

Search results - desktop

spotahome (logo)

Find a home

How it works

My stays

Help

Log in

13

I'm looking for [a room or a studio] in [Madrid], from [1 Dec] to [28 Feb], for [€6,500 max] in total, [bills included].

6

+ registration allowed

+ weekend check-in

+ visited in person

2

412 homes fit your total budget · sorted by total for the stay

3

2-bed apartment, Orcasitas

Visited · Nov 2025 · signed by ...

Bills: yes
Registration: no

€6,270
for 3 months

☒ Compare

Flatshare room, Ibiza

Visited · Nov 2025 · signed by ...

Bills: yes
Registration: no

€2,190
for 3 months

☒ Compare

Studio, Lavapiés

Remote · Sep 2026 · signed by ...

Bills: yes
Registration: no

€4,480
for 3 months

☒ Compare

Studio, Chamberí

Visited · Mar 2026 · signed by ...

Bills: yes
Registration: no

€5,390
for 3 months

☐ Compare

Room, Malasaña

Not checked yet · signed by ...

Bills: yes
Registration: no

€2,610
for 3 months

☐ Compare

20

Your comparison · 3 homes

Ibiza · €2,190

Lavapiés · €4,480

Orcasitas · €6,270

Checked

Bills

Check-in

Registration

Request all 3, in order of preference

Nothing is charged before you confirm

To test: is comparing 3-month totals, without a map alongside, enough to choose?

FINDINGS ADDRESSED (AUDIT GRID NO.)

- 13

The search reads as a sentence: dates and total budget are set from the start, so every price becomes a total for the stay.
- 6

Filters missing today (registration, weekend check-in, in-person visit) become additions to the sentence.
- 2

Sorting and budget use the total for the stay, not the rent alone.
- 3

One row per home: dated verification, who signs the lease, bills and registration, before even opening the listing.
- 20

The comparison prepares ranked requests: the tenant picks the order before sending.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Listing, price and checks · desktop

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< See all homes

Video tour

Photos

To test: is €6,270 read as the monthly price?

2-bedroom apartment in Orcasitas, Madrid

85 m² · 2 bedrooms · 2 bathrooms · bills included

What was checked, and when

7

• Visited in person by a Spotahome homechecker

6 Nov 2025 · 11 months ago

• Video and floor plan made on that visit

6 Nov 2025

8

○ Not checked: noise, neighbours, internet speed

Ask the landlord, below

Who signs your contract

24

Orcasitas Rentals S.L. · a company · 279 homes on Spotahome

Agency fee: none · Contract: see the template · Replies in 9 to 15 h

9 Reviews of this home

★ 4.2 · 12 stays

Stayed Jan - Mar 2026

Stayed Sep - Dec 2025

Your stay

1 Dec - 28 Feb · 3 months

Total for your stay

15

€6,270

+ €500 deposit, refundable

16

Today

the request is free

0 €

On confirming

1st month + €650 Spotahome service fee (non-refundable)

€2,450

Before arrival

€500 deposit + €99 insurance, to the landlord

€599

Each month

bills included

€1,800

On leaving

cleaning

€121

23

Check-in Mon - Fri 15:00 - 24:00 · Tue 1 Dec ✓

19

Send request · free

If the landlord accepts, you confirm before paying.

FINDINGS ADDRESSED (AUDIT GRID NO.)

- 7

Visited in person or checked remotely, and how long ago ("11 months ago").
- 8

What the check doesn't cover is said before paying, not "within 24 h of arrival".
- 24

Who signs the lease, their fees and their contract are visible before the request.
- 9

Dated reviews of the home itself, on top of the landlord's rating.
- 15

A "Total for your stay" line at the top, split by moment: today, on confirming, before move-in, each month, at move-out.
- 16

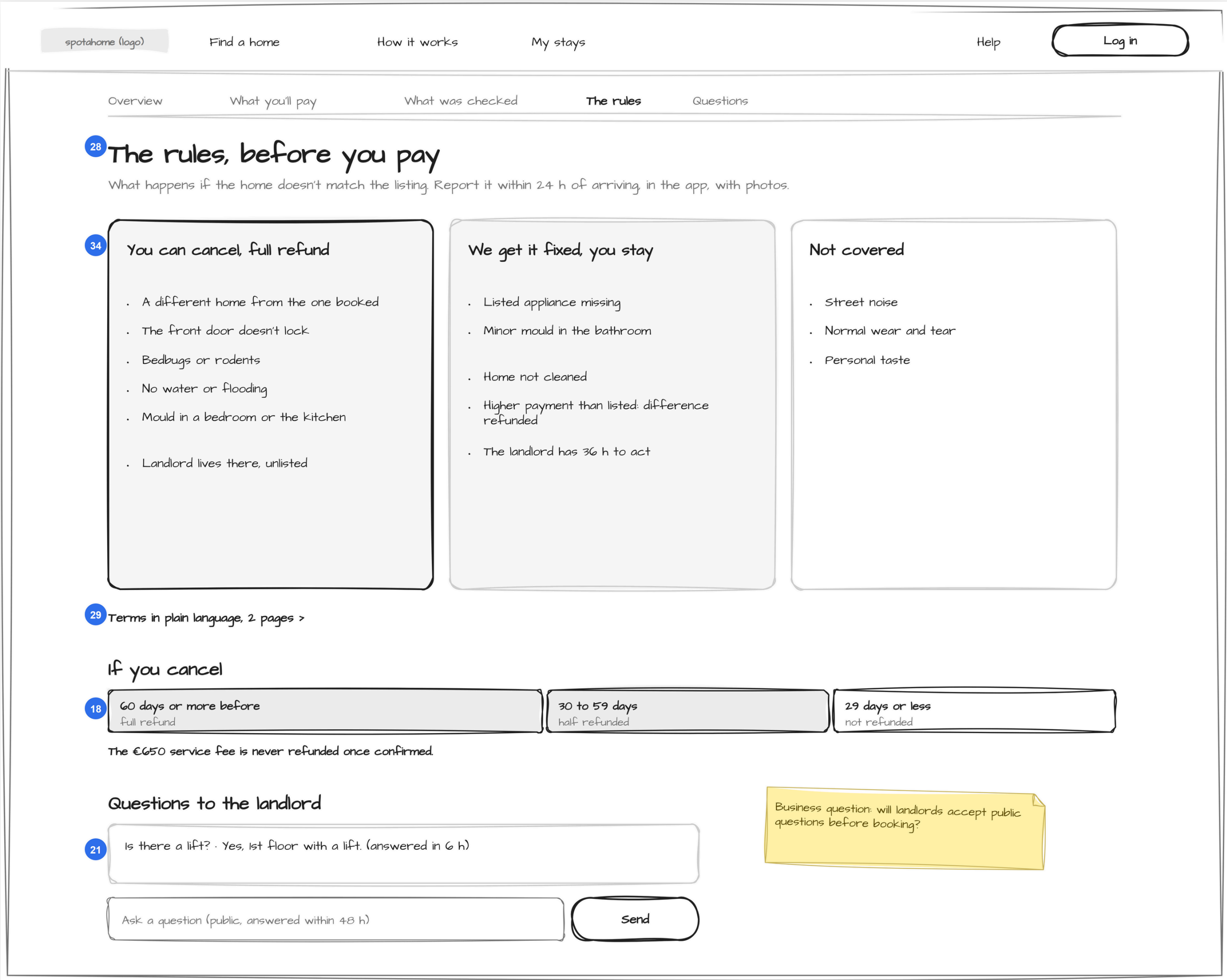
The Spotahome fee is called a "service fee" and flagged non-refundable: it's no longer presented as a "guarantee".
- 23

Check-in hours are checked against the chosen dates, next to the price.
- 19

The button says it charges nothing; the charge waits for the tenant's confirmation.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Listing, the rules · desktop



FINDINGS ADDRESSED (AUDIT GRID NO.)

