

Interview mit Ragna, Airbnb-Host, persönlich, 28.04.2017

Interviewer: TF, Transkription: GS, Korrektur der Transkription: LS

Ragna: Okay, you have my approval to record me. #00:00:06-5#

Thomas: Thanks a lot. Maybe for to begin, just introduce yourself also regarding your Airbnb experience: how long have you been doing this and what are you doing?
#00:00:18-1#

Ragna: Okay. Do you want me to state my name, or not necessarily? #00:00:22-1#

Thomas: You can say your first name. #00:00:23-1#

Ragna: Okay, my name is (*Ragna*) and I've been hosting for about two months now and I'm a new Airbnb host in (*city in California*) at a property that's a one bedroom, one bath apartment at (*name of a park*). One block away from (*name of a park*) and my property is part of a building that I own with my family and its, it got a garden and it's, it's five hundred square feet and it's very nicely updated. I've been living in (*city in California*) almost my entire life and so I know all the neighborhoods very well. And I very much enjoy this particular location because it's not touristy, like (*neighbourhood 1*) or (*neighbourhood 2*), (*neighbourhood 3*). It's where I think people are more authentic because I think it (...) it's one of the largest districts in (*city in California*) and the people are kind of more middle class, upper middle class and very divers and so to me it's kind of a good representation of who the people are in (*city in California*). #00:01:31-7#

Thomas: Okay. And why did you register as an Airbnb host? #00:01:36-9#

Ragna: Why? Oh, so the reason why is because I was renting the property more long-term last year, but I determine that I can actually get more money if I just did a short-term Airbnb weekly rentals and so my family ... it's very expensive obviously to live in (*city in California*) and so it made more sense to subsidize my expenses using the Airbnb income, yeah.
#00:02:10-2#

Thomas: And I mean you haven't been doing this for a long time, but generally what do you like about being a host so far? #00:02:16-5#

Ragna: So I haven't been doing the Airbnb for a long time, but I've been a real estate worker for fourteen years and I've been helping people move in to new homes for fourteen years and I've a ton of experience in furnishing rentals and ... and yeah, you know, just helping people to move to different properties from all different backgrounds. So I feel like even though I'm new to Airbnb, I've been, I probably have a lot more experience than most Airbnb hosts in general. #00:02:45-5#

Thomas: Okay. #00:02:45-9#

Ragna: Yah. #00:02:46-5#

Thomas: And what is the difference between those two things? The// #00:02:50-5#

Ragna: There is not actually a huge of a difference because the long-term rentals, that I have been doing, even though I am leasing the properties out in the past for fourteen years on average like a year, or two or three years to longer term tenancy, it still involves the same type of interaction where you have to introduce yourself and often screen and

market the prop, screen the tenancy and market the property and then you have to do a certain amount of paper work and registering it and also I feel like it's not that different, really. It's just more probably a little bit more work with Airbnb 'cause it's obviously a lot more turnover, yah. #00:03:32-6#

Thomas: And do you have any, any, in this two months you've been doing this, any particular moment that you found really nice or special so far? Or? #00:03:45-4#

Ragna: I definitely feel like the people who have stayed so far and there's only been four guests and I have about three more booked it's ever since I've put it on the market, it's been booked at seventy or eighty percent occupancy, which I've been told is better the host is very good considering I have a five day minimum. If I've set my day minimum to like one or two days, it would be booked at ninety-five percent. #00:04:12-5#

Thomas: Mhm. #00:04:12-5#

Ragna: But I don't wanna do too much turnover, so the reason I like it is because ... obviously the higher income, but 'cause it is a business. But I'd like the idea that people from different parts from the world can actually enjoy staying at our home and find it more appreciated and find it more comfortable than like maybe a hotel. #00:04:36-7#

Thomas: Mhm. #00:04:37-2#

Ragna: So it's like kind of a sharing a part of our home, but, you know, people haven't really complained, but again I've had, I've had limited guests so far (laughter). #00:04:45-9#

Thomas: Is there, is there anything you don't like about it so far? #00:04:51-3#

Ragna: Yeah. #00:04:52-1#

Thomas: Annoying or anything? #00:04:53-6#

Ragna: I find annoying the having to do a lot of the manual labor, 'cause I'm a little bit more of a control freak and very perfectionist and I like things super clean and so I'll spend literally hours in between each tenant and making sure every single thing is like perfect and offering all these different, you know, like refreshments and kind of like making the sheets myself whereas other hosts I've been told they outsource a lot of that stuff. #00:05:22-1#

