed an response ,. It is very important so that I do not miss any important actions that Need to be taken. Available / Online: As a user, I want to have the ability to see whether or not a owner or a renter who I want to communicate is available in real time, so that my question can get answered right away. 1.5.2 User Stories for Home Owner Onboarding: As a user, I want to briefly preview what the app can do for me and its core features, so I can familiarize myself and quickly evaluate whether this app will meet my needs. As a power user, I would like to have the option to skip the onboardingprocess, so that I can go ahead and start interacting with the apps core functionality. Signup: As a user, I want to be able to have the option to sign up now or later, so that Ican continue to familiarize myself with the app to confirm that I am enjoying the experience before sharing my personal information. Login: As a user, after setting up an account, I want my credentials saved automatically, so that I do not have to reenter them again

in the future. When forced tologin, I also would like to utilize biometrical authorization to speed up the login process. Give a add of My home: Communicate: As a user, I want to be able to find a solution to communicate with the home owner quickly, so that I don't waste any time having a accommodation." Pay: As a user, I don't want any hassle for the payment . If I have to pay for the service it should be easy and shouldn't take any unnecessary time.. Video Conversation: As a user, I want to be able to have an instant video conversation with the home owner to see the house through video call, so that the conversation can move more quickly than it would via text or emails. As a user or a owner, I want to be able to have a conversation with the renter or with the owner either face to face or in avatar mode via video call, so that I have the choice. Filter: As someone who would like to be more specific with the search such as Location, price, type, facilities, Number of rooms ., so that I can find the best home match that will meet my needs and budget. Notifications: As a user, I want the ability to see my notifications in case I might missed an response ,. It is very important so that I do not miss any important actions that Need to be taken. Available / Online: As a user, I want to have the ability to see whether or not a owner or a renter who I want to communicate is available in real time, so that my question can get answered right away. . 1.6 User Flows Mapping out the task flows for each of my 3 primary objectives. Each flow clearly illustrates my persona's process through the product and includes well-thought-out alternative paths. 1.7 User Journey Map 1. Choroi User profile: Sanjana islam Khan Samia age: 18 Location: maniknagar ,Dhaka Goals: i. Search for a home in Choroi ii. Give the information about your wants iii. Choroi shows you the ideal home for you Scenario: Sanjana Islam Khan Samia wants ato rent a home in Dhanmondi, she searched in Choroi and gets multiple options (homes) which is available to pick from 2. home Owner User Profile: Samsul Islam Khan, Age \$9, Student, , Dhanmondi 27 , Dhaka Goals: i. Give a add of his home ii. Communicates with the people who are interested Scenario : 1.8 Content Audit Baribodol is going to be CHOROI's number one competitor. Baribodol, is a Bangladeshi app that operates an Online market place for lodging, House rentals.. Baribodol has done a wonderful job with simple but effective design where one can search for a accommodation. But there are some major lacks in that app such as lack of filter in search bar to specify the search for a home .Also enormous time gap between owner and renter can be seen because of the communication method of this App . 1.9 Competitive Analysis I'll be analyzing a potential competitor called Baribodol, is a Bangladeshi app that operates an Online market place for lodging, House rentals. which offers on-demandservice. Baribodol's mission is to ensure the convenience when it's About renting a home.in this app anyone can give a add of their home and also car search for a home to have rent. 1. One of the main features of my Choroi is search by filtering which makes it easy andmore accessible for a user to find a home. This feature is not as specific as choroi app in my competitor Baribodol. 2. There will also be direct phone call option which my competitor doesn't have. 3. Another main feature is the location of home will be showed in google map which my competitor doesn't have. 4. Owner and renter can communicate with each other through video calls. 1.10 Information Architecture Chapter 3 RESULTS 1.1 Low-fidelity Wireframing and Prototyping 1.2 Usability Test Methods CHOROI Moderated In-Person Usability Test by K. M. Imran Hossain Last updated January 7, 2023 Background: Initially, it's a house renting app .This app will be the medium of rent owner and renter Those who is searching for a accommodation and owner who Is trying to give their house or apartment to rent both of them can use this app. The owner will Put their House's information by putting locations, photos and facilities that he could provide. The renter will be able to choose their expected accommodation by searching their needs Goals: This project will

ensure the convenience when it's About renting a home and it will reduce the hassle which have to face during the process of renting a home or giving a home for rent. Test objectives: To determine the participant's learnability of navigating the app and if they understand the core features. Can users successfully: • Properly submit what kind of home an individual want. • Quick communication • Should be no hassle finding location of property. • Adding information Thoroughly about the home by the owner while giving Ads Methodology: The usability tests were conducted as a moderated study, three in person and three via Google Meet. I asked participants about how they book health appointments and their impressions while completing the tasks. Participants then commented further during a short debrief. A/B Test: During the moderated study I also observed the participant's preference with regard to signing up and creating an account. Do the participants prefer to 'Sign Up' at the beginning after launching the app, or would they rather 'Skip" the Sign-Up flow, and use the app to make sure they're enjoying the experience first? Background Questions: Before we take a look at the CHOROI prototype, I have a few short questions I'd like to ask you to help me get a beer understanding of how you might use CHOROI: ? How do you usually search for a home? ? Have you used any apps or websites to help yourself finding home? Open-Ended Questions: ? What do you expect to see when using a house renting app to search for a home or give a ads for your home ? ? What communication system do you want from a house renting App? Thank you for answering those questions. Now, I'd like to show you the CHOROI and start by your initial impressions of the app. spend some me looking over the home screen. 1.3 Design systems Typography Logo Splash page UI design for the APP Log in/Sign in Home page And Profile Search bar Give free Ads Communications Favorite List Your name : location Your age: Daffodil International University 1 Daffodil International University 2 Daffodil International University 3 Daffodil International University 4 Daffodil International University 5 Daffodil International University 6 Daffodil International University 7 Daffodil International University 8 Daffodil International University 9 Daffodil International University 10 Daffodil International University 11 Daffodil International University 12 Daffodil International University 13 Daffodil International University 14 Daffodil International University 15 Daffodil International University 16 Daffodil International University 17 Daffodil International University 18 Daffodil International University 19 Daffodil International University 20 Yes No It depends. Daffodil International University 21 Yes No It depends. Daffodil International University 22 Yes No It depends. Daffodil International University 23 Yes No It depends. Daffodil International University 24 Daffodil International University 25 Daffodil International University 26 Daffodil International University 27 Daffodil International University 28 Daffodil International University 29 Daffodil International University 30 Daffodil International University 31 Daffodil International University 32 Daffodil International University 33 Daffodil International University 34 Daffodil International University 35 Daffodil International University 36 Daffodil International University 37 Daffodil International University 38 Daffodil International University 39 Daffodil International University 40 Daffodil International University 41 Daffodil International University 42 Daffodil International University 43 Daffodil International University 44 Daffodil International University 45 Daffodil International University 46 Daffodil International University 47 Daffodil International University 48 Daffodil International University 49 Daffodil International University 50 Daffodil International University 51 Daffodil International University 52 Daffodil International University 53 Daffodil International University 54 Daffodil International University 55 Daffodil International University 56 Daffodil

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