- 28** The rule itself is shown where the promise is made, in three readable columns.
- 34** "The landlord lives in the home", unlisted, moves to the cases that give a right to cancel.
- 29** A two-page plain-language summary, instead of 31,644 machine-translated words.
- 18** The existing cancellation tiers are kept, shown as a timeline.
- 21** Questions before paying, public and relayed, without going around the platform.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

My requests - desktop

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20

Your requests for 1 Dec to 28 Feb

Drag them to rank them. If several landlords accept, we offer your highest-ranked choice first.

19

Ana accepted for the studio (your 2nd choice).

Your 1st choice replies before tomorrow 18:00. Confirm now, or wait: we hold the studio until Thursday 18:00.

Confirm · €2,450

Wait for my 1st choice

≡

1

2-bed apartment, Orcasitas

€6,270 in total

Waiting for the landlord · reply before tomorrow 18:00

≡

2

Studio, Lavapiés

€4,480 in total

Accepted · held for you until Thursday 18:00

≡

3

Room in a 6-bed flat, Ibiza

€2,190 in total

Waiting for the landlord

19

Nothing has been charged. You only pay when you press Confirm.

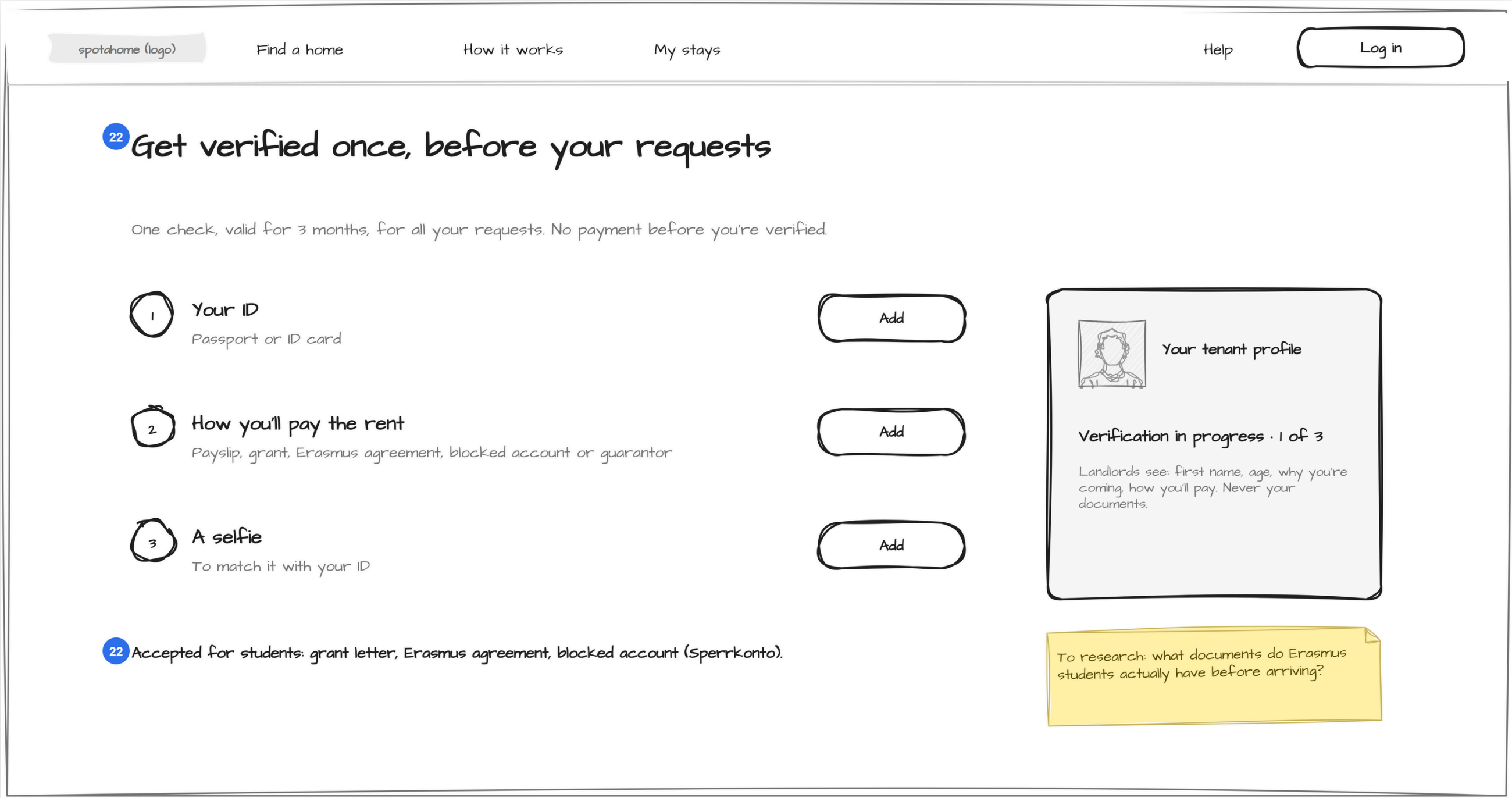
Business tension: will landlords agree to hold a home for 24 h?

FINDINGS ADDRESSED (AUDIT GRID NO.)

- 20 The tenant ranks multiple requests: the highest-ranked accepted home is offered first.
- 19 After acceptance, the tenant confirms: they see the amount, and nothing is charged before.
- 19 The message reassures at the exact moment reviews describe the unexpected charge.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Verified once · desktop