Thomas: Mhm. #00:05:22-3#

Ragna: Yah. #00:05:23-1#

Thomas: Are you thinking about doing this, too? #00:05:24-8#

Ragna: I'm thinking about sourcing it, but I'm not sure because I have a problem with delegating because I feel like maybe they're not gonna' do as good as a job like I will. I have a cleaner, but I do a lot the arranging of that. Yah. Property and supervising the cleaner and things like that, yah. #00:05:42-0#

Thomas: Okay, then did you also have like any experiences, has there been anything bad about it in the experiences so far, or? #00:05:49-5#

Ragna: The only negative, really, was and this isn't so much a negative, but there was a guest who said he was gonna' have his family stay, not his family, his parents stay. ... came from India and the day that they arrived, like an hour before, he said is it okay if he can stay, but I have a two person maximum. And so he said, "Is it okay, if I stay one night?" And I said, "Okay, yah". I bought an inflatable (...) mattress and bedding and I told him I leave it in the unit for him, but, he stayed there, they stayed there for like nine days and I am pretty sure he and his girlfriend was staying there with his parents. So there were like probably up to four people and it didn't create problems as far as, or complications or him complaining, but I just kind of felt like if there were four of them living in a tiny five hundred square foot apartment [46qm], it's, they weren't going to like it as much, it's gonna' feel very crowded. #00:06:54-0#

Thomas: Mhm. #00:06:55-3#

Ragna: Hm. #00:06:55-0#

Thomas: Maybe he did it on purpose? #00:06:58-0#

Ragna: I guess so, yah, you know, I mean he left a very nice review and I left a very nice review for him and my review about him, I wasn't honest in telling people that he did that. I actually left a five star very high recommendation for him, which I feel might have been like a little ... embellishing, I didn't, cause maybe a future host wouldn't like the fact that he might do that to them. Yah. #00:07:23-7#

Thomas: Would you, you mentioned the reviews, why did you leave like a positive review and not so honest maybe, maybe you wrote about him? #00:07:40-5#

Ragna: I guess because at the end of the day, he left the property in a good condition, he was very polite and courteous and respectful and nice and I did give him credit for the fact that he asked, if he could stay, he didn't have to, even though he ended up staying longer and maybe his girlfriend joined them for a couple days, who knows? But at the end of the day I was grateful that he left the property in good condition, he didn't have any complaints and overall it could have been worse and he was really nice. A nice guy, so I kind of overlooked those other things. #00:08:15-8#

Thomas: Okay, so this, this things were more important for you. #00:08:18-6#

Ragna: Mhm. #00:08:19-3#

Thomas: In general what do you think about this review system? Or the thing that you (...) other reviews? #00:08:29-4#

Ragna: I think it's good in that we can screen the tenancy and I get to see what other properties are like – I like to research other properties and see what other hosts are doing and I like to try to see how I can raise the bar and be better but also I'm very sensitive, when I feel like if somebody writes a bad review about my property or me, I'm gonna' feel really bad. #00:08:53-7#

Thomas: Mhm. #00:08:53-6#

Ragna: So I feel kind of sensitive about that sometimes. #00:08:56-2#

Thomas: Okay. So how? It hasn't happened (...) ? #00:08:59-6#

Ragna: Yah, but I mean it's going to happen eventually. I mean if you do it enough times, there is always gonna' be some weirdo, you know. (laughter) #00:09:06-9#

Thomas: Something you can't control. #00:09:07-9#

Ragna: And I am sure that I get over it, it's not a big deal. #00:09:11-0#

Thomas: Aha. What do you think how would you react to, towards a negative review? #00:09:16-6#

Ragna: Oh I am sure most people like a, most hosts would be annoyed by it. I think it depends on what the nature of the complaint is, but ... I guess I would take it more personally, because it's your home, that you are opening it up. Like if it were a client's property and they left a negative review about that, then I have some distance emotionally to it, but if it's my home, then I, I would feel probably like less neutral, you know? #00:09:45-9#

Thomas: Mhm and would you like try to clarify the negative things that, there's a possibility to respond or to write the message to// #00:09:57-3#

