

Assignment #2: POVs and Experience Prototypes

Hello!

**We are Kevin,
Chester, Sabrina,
and Hannah**



Our Problem: Accessible Housing

Initial Point of View

- **We met** students and recent graduates who had to find housing on their own in a new city for the first time.
- **We were surprised to find** that they were unsupported by institutions, and left to advocate and fend for themselves.
- **It would be game changing if** accessibility was made a priority in housing networks

Needfinding Results

Betty Nguyen



SAY

- "neighbours call the cops on us" - isn't used to this
- one family per house - lots of drive space
- knows friends in home - moved into existing group house "bit of a mess"
- house is very nice
- wants personal space to do work
- had to choose between living w/ few people, own space but less, and more people, but more space even if less private
- was deciding between living w/ old friends and having a fresh start
- likes the funky vibe of the house - autonomy over her space
- "sense of surveillance"
- welcoming space - chosen for friends to come and hang out and stay the night
 - lives on hills, but has lived on hill before
 - lots of dude energy
- Big Koda theory - strong, womanly, intense, w/out let a piece of it

DO

- Doesn't go outside much
- Doesn't interact w/ neighbours
- shares house w/ old friends
- roommate Clare
- lives in large shared house w/ 5 others.
- commutes ~ half hour each way
- has searched online for houses
- struggled w/ having search enabled up choosing (exact) option?
- lives in SF in 5 bed 3 bath house

THINK

- sense of community is important
- affordability is high on list of priorities
- path of least resistance
- alone time/self time is important
- words a sense of peace and restfulness
- the neighbours don't like the house
- the neighbours have the power/authority to kick them out
- enjoys hanging fun - the company of good friends
- affordability is a key factor, but ~~is~~ isn't important factors.
- important to be herself - self expression
- physical comfort not a priority
- neighbours are a source of tension
- wants to be comfortable in her own home

FEEL

- like she doesn't belong in the neighbourhood?
- self conscious in own back yard bc quiet, sound carries.
- good to be surrounded by friends
- supported by friends
- tension between neighbours over the location of their home
- like they don't have autonomy over the location of their home
- sense of the community and values of the home
- no security in their home (it could be taken away)
- like she can be herself in the house, but not outside it
- safe in her community of the home
- community is a high priority need.

Comfort

Community

Needfinding Results

Teri Adams



→ They live in a mobile home and it was cheaper to install a chair lift than it was to install a ramp

→ property owner has to allow accommodations, but it has to be out of pocket for the person that needs those accommodations

→ Center for Independent Living does great work to make things way more accessible

→ newer, more expensive homes are usually riddled w/ more accessibility accommodations

→ wheel chair, disabled director of OAE

→ Very calm, talks very slowly

→ Seemed very forlorn about prospects of finding housing

→ older woman, knowledgeable about real world experiences w/ disability

→ lots of long pauses and silent time

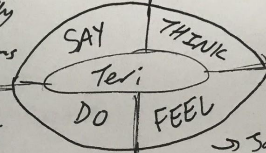
→ gestured a lot w/ hands

→ User thinks alot about how to make housing and academics accessible for students

→ user believes that housing is extremely unaffordable for them, budget enough to have housing

→ sets standard as utopian compared to the real world when thinking about accessible housing

→ hardest thing to accommodate for in an inexpensive manner is wheelchair accessibility



→ Saded about prospects of finding housing as a disabled person

→ prospects of finding housing that is AFFORDABLE.

→ The bay area is not a good place to be disabled and low income

→ Stanford and other institutions do a good job of accommodating ppl w/ disabilities

(In)Accessibility

Affordability

Needfinding Results

Lisa Ng



SAY:

- "I'm so excited in community so I wouldn't go somewhere where I didn't know anyone."
- "If I had unlimited amounts of money..."
- "people said I could stay with them for a couple weeks until I got housing"
- "I don't think there's anything I would do with"
- "wouldn't change anything about the present at all"
- "yes I'm on the look for places to rent in Willow"
- "I wouldn't want a big luxury apartment"
- "apartments you can see to look at, but hard to find affordable housing"
- "don't care the price"
- "biggest barrier to looking for housing is the price."

