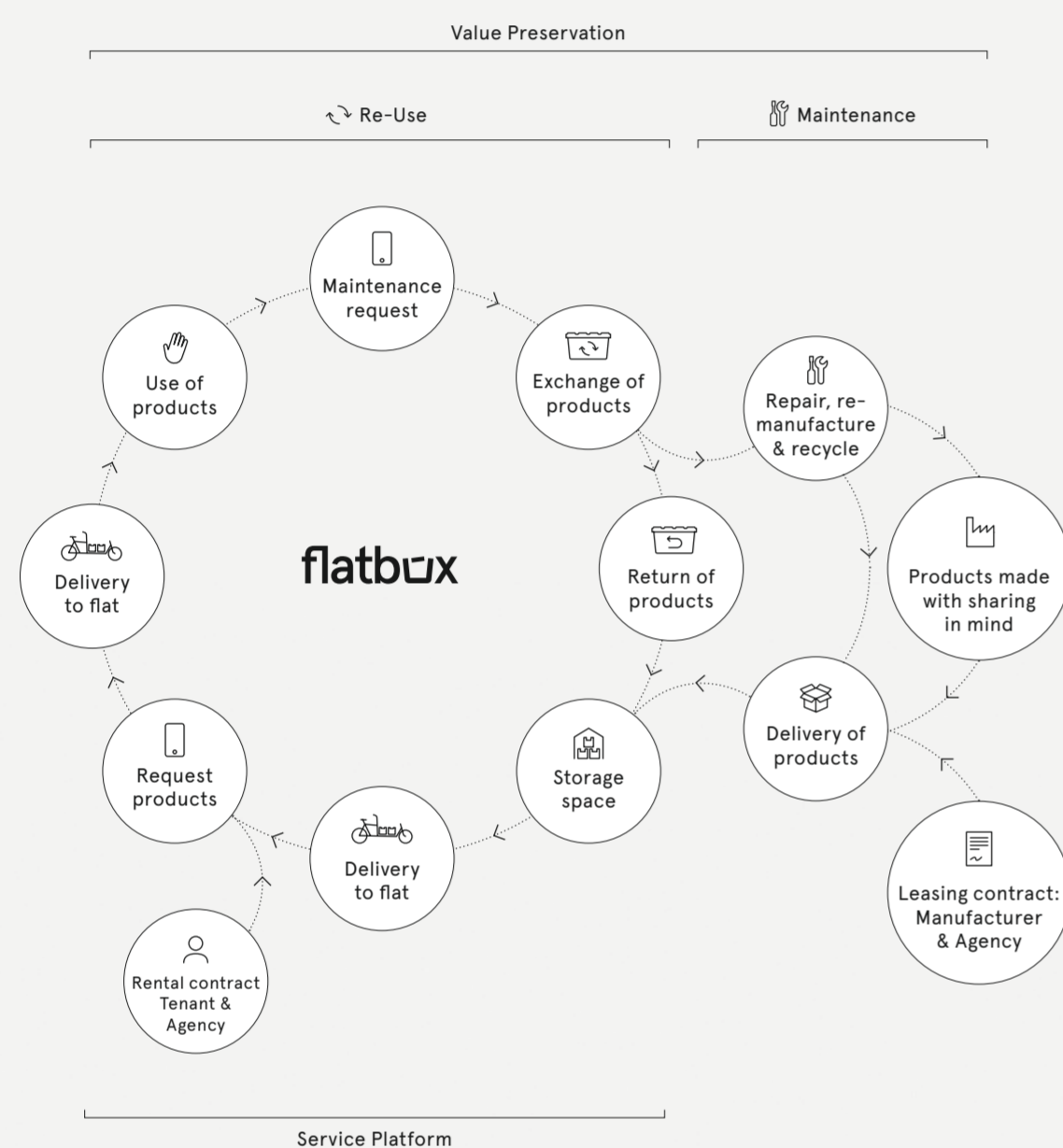


A service that contributes to a better co-living experience, based on principles of a circular economy.

flatbox

Service Concept

Flatbox is a sharing platform that can be implemented in all kind of rented properties. Especially made for flat sharing, flatbox is a service that provides products permanently or temporary to tenants. Flat share agencies and landlords lease products directly from manufacturers. With an app and digital management platform, products can be ordered by tenants and maintenance requested. Products circulate within storage boxes between tenants, suppliers and manufacturers to provide a 'closed loop' service.



User Journey Today



"I am pragmatic. When I move, everything that is not expensive goes into the bin. Moving is every time an update on 'what do I really need!'"

Paul (27)

Junior Consultant, living in East London
- The Pragmatic -



"When you travel - you sometimes forget stuff and then you just buy it. You can buy everything, everywhere."

Anna-Marie (24)

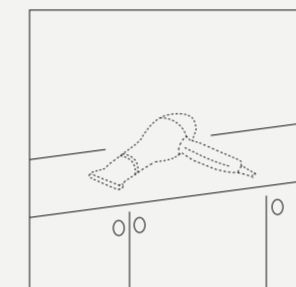
Student, living in North London
- The Convenient -



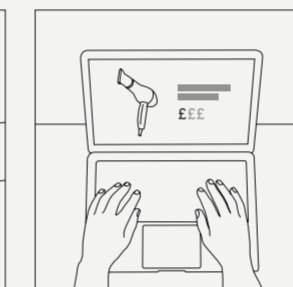
1. Sign rental contract
Anna-Marie moves to London and finds a cheap flat share. She likes that the flat is furnished by the tenants with bare necessities which she does not have to buy.



2. Move in
After she has moved in, she recognises that basic things are missing and existing products are leftovers from other tenants which are not in good condition.