Ragna: I think I would, most likely, high percentage I would because, and it depends again what the complaint is. If it, if the ... yah, I think I would respond, I think 'cause I would like to be able to kind of defend myself on it. #00:10:10-9#

Thomas: And what would you do if like, you had like this sort of problematic guests? Do you write a review then or would you wait until the other party writes a review? #00:10:31-7#

Ragna: If I had a problematic guest, I don't know. I'm a lot nicer then ((probably)), my husband tells me that I'm too nice sometimes. And I probably wouldn't write a bad review. Or maybe I wouldn't write a review, if that's even an option. I don't know, if that's an option. #00:10:52-9#

Thomas: You don't have to. #00:10:53-5#

Ragna: Yah, I may not write a review because I feel like there's (...) negative energy if I put it out there and it's like, I don't want to remember it and I don't want it to be out there and I just wanna move on if the person was a real problem and a jerk or whatever. I probably wouldn't say anything, which, which is why I think that the review process and the records online could be somewhat misleading because there's not, there's not really the honesty that's being put out there. #00:11:22-9#

Thomas: Mhm. #00:11:23-1#

Ragna: Yah. #00:11:24-5#

Thomas: Yeah, there tend to be very positive (...). #00:11:28-1#

Ragna: Yah. #00:11:29-5#

Thomas: You cannot really find one star ratings or two star ratings. #00:11:32-7#

Ragna: Yah, and people in general, I think they don't like to be confrontational and they just wanna move on and also I'm potentially worried because it is my home. They know,

the guest knows where I live and if they were some crazy person, they can do something to me and who knows what. #00:11:51-0#

Thomas: Mhm. And ... how do you manage the, these, reviews tend to be a bit overrated, the rating, (...), when you screen like the guests profiles (...) to stay at your place, I don't know if you have instant booking or? #00:12:08-6#

Ragna: No, I don't have instant booking. #00:12:11-2#

Thomas: What are you, what do you look at the profile? What is important for you? #00:12:17-4#

Ragna: I guess just really not this, if I'm quickly glancing at it, I'd like to see what the star rating is and also knowing that the person was clean, nice, friendly, interestingly like I notice a lot of hosts put like, "Oh, I never even noticed they were there", or, "I barely could tell they stayed", and I mean that's a really good thing, but at the same time, I don't, I wouldn't write that about a guest that I could barely tell that they were there. Not sure I would say that because ... I don't know I think it would the guest feel like ... they're gonna' be reluctant to complaint about something because they're going to see that, they're going to be more highly reviewed, if they don't say anything, but if a guest actually has a valid complaint about my property or something is uncomfortable, I wanna know about it. You know, what I mean, so? #00:13:12-2#

Thomas: Okay. #00:13:12-8#

Ragna: ((I would leap up my feet)) turning into something else, yah, like they can subject// #00:13:16-1#

Thomas: You look at what people write and then for certain things that I ((recorded)) from you like ((previous))? #00:13:22-6#

Ragna: Yah. #00:13:24-4#

Thomas: Mhm and ... so do you think is it important for you as a new host to receive positive reviews? Is it more important for you for like maybe other established hosts that have like Two Hundred reviews already? Or to even get reviews? #00:13:46-4#

Ragna: I think reviews are important for establishing yourself and receiving credibility on the property and I think that you're gonna' attract more guests when you have better reviews, but at the same time, I don't really care about being a super host and I don't need to have several Hundred reviews. I don't think I really want that much turnover ... and also if I were a, if I were a guest looking at properties to stay out at a vacation, I don't know if I want to stay at a place that has 300 reviews, that would tell me that there's been a lot of like people sleeping on those beds and a lot of (...), I don't know. #00:14:24-2#

Thomas: Mhm, okay. And did all of your guest write a review of your apartment? #00:14:30-3#

Ragna: Yah, yah. #00:14:33-9#

Thomas: And would you be disappointed if they didn't leave any review? #00:14:38-4#

Ragna: Yah, I mean I guess I would. Maybe I'd wonder why. I would wonder why, is it because there something negative happened? #00:14:48-2#

Thomas: Okay, and what do you consider when you write a review? Is it just a quick note or do you write, I don't know, what do you write in your reviews of the guests?
#00:15:04-1#

Ragna: They tend to be similar in that, "So and so was kind, respectful, courteous, polite, easy to communicate with, left the apartment in good condition, I highly recommend them", that's basically it. (laughter) #00:15:18-8#

