

Homefinder Somerset Applicant Survey Dec 2021

Please provide any comments about the new Homefinder Somerset website.
For example, how it could be improved.

- It's frustrating only a handful of properties to bid on now so even though I'm good I have no properties to bid on in the area I need.
- I'm waiting for rebanding due to medical needs what takes ages. It's not easy site to use
- Not easy to speak or contact any one or upload any documentation
- I can't find out how to add things on to my application as I have got 2 cats and I need to update it and I don't know how to do it
- It's much easier to use
- Very easy to use
- Disappointed can't send messages on new system we're you could on old one
- By putting more Houses up so I can bid on all I see is flats and garages which is understandable for everyone who is bidding
- Prefer the old system , would be good to see what number got offered the property
- Always One bad photo of property or similar and a load of useless information that could be photos !!!!!
- It was quite long winded and not very clear to apply, I'm still not sure I gave all the information needed, website doesn't work on my phone well, I can't scroll or select just the properties I'm eligible for!
- I would hope that people do read the forms completely. As I have been Branded adequately housed. Even though I am struggling financially and my child's needs cannot be fully met in my current privately rented home. Wouldn't see this as adequate but as struggling through with great difficulty and stress.
- More 2 bed bungalows
- It could offer solutions to people who have been on the waiting list a long time. Such as can they provide a work history. Are there things they could do to improve the chance of being housed. Im sure for new applicants its good.
- It could be better if there were more 5 bed house.
- I uploaded a document the beginning of the month and had no contact to say it was received so had to ring to double check as was unsure if I done it right. Also this document is important for our banding to possibly change and it hasn't even been looked at yet let alone reviewed. Also the drop down bar at the top can not be viewed or used properly on a smart phone and we do not own a computer. There doesn't seem to be much correspondence whereas the old style would show us any messages that needed to be read.
- It doesnt work, is confusing to sign up for and search. And the banding and allocation process is biased towards ex cons, immigrants, and people related to council staff members. Ive been told a few times over the years by council staff members that as i wasnt born here i should leave the area as i wont be housed.
- Bigger list of available properties
- It needs a clear way to view properties like before than going into the menu
- fine as it is
- Yes how bout helping get home been on here nearly year now got nothing
- We are desperate to move to Somerset, to look after my mother in law. Perhaps points would help us in our quest.

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- Needs to be made more mobile friendly especially how you use the filter bar I am un able to see most of it
- Make your place in the queue easier to understand
- It's much better
- Seems good as it is
- Nice and easy straightforward far better
- So many garages not enough homes
- It's really blank and finding me home in other places that I can't live there
- Just wish there was more 4 bedrooms homes for people like me with 5 children
- bring back the old one please
- I much prefer the new system to previous, find it easier to navigate and access.
- more pictures of inside the properties
- I find it difficult to see houses that meet our needs in the new system houses from out of my district show up as well as houses unsuitable for our medical needs. I found the old system better suited to individual needs. The site also does not display well on mobiles half the screen is cut off.
- I find it difficult to bid for property
- Consider lonely people
- taks some getting used to
- The bid button could be more prominent as its not easy to see.
- Go back too the old system
- Took a few goes of looking round to find where the houses for bidding were as old website used to come up with how many you were eligible to bid on. I like you can see what stage ur previous bids are at. Don't like the fact you can't see what number ur previous bid was at when it closed. I could of been 12th wen I bid on Wed and then 99th on the Sunday and wouldn't no unless I kept logging in to check.
- There is nothing suitable for me
- More houses in Taunton
- It's awful . You can't find anything as it's completely different.
- I dont think it needs to be improved now. Unless you could do a live chat but that could be difficult.
- Update when let
- It is too complicated to work out
- Better banding for those that need help and moving!!!
- More homes advertised each week (if able) to give more more of chance of getting a new home would be better. Website much better overall.
- Prefer the old system
- I find the site easy to use and have a clear understanding of how it works and what I am doing.
- I like the new lay out it's much better,
- Why is there more homes for people over 55 years old not under
- Much better
- I did find it rather confusing at first but now getting used to it
- I've asked for houses in our local area and I received them for Bridgewater Yeovil Taunton we don't live any where near those
- This is good

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- Because of failing eyesight I found it difficult to read and therefore had to have help filling out the form.
- A lot of places mis advertised , Like a picture of a house and described as a bungalow
- I feel my banding isn't fair. I've issued letters from doctors stating my mental health is suffering living on a shared house. Also whilst I'm here I can not have my son with me overnight which has also been stated. He is losing out spending quality time with his father as my house isn't suitable for him
- This website is very limiting to houses available I have been on this bidding scheme for years now. And I feel neglected and let down by the council failing to help and assist once again. I am not happy with the services and the website as a whole
- By adding more 3 bedroom properties for people in silver band so that they actually stand a chance of being offered a property!
- Still don't understand how the whole thing works and how long it takes before you are offered a home of your choice
- I preferred the old website
- More photographs of the property's up and expand more how it works and phoning people to expand more clearly
- All I am looking for is a garage to rent and it is hard work finding anything then don't get any answer so seems a waste of time really.
- unable to filter results on a mobile phone
- After being on the list for over 11 years and still no closer to being housed, I think homefinder is a complete waste of time. No improvement needed you are doing an amazing job.
- More photos of the properties.
- View properties on a map on the home page.
- When can I get a home
- Absolute crock of S@&# bring back the waiting list system, this system is useless your staff even tell me on the phone that I would take up to 10 years on bronze to get a house? Yet Mendip district council hands new houses out like candy to people who LIE on their applications. Maybe check the story people give you when they apply for a house making out like they are currently living in 3rd world circumstances? The list system was fair and meant everyone would get a house in the correct order yet the bidding system is fatally flawed and the last conversation I had with a homefinder member of staff even informed me that you give houses to people in these 'exceptional' (3rd world) circumstances outside of the bidding system so how do I ever stand a chance of getting a house. I had a meeting with a member of staff who questioned me on why I spent £22 at Smyths toys for a birthday present for my daughter. Feel free to call me and offer me a house outside of the bidding system because by the time someone decides to do something I shall probably be in a 3rd world situation too.
Well done Mendip district council yet another thing that is messed up by change so called for the better but no one actually does anything to help anyone unless the cause a fuss? I was entirely honest on my application and got sat in bronze?
- People being put in the right band for their needs
- Make it simple too search and better info needed
- To be able to bid only the home you're eligible for