DO:

- talked quickly
- turned back and forth in a really chair
- felt sure she'd think before answering
- answered very concisely
- tone of voice was "so by ideal"
- typed on computer
- hand gestures

THINK:

- not that complicated
- I'm a capable and independent person
- I can make things work even while looking for a cheaper place
- ~~don't~~ probably doesn't think there's anything wrong with the housing search process
- doesn't have accessibility concerns
- thinks lowest is reasonable and adaptable
- things are a bit harder because I wasn't in the area

FEEL:

- lucky to have gotten a place in a really good location
- excited about how big her room is
- excited about living in the room as
- ~~was~~ allocated by Barboly as an elite research institution
- stressed about work
- confused about why I was asking specific questions

Community

Resources

who were surprised to find:

Betty feels uncomfortable in her own backyard because of the judgement of her neighbours.

Teri has experienced in the real world, finding affordable housing that also allows affordable accommodation is extremely difficult, especially in the bay area.

Lisa was able to have a very easy housing search because of the resources made available to them through their community.

It would be game changing to...

Allow Betty to feel comfortable in her own space regardless of who is around

Connect the disabled low income community more easily with resources available to them

Leverage these resources across other communities, lending their utility to people like Betty and Teri, who may find it harder

How Might We...

From Betty....

How might we give Betty a greater feeling of control in the housing process?

From Teri....

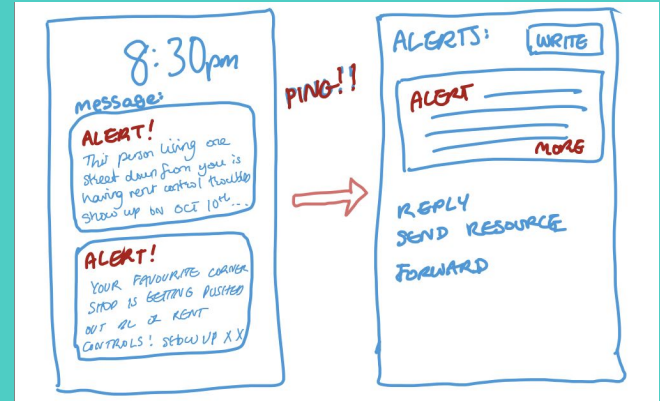
How might we prioritize housing for those who most need it within the disabled/low income communities?

From Lisa....

How might we create communities like Lisa's?

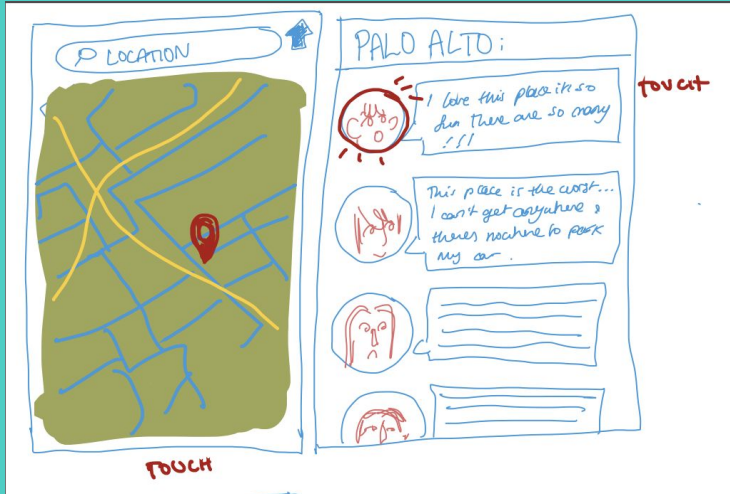
Prototype #1

Housing Call to Action Alerts



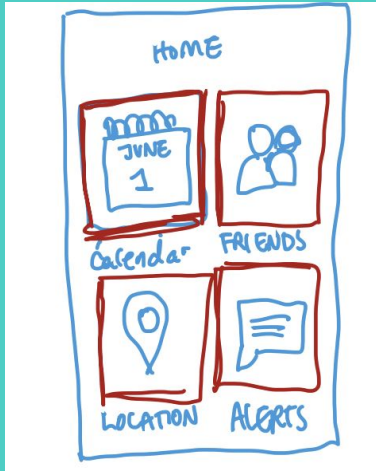
Prototype #2

Neighborhood Reviews



Prototype #3

Aggregate Accessible Houses Search



Next...

- ▣ **create a solution that not only aggregates all these resources, but also allows for organizing in these communities in order to strengthen the bonds between those in the network, and to protect these communities from the adverse effects of problems such as gentrification, rent hikes, etc.**