Thomas: Mhm. Okay, has there been the case that the review like somebody wrote something maybe also a personal communication that has affected your listing? That you changed something? In the apartment or something? #00:15:34-5#

Ragna: No. No. Because nothing has been negative, so there is nothing that really ((provoked)) me to change anything, yah. #00:15:47-7#

Thomas: Mhm and do you think in general that the reviews are influencing the way you and your guests behave during the stay? #00:15:56-1#

Ragna: Yah. #00:15:56-9#

Thomas: Do you take more// #00:15:58-3#

Ragna: I actually think so. I think it's actually good in the sense that the reviews would compel a guest to act, you know, not act crazy or do be loud or have rambunctious parties or be obnoxious, because they know that that can later follow them and affect their future booking prospects. #00:16:22-6#

Thomas: So it's sort of disciplining that people behave well. #00:16:25-4#

Ragna: Yah, yah. #00:16:27-9#

Thomas: And maybe, what is, I think you said something about in the beginning what is, what is special about your listing, ((you said)) about the neighborhood and (...) (*city in California*), particularly like in your apartment? What's// #00:16:42-5#

Ragna: Yah. What's really unique about our building that it was built in 1924 and it's very traditional, classic Edwardian architecture and it's very charming and it has a ton of curb appeal and an amazing landscaping but yet the pole building has been totally remodeled. And it's like classic historical architecture, but still very modernized inside and it has also a tone garden, landscape private garden, so most properties don't have their own private garden and it's quite spacious at five hundred square feet, for one bedroom, yah.
#00:17:20-8#

Thomas: And do you do, I mean you put on the profile of the listing, in the beginning did you change it? Did you like update it? Or how was the process of// #00:17:32-2#

Ragna: Yah, I've changed it a ton of times, I've changed it like a hundred times which is because I've been, as I've been updating furniture or like moving design stuff around, I ended up changing the photos and I, and also as I read more host profiles or their add descriptions I get ideas on how I can strengthen my adds, so it's constantly evolving and improving. #00:17:59-8#

Thomas: Okay and I know that you (...) this meetup on Monday this week, but in general you look at other host profiles to get inspiration for your listing, but do you also meet other hosts? #00:18:14-8#

Ragna: I've never met another host, although I would be open to it, but I just started like two months ago, so I ... I, you know, I feel like it's still in its infancy and I'm not, I guess I would like to meet other hosts, but I wouldn't make it my source of social life or anything, yah. #00:18:35-0#

Thomas: Mhm, so at a lower level maybe to get some inspiration how to do a better listing, but not let it take too much of your time. #00:18:47-2#

Ragna: Yah and when I went to the meetup the other day there was someone there who talked about potentially co-hosting with me, 'cause he said he could take a lot of work off my hands, but then I'd give like a twenty percent cut off profit and I'm not sure I wanna, it just feel, I feel like if I just do it myself, it's faster, 'cause I live at the property and I don't know if I wanna go there yet. So. #00:19:13-3#

Thomas: That maybe worthwhile if you do a lot of hosting (...) you want to limit it for yourself to// #00:19:19-8#

Ragna: Yah, well, I thought that the way I have it now, it's 80 percent bookings and it's giving me three thousand dollars a month an income, but if I make it up to 95 percent, it's maybe giving me close to four thousand a month an income and that extra thousand dollars for my time to have like five day minimum nights to one or two day minimum nights that one thousand dollars a month isn't worth all the extra mental energy and effort it would take. #00:19:49-6#

Thomas: Mhm and did you also participate in any Airbnb events so far? #00:19:52-7#

Ragna: I haven't. #00:19:53-0#

Thomas: Would you be up for that? #00:19:55-3#

Ragna: I would, yah. But it depends on what it would be about and I think I would, yah. #00:20:02-0#

Thomas: And you said you do not so much, I don't know, should I look at the time? It's like fourteen. #00:20:06-9#

Ragna: That's Okay. #00:20:07-9#

Thomas: Yah? I have like four, five questions. #00:20:13-1#

Ragna: No, no. No Problem. I just got a (...) looking at what it was. #00:20:15-9#

Thomas: You said you were not, it's not so important to be a superhost and (...) status, but in general how would you describe a good host? How should he or she be like? #00:20:30-5#

