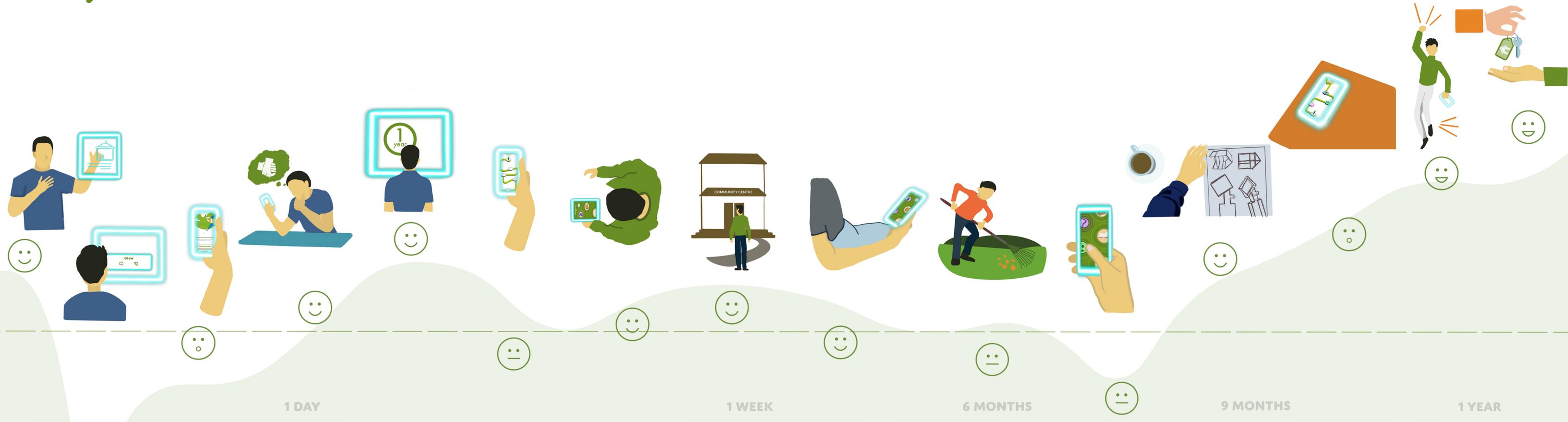


# USER JOURNEY MAP



BROWSES ABOUT TO PURCHASE HIS FIRST HOUSE



FINDS OUT THAT HE IS NOT ELIGIBLE TO PURCHASE A HOUSE DUE TO HIS SUBSTANDARD DATA CITIZEN RESULTS

HOUSING RECOMMENDS THE COMMUNITY-BASED SYSTEM GROW - WHICH WILL SIGN'S UP FOR

HE INCLUDES HIS FUTURE AND IMPENDING GOALS (PURCHASE A HOUSE & GAIN NEW SKILLS) WHICH HE CAN BUILD UP TO ACHIEVE OVER THE DURATION OF THE JOURNEY

HE FINDS OUT THAT IT WILL TAKE HIM UP TO ONE YEAR TO BE ELIGIBLE TO PURCHASE A HOUSE ON CONDITION THAT HE INVESTS WITHIN HIS IMMEDIATE ENVIRONMENT

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NOTICES THAT THE SYSTEM OFFERS A LOT OF ACTIVITIES WHICH HE CAN PARTAKE IN, WILL SELECTS TO JOIN THE COMMUNITY MEETING.

HE MAKES HIS WAY TO THE COMMUNITY CENTRE AT 7PM

CONTINUES TO INVEST IN THE COMMUNITY BY COMPLETING TASKS AND INPUT - THE MORE TASKS THE MORE ACCURATE THE RECOMMENDED ACTIVITIES ARE FOR WILL

HE SELECTS TO TIDY UP THE PATHWAYS NEAR THE LOCAL PRIMARY SCHOOL

WILL STARTS TO FEEL UNSURE DUE TO A MYSTERY ACTIVITY POPPING UP ON HIS RECOMMENDED

HE IS VALUED AS AN IMPORTANT MEMBER OF THE COMMUNITY RESULTING IN HIM PARTICIPATING IN A SECRET COMMUNITY PROJECT - BUILDING A NEW COMMUNITY HUB

HE IS SURPRISED ABOUT THE AMOUNT OF CARE SKILLS HE HAS GAINED THROUGHOUT HIS JOURNEY

GETS A NOTIFICATION FROM GROW TO ANNOUNCE HE IS NOW ELIGIBLE FOR A HOUSE

WILL PURCHASES HIS FIRST HOUSE AND GETS THE KEYS