

Questions for Residents															
	How many apartments are in your complex/ neighbourhood?	How do you submit maintenance requests?	>> How would you rather manage your requests? Why?	How do you remember to pay your monthly rent and bills? (eg. internet, utilities, renters insurance)	Does your apartment building have an online portal? If yes, what can you do there?	>> Are there things you wish you could do there, but can't?	Do you follow news or updates about your neighborhood? If yes, how?	Did you receive a welcome packet (eg. important phone numbers, info about amenities and facilities, parking, maintenance & neighbourhood guide) when you moved in to your apartment? If yes, do you remember what was included in the packet?	>> Do you ever need to refer back to the important info about the apartment (eg. contacts, facilities, maintenance, nearby places, etc)?	When you move into a new neighbourhood, how do you familiarize with the area? (Eg. look for restaurants, coffee shops, laundermats, events, places to visit, etc)? How do you find them?	How does your PM communicate with the residents? Do you like this? Why?	>> How would you rather be communicated by your PM?	Have you ever sold or given away household items/ furniture to your neighbors?	>> If yes, how did you go about doing that? If no, have you wanted to?	Would you be interested in using a marketplace with your neighbors? Why?
Megan	12 units	- We submit them online through the portal. You fill out a request and will be get an email when someone responds.	- I like this system.	- I have a notes app in my phone and refer to it whenever I get paid to see what bills I need to pay for that pay period.	- Yes - I can: Pay rent, Maintenance request, Purchase renters insurance - Want a Direct messaging system with the PM. Currently text and usually the replies aren't consistent with other services - I'd like my neighbors contact info with neighbours to let them know about packages, etc.	- Yes - I use the app called "Citizen" to know about crime in the neighbourhood - Also follow a Facebook group to know news about the larger neighbourhood	- No, just an email with the lease information.	- I never referred back to the welcome packet	- Coffee shops and restaurants mostly - Laundermats if there isn't a laundry in the building - I use Yelp to find restaurants because I like to see reviews. Would use google maps to see if I need to drive there - Don't look for events and don't know where a good place would be to find them. It might be listed on the Facebook group I follow for new and events	- My PM sends emails and I like it for easy access - Like it because it's easy to view wherever I am. Like if I'm not at my apartment for a few days, I'll still see it and be in the loop.	- Sometimes I wish I could get a text, so that it's easier to respond to. But I also don't want them to be texting me all the time, so I'm indifferent haha.	- I've never sold anything, but I've given away a space heater.	- I left it by the mailboxes with a note on it that said "free"	- Yes. I think it would be cool to have people to give furniture to, instead of leaving it on the sidewalk or throwing it away. I throw a lot of stuff away because I don't want to deal with figuring out who to give it to.	
Carla	35-50 units	- I call them directly so I can get a response quickly.	- I don't enjoy calling, would have preferred a list of things they could fix and not fix. So she knew whether to call or not. More info about response time.	- I knew the day before the 1st. Has personal reminders.	- No	- Yes, I would like to pay my rent there instead of handing over a check.	- Yes I use the Nextdoor app . I don't engage, I just read the emails. It's nice to see things about the neighborhood that I'm wondering about, but don't want to ask.	- Yes, a copy of the lease. It didn't feel friendly, it felt very technical. Wishes there was a separate segment that showed perks about the building , because she lived there for 2 years and didn't even know there was a jacuzzi. Didn't know the rooftop had a crazy view, places nearby, didn't know library was a block away and she could free movies there. Wishes there was more "pros" about the perks in the building and community. "Moving is always anxiety ridden and it would be nice to have something to look forward to." Really wishes he told her the about the garage and being able to store bikes or not. She chained her bikes because she saw people doing it, but he had to fire dept remove it. Would be nice to have communication about "moving the bike" no notice in the lobby or elevator.	- Never referred back to it, didn't even read it.	- I will drive around and look at the map of the area for parks, hospitals, urgent cares and stores. I walked up to my upstairs neighbor to introduce myself when I moved in. I had to find about the parks myself, but would have been nice if the landlord told me about it. I would like to know about grocery news. Whatever is in walking distance.	- They stuck a piece of paper on the door. No, because it would have been nice to get notified in a nicer verbiage. Or to ask us about preference for time.	- A notification on an app or an email would be nice. A notification about the washing machine/dryer would be amazing. communication on that.	- Yes.	We just knew our neighbors and would reach out to them personally when we needed things or if they needed stuff.	- I would be very interested in a marketplace!
Greg	59 + management office	I text my landlord	It's too manual right now a portal would be nice from my phone for reviewing a call or scheduling	I have a reminder on my phone set 2 days before the end of the month and then I keep reminding myself	No	yes I wish I could pay rent online through like direct deposit or a recurring payment. Sign in once a month	I follow neighborhood news through twitter accounts. Random people on twitter who set up neighborhood accounts about crime occurring. Also on Email list for neighborhood counsel	No just a quick tour	No.	On google maps what restaurants are nearby. I'd rather walk around or drive around. I just go places and whatever I already know about neighborhoods. Living experience has caused me to be in most neighborhoods. I use zillow or apartments.com to look at the market.	My PM posts messages on any elevator. One is up right now about how they're redoing the tiling. Just posted in common areas. Typically that's okay but because of Covid it's harder to see those notifications.	It's fine the way it is	No	Yeah, I just leave it out on the sidewalk and wait for someone to come take it	I guess so because it would be better than leaving it out on the side so. A marketplace would be cool to see what other people are posting in case they have something I want.