Ragna: Well, I think a good host would be somebody maybe who's available when you need them, but not somebody who's in your face, kind of like noisy, somebody who gives you some privacy and distance, but yah, is accommodating and is responsive, you know, and I, I like the texting process or E-mailing process and I'm// #00:20:55-5#

Thomas: ((That before people)) #00:20:58-1#

Ragna: Yah, like, sometimes people have called me ... on the phone, which is fine and I'm happy with, you know, to answer questions, but I, I don't think that the check in, physical check in of like meeting somebody there and showing him around is necessary? I feel like as a guest, when I arrive at a property, maybe I'm tired from traveling and I just wanna go in and I don't need to be like having a meet-and-greet and ... yah. Obviously cleanliness is important, yah. #00:21:27-8#

Thomas: Okay. What would be the good guest for you? (...) #00:21:37-0#

Ragna: A good guest is somebody who's responsible, kind, like courteous, polite, easy to communicate with, somebody who leaves the property in clean condition, somebody who's respectful of the house rules, I have these house rules I lay out and somebody who doesn't exceed the maximum number of guests that I have (laughter). #00:22:00-8#

Thomas: Do you have house rules? #00:22:02-2#

Ragna: Yah, they are not a big deal, it's just like because my mother in law lives on, in the floor above it, yah, we want it to be quiet and so like she complaints 'cause her bedroom is right above the TV, like if somebody is watching television loud into the night, ((but)) she can hear it and makes her hard fall to sleep, so for example one of my house rules is to please reduce the television volume after Ten p.m. or not watch at all if possible. Also we prefer that they don't wear shoes in the house, ... and// #00:22:34-1#

Thomas: Has this been growing? That you like, in the beginning you don't didn't have any house rules and then you just developed it. #00:22:41-6#

Ragna: Yah, yah, right. #00:22:41-8#

Thomas: Yes. #00:22:42-1#

Ragna: Yah// #00:22:42-9#

Thomas: ((When it's coming)) #00:22:43-6#

Ragna: Yah, by the third and fourth guest I already put up like house rules that I posted in the apartment. #00:22:48-4#

Thomas: Mhm. And you updated them as well? #00:22:51-3#

Ragna: Yah and I'm always thinking of new things I would like to add (laughter). #00:22:54-5#

Thomas: Okay. #00:22:54-6#

Ragna: But not (...) restrictive rules, it's just more like, only put liquids down the drain because we don't have garbage disposal in the drain in the kitchen and we don't want it to clock up, like I've been thinking, I should put a sign up about that. That, that, you know, stupid and minor things like that, yeah. #00:23:11-8#

Thomas: Yeah. And I think you answered already what you consider before you accept a guest, a guest yeah and things like this and// #00:23:24-0#

Ragna: I will say that there is some racial bias because if I see that the person is ... from – oh, like my parents are from Ohio and they are so friendly and nice and they have a reputation in the Midwest of being very friendly. So like if somebody requests a booking from Ohio, I mean I would ((guaranty)) that I'm gonna make that association, “Oh, they must be really nice people, yah, I'd like to have them”. But if it's somebody from like a young person from South Korea, who has a photo, that looks like they like clubbing, I'm gonna maybe think that maybe they're gonna' go out drinking and they are gonna' come home late and they are gonna' make loud noises (laughter), I don't know, stuff like that. #00:24:06-1#

Thomas: Okay, so you consider these things, too and you said the personal checking was not really [phone ringing] #00:24:15-7#

Ragna: Yah, that's Okay. #00:24:16-9#

Thomas: Yah? [ringing stops] How do you prepare yourself, when somebody is coming? Do you do personal check-ins? #00:24:25-5#

Ragna: No, I don't. Actually I almost never met the people. I don't meet them in person only if something comes up, when they need something or I happen to run into them, but I don't, I don't really make a point to meet them. #00:24:39-4#

Thomas: Okay. #00:24:40-3#

Ragna: Yah. #00:24:42-4#

Thomas: And how do you prepare the apartment? Do you have like somebody who cleans it? #00:24:48-3#

Ragna: Yeah, I have a lady who cleans it [phone ringing], she will come at a moment's notice [ringing stops] #00:24:54-3#

Thomas: We can pause it? #00:24:55-4#

Ragna: It's okay. So the cleaner comes and then I do the laundry myself and then she helps me put on the bedding and that's all the assistance I have. #00:25:06-9#

Thomas: And do you do a lot of communication with the guests before so that they know the house rules and// #00:25:12-8#