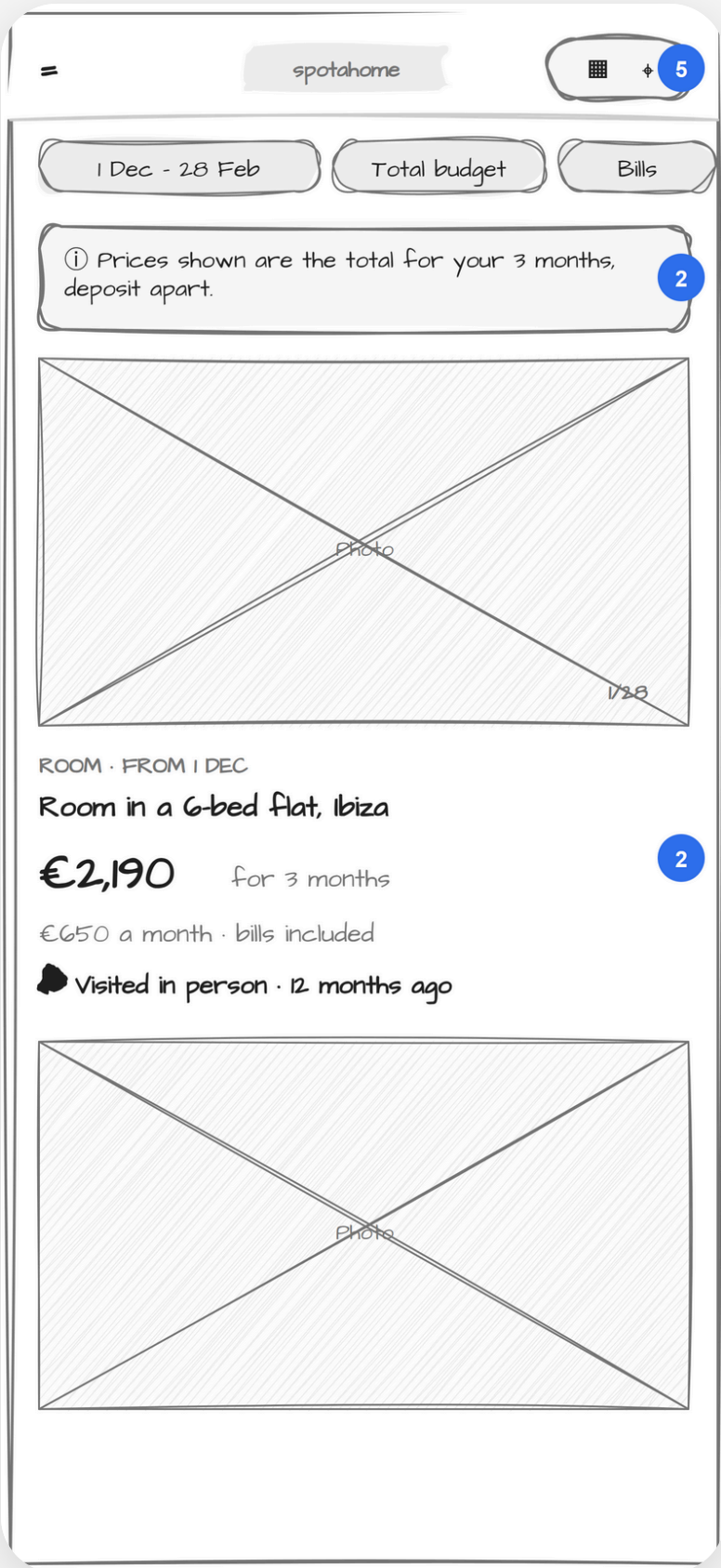


FINDINGS ADDRESSED (AUDIT GRID NO.)

- 22 Tenant verification happens before any request, not after paying.
- 22 Documents exchange students actually have are accepted, named one by one.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Search results - mobile

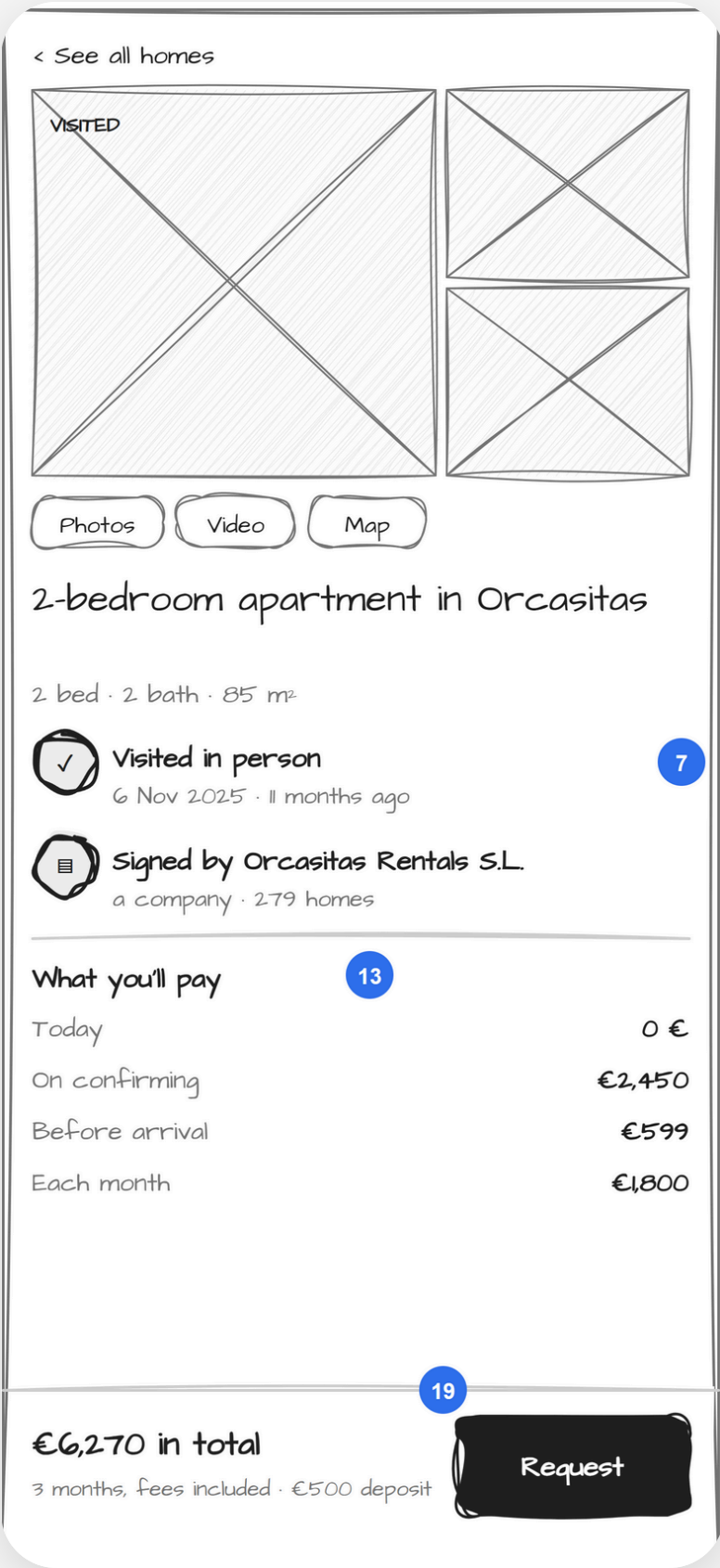


FINDINGS ADDRESSED (AUDIT GRID NO.)

- 2 A banner says every price is a total for the stay.
- 2 The total for the stay is the main figure on each card.
- 5 The real site's list / map toggle is kept; no more floating button or mascot over the cards.

 Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Listing - mobile

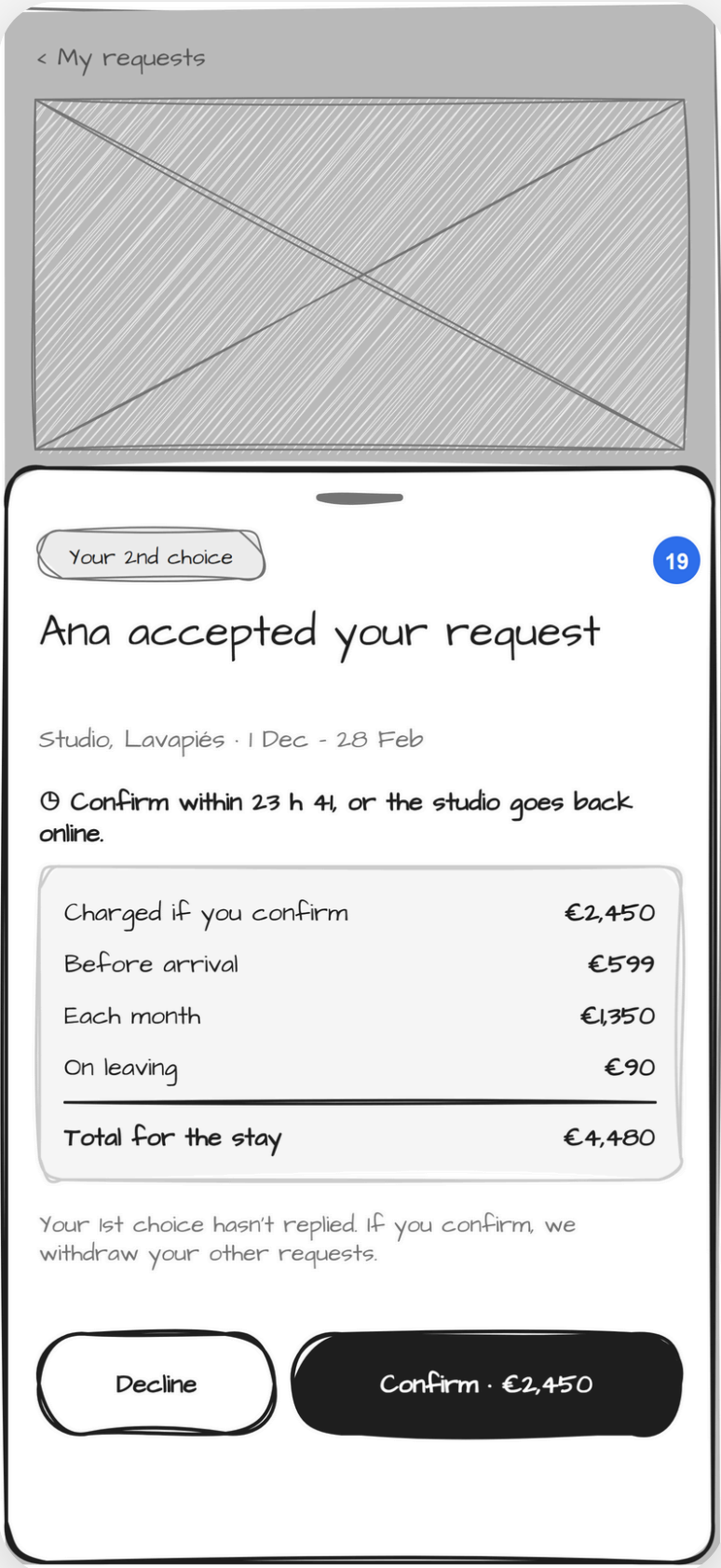


FINDINGS ADDRESSED (AUDIT GRID NO.)

- 7 The real site's icon info cards now carry the dated verification and the signing entity.
- 13 The real amount shows without opening a breakdown or pressing "Check availability".
- 19 The bottom bar keeps the real site's structure (text left, button right) but shows the total.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Confirm - mobile

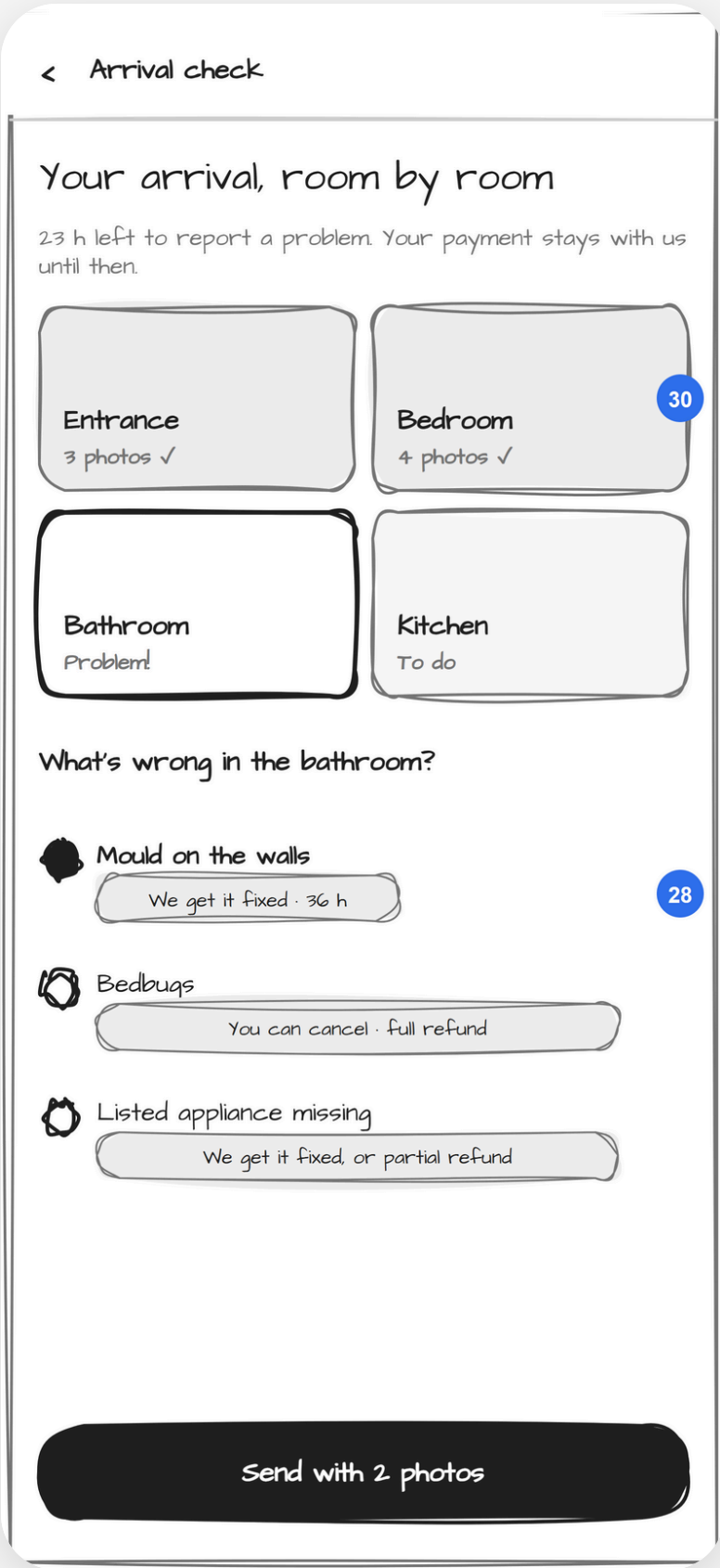


FINDINGS ADDRESSED (AUDIT GRID NO.)

