

## Moving Home- User Research Questionnaire Scripts

### About Home Move

When did you move home?	
When did you contact the council? Was it when you moved home or prior to moving home?	
Please could you tell us about the last time you contacted your local council when you moved home?	

### Motivation for contacting the council

What was your motivation when you contacted the council?	
What were you trying to get done when you contacted the council and why	

### Needs to achieve the motivation

To achieve your motivation for moving home when you contacted the council, what do you need?	

### Activities/Tasks

What kind of activities did you carry out when you contacted the council and why?	

### Environment

What sort of home did you move to? Why did you choose to move into that home?	

## Interaction/Community

When you moved home, did you move in just yourself or you family members- people and communities	

## Tools/Objects

When you contacted the council what tools/technology did you use?	

## Rules

Are there any issues that informed your decision and actions when you moved home?	

## Tasks to be Done / Goals

What is your day to day tasks?	
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## Likes / Frustrations

What do you like about the current ways that you have dealt with the council when you contacted them about your home move?	
What are your frustrations about the current	

ways that you have dealt with the council when you contacted them about your home move?	

## Wishes

If you had three wishes to make the process better for you what will the wishes be?	
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