3. Missing product
Anna-Marie needs a hair dryer, which she can not find in the flat. She forgot to bring one from home and it would not have fitted in her luggage.



4. Search product
The easiest way for Anna-Marie to get a hair dryer is to buy new. She searches online for a cheap one which she can use during her stay.



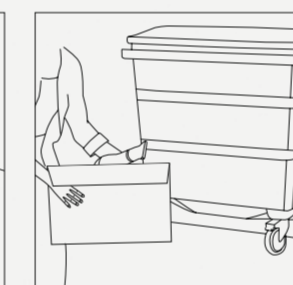
5. Buy cheapest one
Anna-Marie found a cheap hair dryer at Argos which is close to her flat. She has chosen the cheapest one because she doesn't want to spend much money on something that she will only use for a short time.



6. First use
After the first use, she was not really satisfied because of the low quality. For her short stay it will be okay - but after she has moved out, she will definitely get a better one.



7. Move out
At the end of her stay, she has to move everything out of her room. None of her flatmates wants the cheap hair dryer and it doesn't fit into her luggage. She is annoyed and doesn't want to keep this 'crappy' thing anymore.



8. End of life
She places the hair dryer together with other things she has bought over time next to the waste containers. She feels happy to have gotten rid of this burden.

User Journey Tomorrow



"During my short stay in the flat share I got access to a lot of products which I would have otherwise had to buy."

Emily (24)

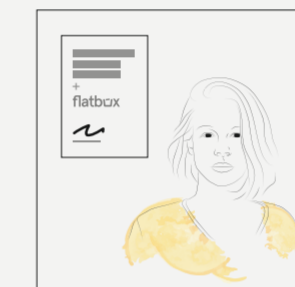
Student, living in East London
- User -



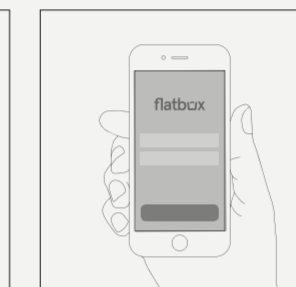
"A lot of the tenants prefer my properties because of the convenience which is added through the service."

Samir (45)

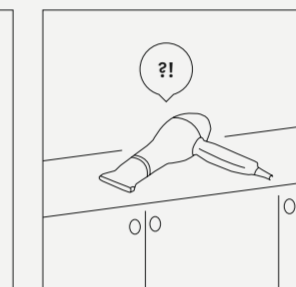
Estate Agent in East London
- Service Provider -



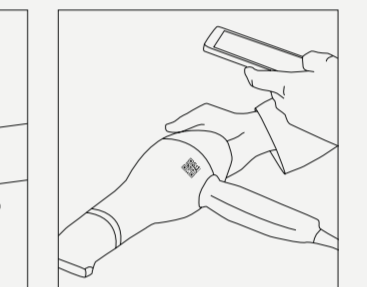
1. Sign rental contract
Emily moves to London and finds a flat share with the flatbox service. She likes that it is fully furnished and she can borrow products she will need during her stay.



2. App login
After signing the contract, she gains access to the flatbox app where she can borrow items and also request maintenance of existing products.



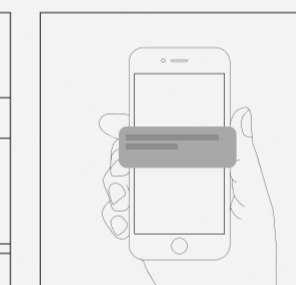
3. Broken product
Emily realises, that the hair dryer doesn't work properly anymore. She was told by her estate agent that she easily can request a replacement.



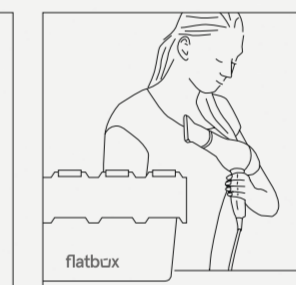
4. Request exchange
Within the app, she scans the code on the product and writes a short note about the issue. She requests the replacement, which will be delivered to her flat in a few days.



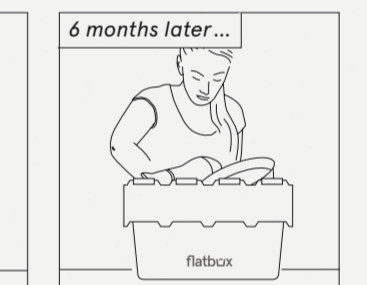
5. Place storage box
Emily gets a notification which says that she should place the storage box outside of her door to receive the replacement tomorrow.



6. Delivery notification
The next day, she gets a notification that her item has been replaced and stored safely in the box.



7. Receive new product
Emily is happy that the agency cares about her and she does not have to buy a new one.



8. Move out
At the end of her stay, Emily leaves the flat and places all the items she has requested over time in the storage box which will go back to the agency.

Impact



Better Co-Living Experience

The service contributes to a better co-living experience for tenants which is rooted in more flexibility and convenience. Instead of buying new, borrowing products will save the user time and money. Through the access to a range of products and maintenance, a higher living standard can be reached.



New Income Stream & Improved Loyalty

A new income stream for service providers contributes to a growth of their businesses. The service improves customer loyalty and creates market advantages towards competitors. A more convenient way of managing stock and maintenance might also lead to better employee satisfaction and an increase in efficiency.



Circular & Sustainable

The re-use of products increases their lifetimes, reduces waste and keeps their value at its highest level. The service can be implemented in functioning and existing systems. It enables products to circulate in closed loops, which is profitable and resource efficient.



User



Service Provider



Manufacturer