19 Confirmation comes as a sheet over the request: visible deadline, amount charged, what happens to the other requests.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Arrival check - mobile

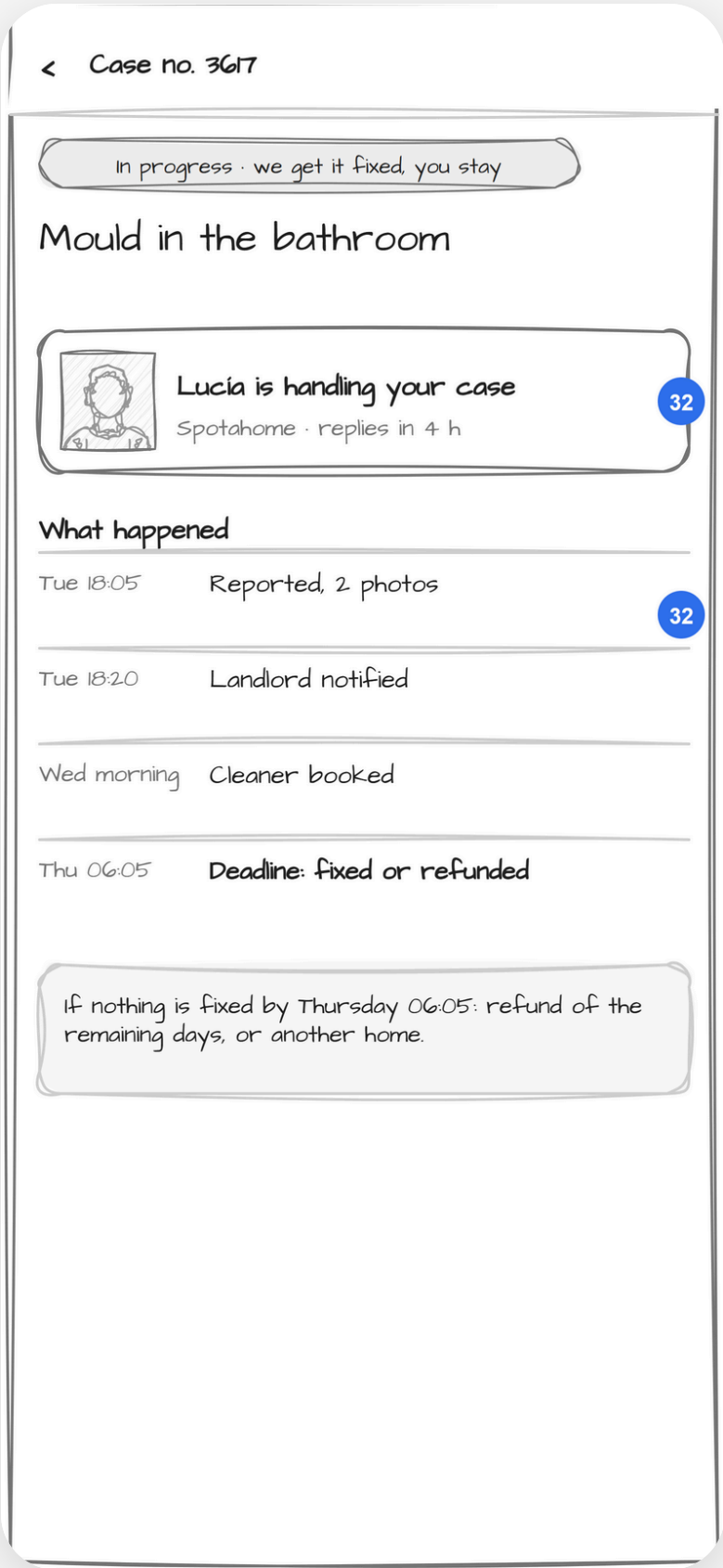


FINDINGS ADDRESSED (AUDIT GRID NO.)

- 30 Move-in photos, required for the deposit protection, are taken here, room by room, with a receipt.
- 28 Each problem shows straight away what it entitles you to, before sending.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Tracked case ▪ mobile

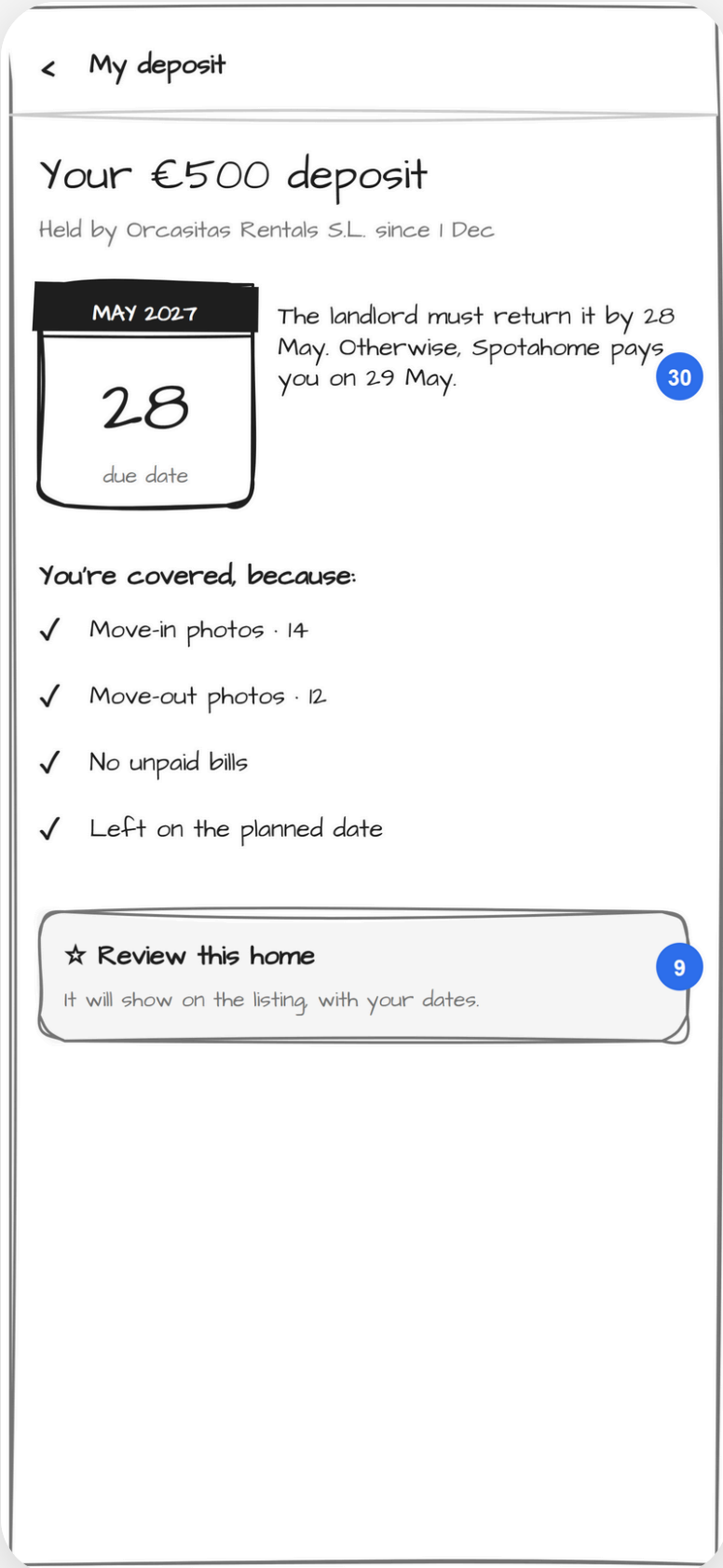


FINDINGS ADDRESSED (AUDIT GRID NO.)

