

Urban Leisure User Interview Guide

INTRODUCTION

My team is conducting interviews to learn more about CoLiving

If you don't mind, I'm going to take some notes while we speak. May I record our conversation? And is it okay for us to take about 10-15 minutes to talk?

All information will be used for educational purposes and will remain confidential.

OPENING QUESTIONS

- First name
- Age
- Gender
- Occupation
- On a scale of 1-5, 1 being most unsatisfactory and 5 being most satisfactory, how would you rate your current/previous co-living experience?
Why did you give it that number?
- Tell me about the communal aspect of co-living. On a scale of 1-5, 1 being not important and 5 being very important, how important is the communal aspect in the co-living experience?

TOPIC-SPECIFIC QUESTIONS: SEARCH

- How did you hear about your co-living?
- What resources did you use when looking for your co-living space?
- What about co-living attracted you?
- Why did you choose co-living?
- What were you looking for in a co-living space?
- Were there multiple ppl you had to get in contact with

- Were there any aspects of co-living that you enjoy and didn't you enjoy? Why?

TOPIC-SPECIFIC QUESTIONS: TENANCY

- Thinking about your last co-living experience, how long was the duration of your residency? - What kept you there for this amount of time?
- Walk me through your day-to-day (in relation to the co-living space)?
- What co-living service did you use? Why did you choose this one? Did you look at other co-living services?
- What app(s) did you use while living in the co-living space? Why?
- How did you use that app(s) in the co-living space?
- How did/do you pay rent?
- How do you budget your rent and expenses?
- How did you communicate with the landlord? How often? What were those communications about?
- How did you engage with other tenants? Any app? What was that experience like?
- How often did you participate in the events? How was the events organized?
- Tell me about your most memorable co-living experience

Potential follow up questions

1. Think back to the application process, how was that experience like for you?
2. Were there any deal breakers that would have prevented you from moving into a co-living environment in the beginning (features or services) that would have prevented you from living in a co-living space? And Why?

3. How flexible were you about matching up with roommates? Were there any hesitations for the roommates they pair you up with? Were there any agreed upon house rules amongst roommates?

4. Were there any amenities you took advantage of in the beginning? How about now?

5. How did you adapt to the new coliving environment? Explain the process of settling in the beginning

CLOSING QUESTIONS

Based on our conversation, is there anything else you'd like to add?

FOLLOW-UP & CONCLUSION

Can I follow up with you in case there are additional questions on my end?

Thank you for your time!