Ragna: I only have the house rules posted in the apartment itself and then basically I just message the guests the day that they check-in and I give them the code to the apartment because everything is digital and I always make the code the last four digits of their phone number, so they don't forget. #00:25:30-1#

Thomas: Okay, so you change the codes? #00:25:33-6#

Ragna: Yah. #00:25:34-9#

Thomas: Makes sense. #00:25:35-7#

Ragna: Yah. #00:25:36-9#

Thomas: Not having the same every time they left and in general how do you integrate this being a host in your everyday life? It's a little bit of work, you have to be, you're working and have children, too. So how do you manage to deal with that? And also the presence of guests in the apartment? #00:25:55-9#

Ragna: Yah, I'm a little conflicted about it because like my father in law was telling me yesterday that the income that I could make from my regular realistic brokerage job is significantly higher than when I'm making on this monthly Airbnb stuff, that it's taking, it's taking a lot of my time because it's not just about turning over the guest, it's managing the calendar, managing multiple inquiries, people who cancel, thinking about it, thinking about what I have to buy to be stocked and the scheduling and the coordination and I, I was thinking I was gonna' put it on Craigslist and just get a long term tenant, I won't get quite as much money, but it's going to also be less of a time conception, yah. #00:26:43-0#

Thomas: Okay, so you thinking about// #00:26:47-0#

Ragna: Yah. #00:26:45-6#

Thomas: To do this and how do you manage to keep this with privacy? You said that you don't interact that much only when they need it and they let you// #00:26:58-5#

Ragna: Yeah, I mean normally I don't get the sense that they leave me and people like are, normally pretty independent, I read about how other hosts will like take you around and be a tour guide and have you over for dinner and that's not something I am interested in (laughter). I don't have the time or like. I'm not. (...) Even though I appear it like a more kind of extroverted, I'm actually very introverted and I can be very shy. #00:27:24-3#

Thomas: Okay, does, is it a problem if you, if you have like separate flats and you don't need to, you don't need to talk to them if you don't feel that (...) so that's not the problem for you that you don't want to be sociable, that you have to// #00:27:41-7#

Ragna: Yah, I mean like I'm ... I guess if I had, if I happen to run into them in front of the building, I'll talk to them, but it's not, I prefer to avoid them if possible (laughter) then I don't have to strike up a conversation if I'm in a middle of a rush, like taking the kids to school or something. #00:27:59-8#

Thomas: Mhm. Do you use any apps or tools that help you organize the work for you? #00:28:08-6#

Ragna: No, I don't use anything. #00:28:09-8#

Thomas: But the Airbnb App you, you have? #00:28:11-9#

Ragna: Oh yeah, I use the Airbnb app, yah. I guess, yah. The Airbnb app is necessary if I (...) ((I mean)) that's a given. Yah, I don't use anything else. #00:28:22-1#

Thomas: Okay and when the guests leave, I mean you don't do personal check-in, so you don't do the personal check-out, I suppose? #00:28:28-3#

Ragna: No. I don't really know what else, you know, a host could do as a personal check-out. #00:28:34-8#

Thomas: Mhm. #00:28:35-7#

Ragna: Like what would, would, what would a host do? #00:28:38-1#

Thomas: I don't know. It's just. I am more interested in how the check-in works and check-out and what's so?// #00:28:43-8#

Ragna: They just basically leave, I don't have// #00:28:45-1#

Thomas: You have a key or you have just this// #00:28:46-9#

Ragna: They just have to close the door because it's all digital. It's all digital codes and they don't have to do anything, they just leave (laughter). #00:28:54-2#

Thomas: They just leave. #00:28:54-8#

Ragna: They don't have to return the key, there's no keys, yah. #00:28:57-4#

Thomas: And then you, the cleaning lady comes and do you write a review right away? #00:29:07-0#

Ragna: I normally write it like two or three days after, just because that's just the timing, after I clean everything I wanna see what the place looks like after they leave and make sure there are no lingering issues. #00:29:22-3#

Thomas: Yeah, I think that's it. I don't know if you wanna add something, which is important for you? #00:29:27-5#

Ragna: Mhmm. Yah, I can't really think of anything. Yah. #00:29:37-5#

Thomas: That's fine. #00:29:40-0#

Ragna: Yah. #00:29:39-6#

Thomas: Okay, thanks. #00:29:41-8#