- 32 A named contact and a reply time, instead of a form with no follow-up.
- 32 Tracking reads as a dated feed: no need for a public review to know where the case stands.

 Drawn in draw.io. Yellow notes: open questions, to settle in testing.

Deposit - mobile



FINDINGS ADDRESSED (AUDIT GRID NO.)

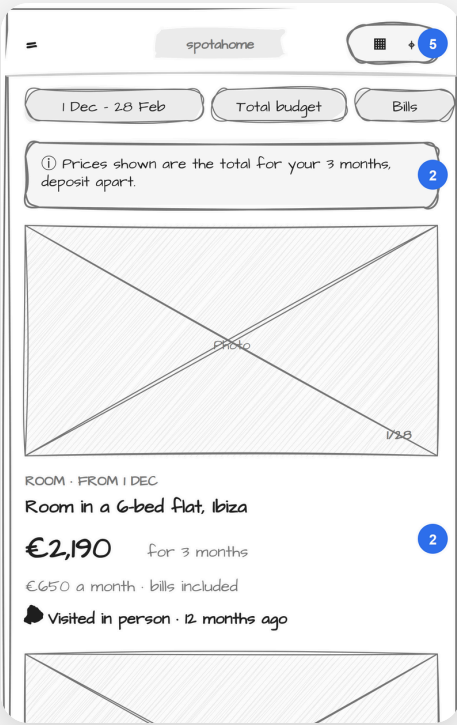
- 30 The protected deposit deadline becomes a visible date, with the day Spotahome pays instead.
- 9 After moving out, the tenant can finally review the home itself.

Drawn in draw.io. Yellow notes: open questions, to settle in testing.

How the screens connect

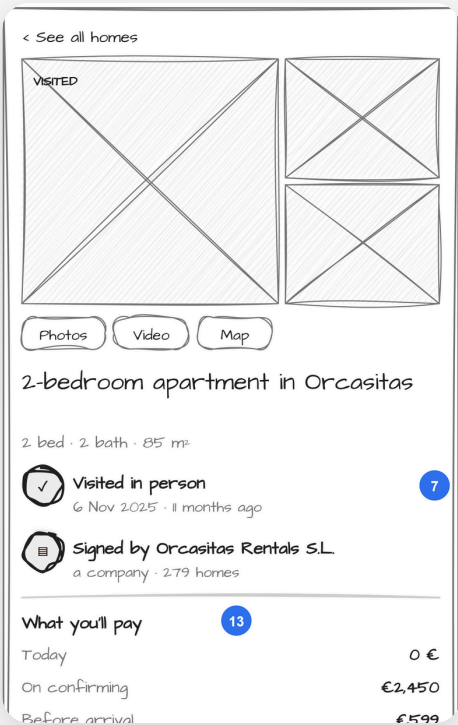
Lena's journey, from search to moving out

Six moments, three of which don't exist today: confirming, being followed, getting the deposit back.



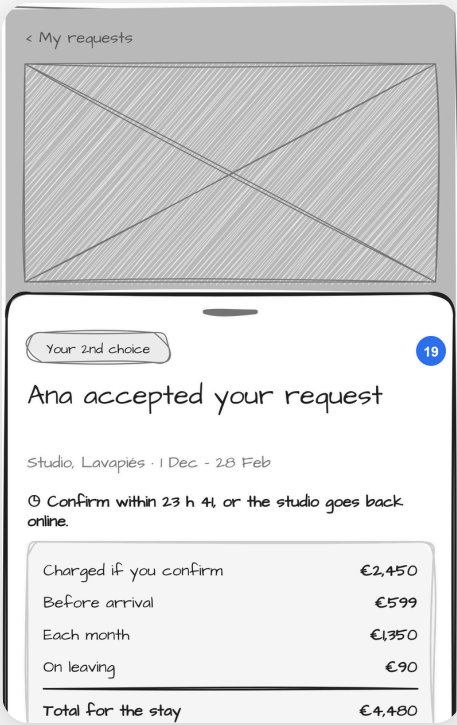
Search

The total for the stay on each card.



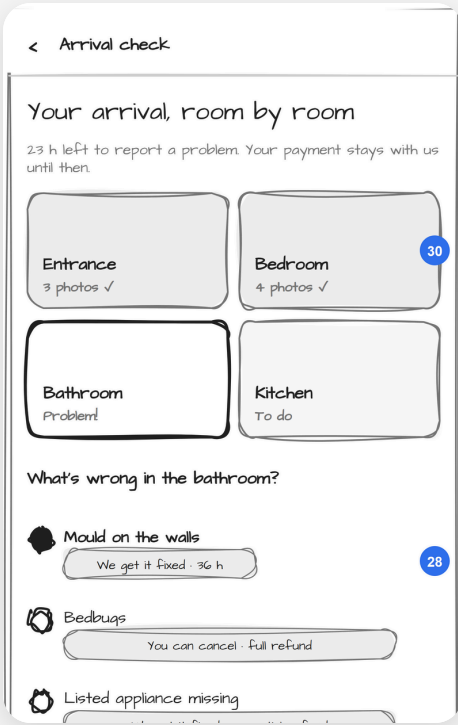
Choose

Price, checks, rules, before paying.



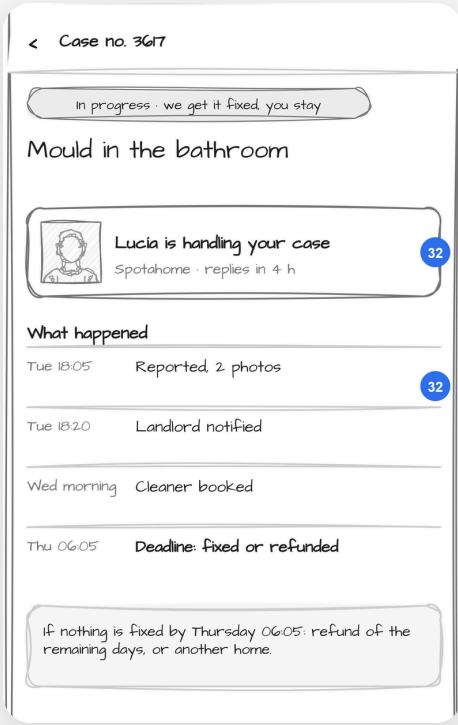
Confirm

The tenant confirms, then pays.



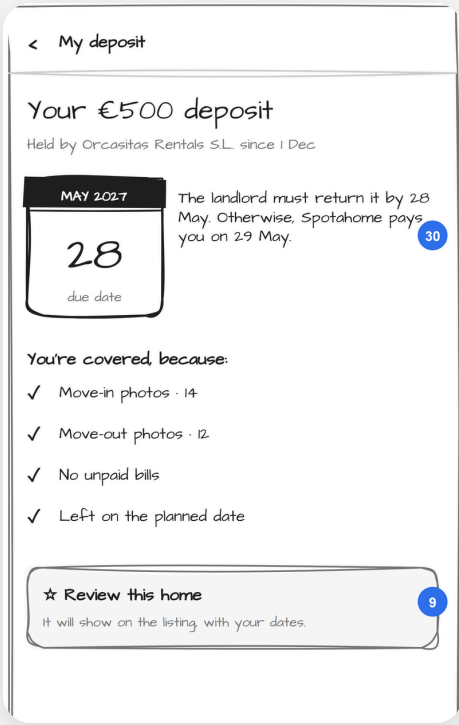
Arrive

24-hour check, with photos.



