

## Next, for 10 minutes interview the client, include questions like

- What is the space? Is it virtual, physical, a combination or something else?
- Where do you gather?
- What elements currently exist? Social media/website/physical space(s)/ group meetings/WhatsApp groups/ other
- What other elements would you like to exist, but don't have right now?
- Who currently manages the space(s)? Are they management, collective, co-operative, service users, a mix or something else?
- Who currently uses the space? Are they management, collective, co-operative, service users, a mix or something else?
- What is the relationship between the people that manage the space and people that use this space?
- Are there any tensions between these two sets of people? What are they?
- Have you had any complaints or feedback about the space prior to this session that you can share?

...and other questions that you believe are relevant to the space you will be designing.