

In January we asked people registered with Homefinder Somerset to give us their views. The aim of the survey was to ensure that Homefinder Somerset works as fairly and effectively as possible.

1,755 people completed the survey.

The main findings, and what will be done as a result, are set out below.

### **Applying to Homefinder Somerset**

Most people (83%) who completed the survey said that they applied to Homefinder Somerset using the online application form. Whilst most people said that they found it fine, easy or very easy to complete the application, there were a significant minority (18%) who reported that they found this difficult or very difficult.

**Response:** Work is underway to simplify the application form.

### **How applications are assessed**

26% of people who completed the survey said that they did not understand how their application had been assessed.

**Response:** The information provided to applicants will be reviewed to make it simpler and easier to understand.

### **How successful applicants for homes are selected**

Nearly half of people who completed the survey said that they did not understand how the successful applicants are selected.

**Response:** The information provided to applicants will be reviewed to make it as simple and easier to understand as possible.

### **Is Homefinder Somerset a fair way of letting homes?**

Whilst most people (68%) who completed the survey thought that Homefinder Somerset is a fair way of letting homes, it is a concern that a significant minority (32%) felt that it is unfair or very unfair. This is likely to be linked to the lack of understanding of how successful applicants are selected.

**Response:** The information provided to applicants will be reviewed to make it as simple and easier to understand as possible.