Bennett	8 units	Laughed for a while - Submit a request on a website which is a managment company for the building - Request is usually ignored	- I'd rather text my building manager directly so the problem is fixed quickly	- Direct deposits are set up to be automated - I get email reminders a day before from the website of the building management company	- Yes they do, it is the website i talked about earlier - I pay rent, see lease agreements, submit maintenance requests - Don't like the website because it's not intuitive and doesn't leave me with a good feeling since this is where all my money goes in a month	- Directly chat with PM for issues and get timely responses from the PM	- Yes - I walk around my neighbourhood since there are signs in restaurants and coffee shops - Or I'll just look up stuff if something interesting is going on	- Yes - Lease - Keys - Penalty charges - Parking - Process of moving out - Info on security deposit,	- Yes - I need to refer back to the important phone numbers so I could contact the PM when I didn't get a response on the portal	- I walk around the neighborhood - I will find places like restaurants, coffee shops, bars, grocery stores, beaches by foot	- They send an email seldom - when I moved in, when COVID started I don't like the emails, because they aren't two way.	- I'd like to be able to text to get quick responses - Being able to talk to in person	- Yes, I have given away furniture to neighbors.	- I gave a couch away to a friend who was helping me move at the time - I contacted a friend about a table I couldn't bring with me on my move and they came and picked it up	- Don't care about proximity. I'd be okay if anyone bought it. - I'd be okay giving away the stuff I have
Brendan	20 units	On the portal and that worked great. Used it often.	- I liked the portal.	Keep track of it on my own.	Yes, you could pay your rent and submit maintenance requests. Also, could rent out common rooms for parties and stuff.	-No, because it fulfilled exactly what I needed it for. I didn't really explore the portal.	- No, not actively. I passively follow news about my neighborhood if it's shown to me, but I'm not actively seeking it out.	- Yes. They gave a welcome packet and a roll of toilet paper which was nice. General stuff and info was in the packet, stuff about the building and how to get in, mail, maintenance, info on the building.	Maybe, once right after I moved in? Looked up contact info , but that might have been on the portal.	- I look stuff up on my phone - either google specific things or look on Google Maps. It would be helpful for a building to give a list of basics (post office, laundry, grocery stores, etc). Recommendations would also be helpful.	- I communicate with my PM through email and I like it.	- I liked email.	- No, because I didn't see any neighbors that often. I did it when I was at a smaller building where I had less neighbors and we communicated more.		- A marketplace would be useful. Especially when you're moving and trying to get rid of stuff.

Questions for Residents															
	How many apartments are in your complex/ neighbourhood?	How do you submit maintenance requests?	>> How would you rather manage your requests? Why?	How do you remember to pay your monthly rent and bills? (eg. internet, utilities, renters insurance)	Does your apartment building have an online portal? If yes, what can you do there?	>> Are there things you wish you could do there, but can't?	Do you follow news or updates about your neighborhood? If yes, how?	Did you receive a welcome packet (eg. important phone numbers, info about amenities and facilities, parking, maintenance & neighbourhood guide) when you moved in to your apartment? If yes, do you remember what was included in the packet?	>> Do you ever need to refer back to the important info about the apartment (eg. contacts, facilities, maintenance, nearby places, etc)?	When you move into a new neighbourhood, how do you familiarize with the area? (Eg. look for restaurants, coffee shops, laundermats, events, places to visit, etc)? How do you find them?	How does your PM communicate with the residents? Do you like this? Why?	>> How would you rather be communicated by your PM?	Have you ever sold or given away household items/ furniture to your neighbors?	>> If yes, how did you go about doing that? If no, have you wanted to?	Would you be interested in using a marketplace with your neighbors? Why?
Mia	23 units	Through the Online portal but it's closed because of covid so they're not fulfilling maintenance requests now.	the portal is fine	I just remember but we get a rent reminder on the portal to remind us to pay our bill like a week or so before	Yes, maintenance requests, pay rent, see detailed bill list, other information I haven't looked at	Not that I can think of	No	Copies of contracts, with info on what you pay for	- I never refer back to the welcome packet	I drove around with roommates to see what was around and find places to go to regularly. We just started going places and trying different places and then we got used to going to places daily or weekly.	He has our phone number so if he needs something he'll text us but if it's something big he would come to the unit and knock on the door because he lives in one of the complexes the leasing company owns and we see him often. Mostly texting. Texting is fine because it's easy	No it's fine	No	Not really	I guess a marketplace would be cool
Key findings		- 4 out of 6 users (60%) use an online portal to submit maintenance requests - 2 out of 6 (40%) directly communicated with the PM about a maintenance issue	- 5 out of 6 users (83%) preferred an online portal to communicate with their PM	- All users (100%) remember to pay their dues on time through a reminder system of their own (i.e. 1st of the month, phone reminders, automated payments, etc)	- 4 out of 6 users (60%) use the online portal to pay rent and submit maintenance requests - 3 out of 6 users (50%) have other functionality on the online portal (such as booking common spaces, seeing bills details and purchasing renter's insurance)	3 out of 6 users (50%) users wish their online portal had more functionalities (such as automated payments, direct messaging the PM about issues, communicating information to neighbors)	2/6 Users (33%) actively follow news about their neighborhoods.	4/6 users (66%) did not receive a welcome packet.	5/6 users (83%) never referred back to the welcome packet and didn't find it useful.	5/6 users (83%) drive or walk about their neighborhood to to familiarize themselves.	3/6 (50%) of users communicate with their PM through email and like it.	3/6 users (50%) would prefer a quick response, such as a text message from their PM.	4 out of 6 users have sold or given away furniture to neighbors	3 out of 6 users leave furniture outside their house and wait for someone to take it	4 out of 6 users would be very interested in using a marketplace to make it easier to sell old furniture