Be followed

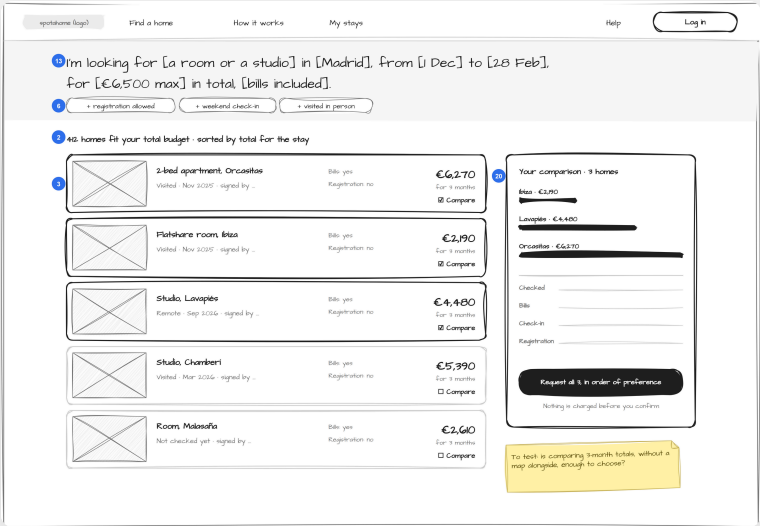
A case, a name, a deadline.



Leave

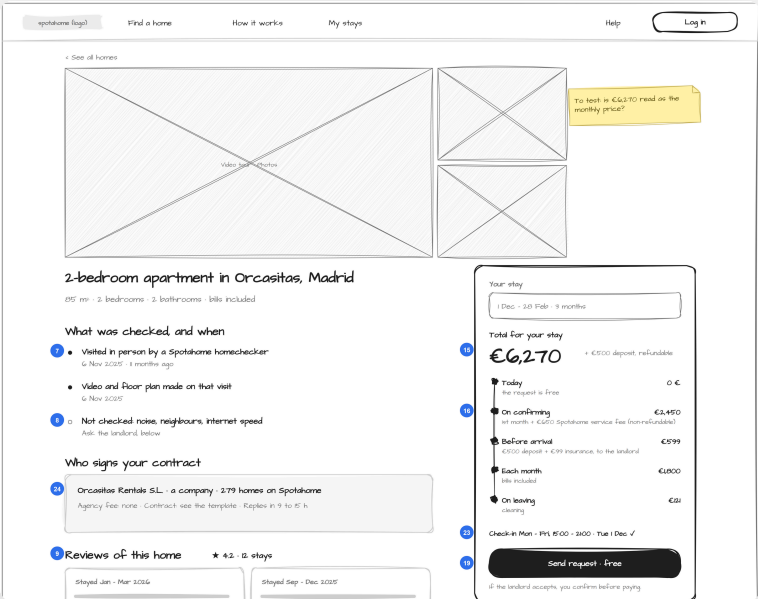
The deposit as a countdown.

On desktop, the moment of choosing



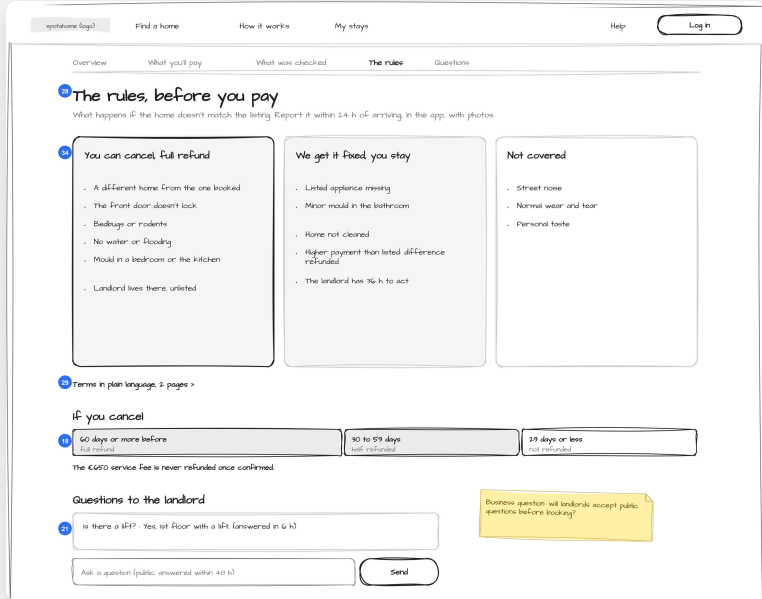
Results

Sort by total.



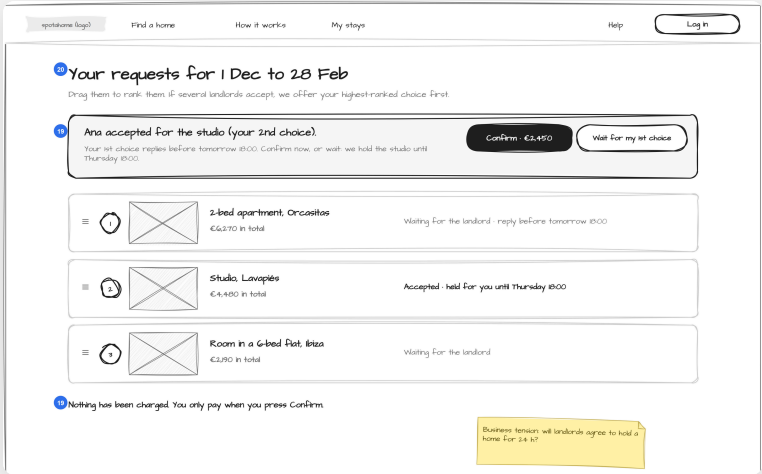
Listing

What was checked, and when.



