

## Travelbox

# Interview Questions

Conducted six interviews total. Five participants work in film production, and one is a healthcare professional with traveling nurse experience. The below questions were asked to understand how they find short-term housing, their relocation process and challenges they experience when temporarily relocating for short-term work. The data gathered from these interviews were valuable to the research and a foundation to creating the Travelbox app.

### Questions

- Tell me about the last time you relocated in the US for a short-term job?
- What went well?
- What setbacks did you face?
- How is the rental paid for?
- Do you have a process for finding short-term housing?
- If apps are used, which ones?
- What features do you like (and dislike) about these apps?
- When finding properties from different apps, how do you keep track of them all?
- What are some factors that help you decide what areas to live in?
- Safety? Lifestyle? Commute?
- What are some of your must-have accommodations?
- Do these play a factor in your monthly housing allowance?
- Do you relocate with a spouse, partner or pet?
- Do you get reimbursed for expenses like shipping costs (i.e. car, living essentials, cookware, necessary furnishings)?
- Does your employer pay for the rental deposit?
- How do you decide what to pack, especially if the rental doesn't have everything you need?
- When arranging the move, do you track your expenses?
- How do you go about exploring and learning about the new city you live in?
- How do you feel when preparing for the relocation?
- If you were to do this move again, what would you do differently and why ?
- What do you do with your current residence while you're away?

### Pain points

- Relocating can be stressful
- Process of relocating can be disorganized
- Safety ratings not built into app, have to Google research to get info
- Booking feature non-accommodating when needing to extend stay beyond timeframe – especially when the place is already booked after that date
- Search results misleading when a great listing is shown, but you realize they're not in your exact preferred neighborhood, but in a "general" vicinity farther away
- Other apps (besides Furnished Finder for travel nurses), geared for vacationers not short-term working professionals
- Issues with what to do with current residence and car while gone
- Hidden, extra fees play a factor in housing allowance/ per diem
- Area attractions, local insights, weather info not built into app, have to Google research to get info
- Need to be better about tracking expenses
- Deciphering what to pack (or not) since shipping costs not reimbursed

**Patterns**

- Reviews and ratings very useful
- Find housing within or under budget big factor
- Find housing within short commute distance
- Avoid out-of-pocket expenses

**Conclusion**

The interviews revealed that existing apps miss features to make temporary relocation more efficient and less stressful. Most apps are geared for vacationers. Only a few focus on professionals seeking short-term housing.