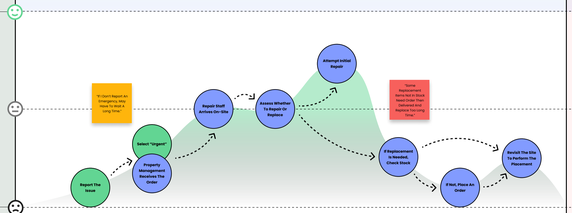
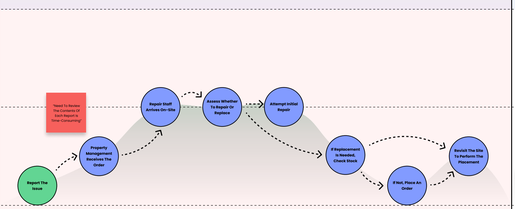
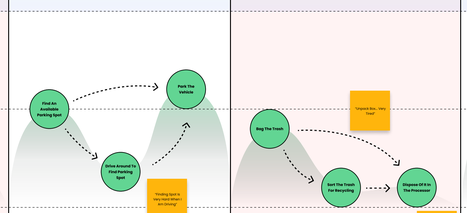
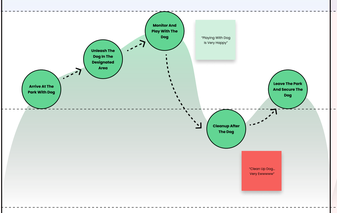
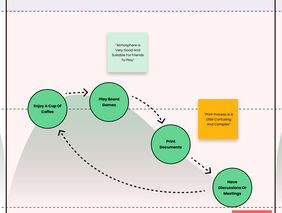
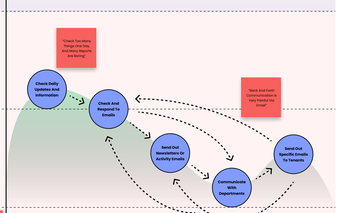
	Major Appliance Repair	Minor Household Item Repair	Parking	Garbage Disposal	Dog Park	Public Spaces	Property Management Office
Emotion							
	Tenants Apt Officer & Maintenance Staff	Tenants Apt Officer & Maintenance Staff	Tenants		Tenants		Apt Officer & Maintenance Staff
Description	Report Any Issues Or Malfunctions With Appliance To Property Manager Tenants Have The Option To Label It As "Urgent" Receive The Repair Order From The Tenant Collecting All Info Receiving The Repair Order, Staff Arrive On-Site To Address The Appliance Issue Assess The Appliance To Determine Whether Repair Is Appropriate Attempts To Repair The Appliance Using Their Expertise Checks The Available Stock To Ensure A Suitable Replacement Appliance Returns To The Site To Install Replacement Appliance	Tenant Report Any Issue On Damages, Providing Specific Details Receive The Repair Order From Tenant Arrive On-Site To Assess And Address The Item-Repair Assess The Item To Determine Whether It Should Be Repaired Utilize Their Expertise Tools And Any Necessary Replacement Check The Available Stock To Ensure A Suitable Replacement Install The Replacement Item	Locate An Available Parking Sot Drive Around The Property Premises To Find An Available Parking Spot Park Their Vechicle In An Available Parking Spot Following Rules	Bag The Trash Before Disposing Of It Place The Waste In Appropiate Trash Bag Sort The Trash, Separating Recyclable Material From General Waste Dispose Of The Sorted Trash In The Designated Waste Processor	Take The Dog To The Dog Park, Flowing The Rules Unleash The Dog Allow Them Play With Friends, Following The Guidelines. Monitor Their Dog And Play Within The Dog Park. Clean Up After Dog By Picking Up The Waste Using Provided Bags Leave The Dog Park, Ensure Their Dog Is Securely Leashed Or Controlled	Sever A Cup Of Coffee In Public Space, Utilizing Provided Facilities Play Board Game In Public Space Enioying Social Interaction Utilize Available Printer Engage Indiscussion Or Hold Meeting In Public Space	Routinely Review Daily Updates And Information From Various Sources Regularly Check And Promptly Respond To Email, Ensuring Efficience Communication Send Out Regular Newsletter Or Activities Email To Keep Tenants Informed Interacts And Share Information With Various Department Send Personalized Email To Tenants, Addressing Specific Concerns.
Pain point	Hard To Handle & Prioritize Too Many Reports At One Time Not Repair On Time Because Of Too Many Reports Need To Wait Unsmoothly Reporting Process Because Of Delay Of System Responding Uncertain Time Of Arrival Of Repair Staff Out-Of-Stock (Need Time To Wait) Hard To Clarify The Urgent Degree All Residency Select "Urgent" Causing Waitting List Untransparent Fee? "Worried" Cannot Fully Track The Process Of Repairing	Waste Of Resources Repair Tools Are Expensive For Short-Term Or Short-Term Or Interactional Tenants Next To Wait Lack Current Platforms / Channels Out-Of-Stock Causes Long-Time Waiting Cannot Fix It On Time Because Of Shortage Of Master Staff Not Cost-Efficient Enough Need To Wait For A Long Time In Waiting List Untransparents Price/Charge Don't Have Tools For Self-Repair Hard To Diverse The Minor From Major Long-Duration Of The Repair	Limited Space For Tenants Unfixed Parking Spot - Need Find Every Time Sometimes Are Occupied By The Visitors Car Accident Limited Parking Area	Oversized Trash Like Furniture Hard To Copy With Can Not Put All Of Trash In The Proper Bag Ununiform Rule Don't Fully Understand The Rule - Unspected Charge Hard To Carry Oversized Trash To Disposer Cannot Sort It Correctly (Cause Fine) Dirty & Smelly	Sometimes Cannot Control Dogs Because Dog Cannot Understand Human Don't Want To Clean Up Because Of Dirty Dog Shit Fighting Between Dogs Causes Dog Injuries	Overuse Of Public Supplies Overcrowding Tenants Because Of Limited Space Feel Embarrased When Socializing Limited Space For Teants To Use At Anytime The Noise Of The Public Space Causes Unsatisfied User Experience Unknown Damage Public Supplies Not Replenished On Time High Costing Of Proper Manager Waste Of Resources	Delay Of Respond Because Of Too Many Emails Lack Of Engagement And Motivation Because Of Messy Management System Delay Of Sending Newspaper Because The Limited Information Transformation In Small Apartment Untimely Up Dating Can Not Communicate With Other Department In Time Because Of Different Time Schedule Messy Mailbox Of Inquires And Complaints