The rules

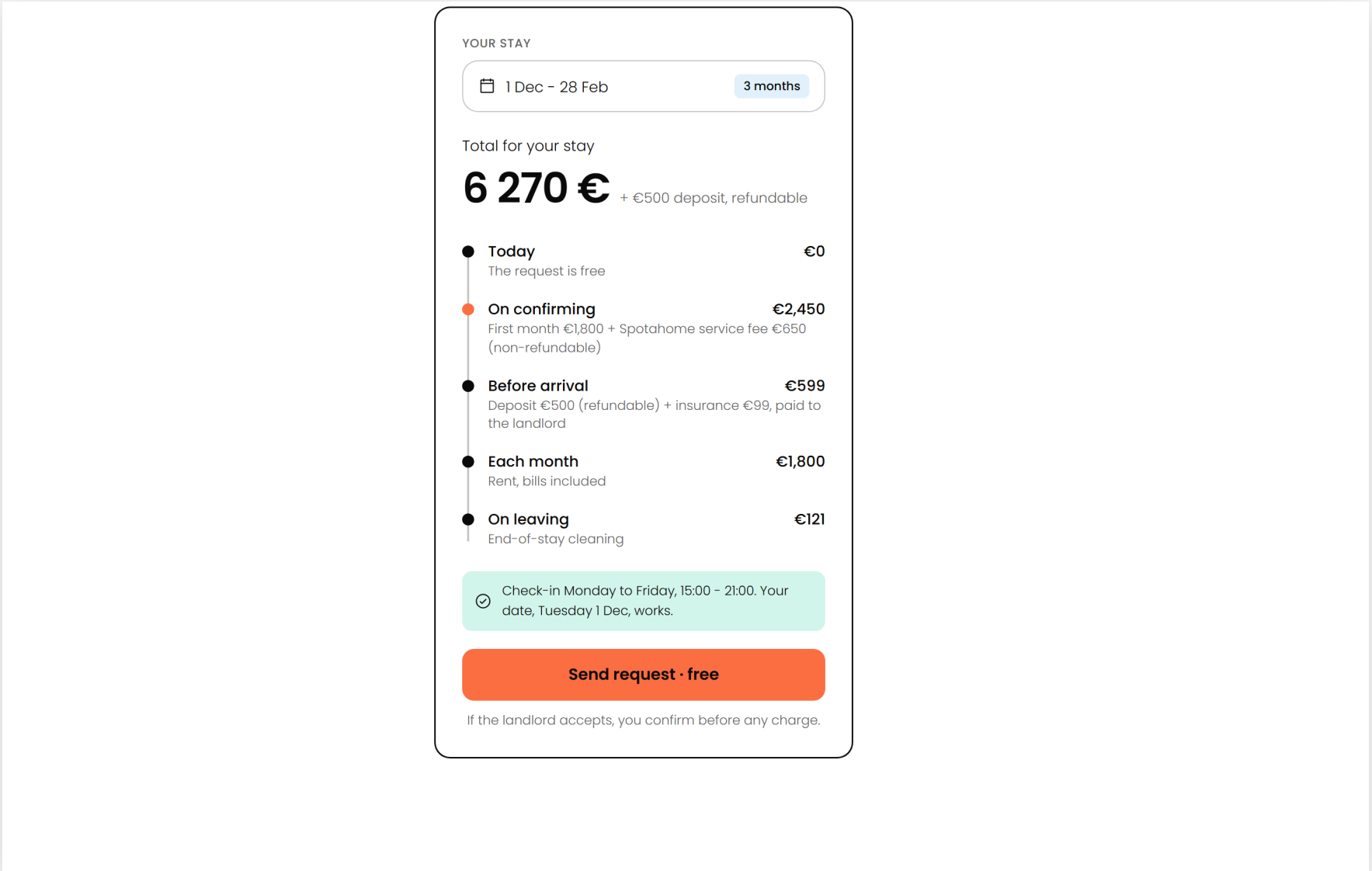
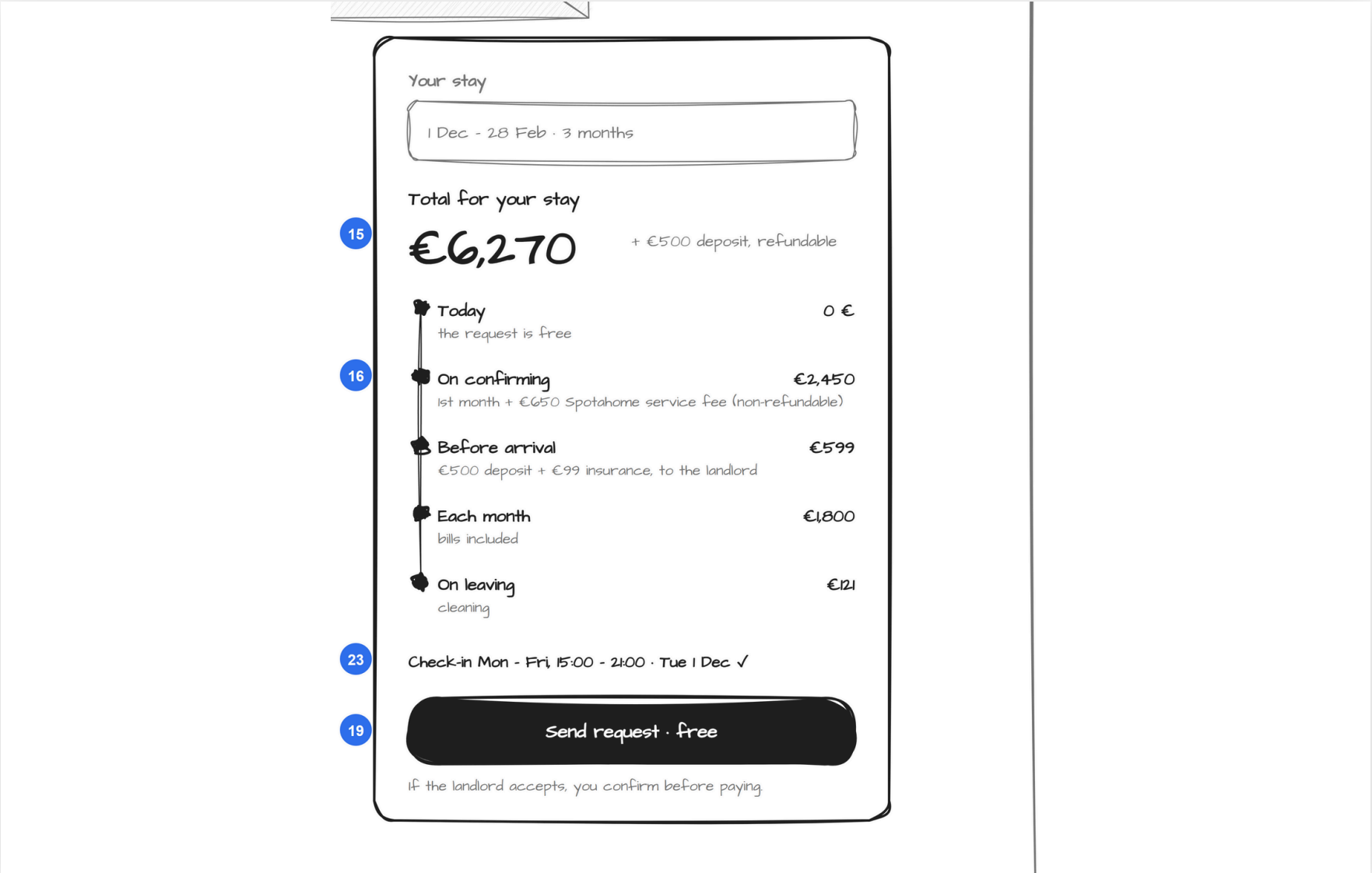
What's covered, beforehand.



Requests

Ranked, confirmed.

Iteration · from wireframe to mockup



The total

Total and a payment timeline.

Check-in hours

A line of text under the timeline.

The button

"Send request · no charge"

The brand

Grey sketch.

→ Same elements; the payment on confirming turns orange.
It's the only moment money leaves: it has to stand out.

→ A mint box with a tick: "your date works".
Reviews describe impossible Sunday arrivals (finding 23).

→ Kept word for word, with the confirmation line below.
The button text carries the promise of finding 19.

→ Spotahome's own brand: Poppins, orange #FB6E44, sand, mint and light blue backgrounds.
A product redesign, not a new identity.