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- it could be improved if the rules for banding were brought up to date ie 2021, make bidding a bit more fairer, cause at the moment what's the point in bidding unless you're silver or above it's like the lottery
- All looks good to me.
- By reintroducing exchanges
- Would be nice to have a slightly quicker service for mutual exchanges
- Although I am under south Somerset I appear to only ever see 4-6 properties in Somerset West and Sedgemoor area
- Think it should be more clear when your account has been updated or awaiting document review. Also still waiting over the said 28 days for account update therefore can't use the website to bid
- I can't do changes I'm finding it hard to navigate your new layout as before I could just go in there log on and come out again but I don't know the way around this one is a little bit confusing thank you
- Have more houses available
- I don't like it. There seems to be more garages advertised than property and unless I have a medical condition I don't stand a chance of ever getting a place. I don't want a flat.
- I just find it very demanding to try and learn all about a website again after it took me a while to learn the original, as I'm not very confident with computers
- It is not adapted to a mobile phone. I have to rotate the screen to access the map and then rotate again to see better.
- Needs a better layout. Hard to find houses to bid on
- I have been attempting to add in further detail of my health conditions - it's taking me a long time because my fibromyalgia flare-up with a gout flare as well - has made it very difficult to complete the form. I am in pain and have brain fog
- The way it is now is good but the idea of shortlisting has to be improved,
- The file uploading is not intuitive and you can't check it after
- The action plan and alerts do not work
- It would be nice to have some interior photos of the properties
- Internal pictures of the properties would be a great help.
- So much better and easier than the previous one
- Difficult to navigate at first but when you get the hang of it good
- With an upgraded website, the quality of the photos should be improved. Also, other views of the available property should be shown. Often pictures of property were taken years ago.
- Would be great to actually get housed
- When you have to update your application it would be nice if you could just fill in the applicable parts rather than the entire form
- Better accuracy for new builds on maps
- Even if I use the filters on the site, I still get my page filled with garages in Taunton. That needs to be fixed.
- More details or photos about what you are bidding on. When you don't drive it can be very hard to gauge how accessible somewhere is from just the town name and a postcode
- Nothing to add
- It would be helpful to know what number you finished on when a bid ends

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- Would be better if gave you houses in the areas you want not random ones in Yeovil for example when work in Taunton and kids go to school here also would be nice to know a rough wait time to be rehoused?? My two sharing is a nightmare constant fights etc
- They need to put more houses up that is in different areas and not just the same, need more in Taunton
- An app would be beneficial, instead of having to type in each time, also remember me when you log in.
- To only show property you are eligible for.
- The new style and layout is very easy to use. It's a lot better than the old one.
- Its hard to me find what it's eligible for me ...
- I been on here over a year now and desparately trying to bring 2 families together. But the site is easier and log in is better
- Much easier to use and log in.
- Very easy to make an application, and to update when/if necessary. Good, easy and logical format to follow.
- Everytime we log in only garages are available. Not 1 single house so don't know what's going on
- It's been made harder as you dont always get given priority when you bid because I'm in bronze I dont get given a chance for houses or flats I get given false hope all the time
- Would've to climb the ladder after trying for a while
- when sending new evidence to assist with current application it should remain from the date of your initial application not treat you as a totally new application
- You could add somewhere if your in a Woolaway home.
- website is ok, just the response is really terrifying
- Its much better doesn't need approving
- How about a direct link to Streetview? How about zoomable photos? Otherwise not too bad at all - I can navigate and browse with ease, thank you.
- I think more houses pictures would be helpfully.
- The new website is much easier than the old one
- Iv been waiting for 2 months for silver band due to baby no response
- Being able to actually get a chance on a house, I have a 12 year old autistic boy sharing with his 7 year old sister and he doesn't understand social queues and is violent yet I never come close to getting a house
- Everything is clear to understand. Easy to use.
- Not an improvement on the website but definitely need improvement on the number of 4 bed houses available to bid on each week.
- I can only look and bid for garages and not housing.
- Eligible property's are harder to find than before but I've got use to it now. People in bronze band don't have a chance to be rehoused.
- Very easy
- It would be nice if there was a comments box as & when circumstances change or any issues to be raised
- Why the new home finder Somerset we just can bid for one house , the old one was better we could do 3 bids
- Disabled housing not on list

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- No improvement needd
- Excellent
- My website is finding me homes for other districts and not the one I have chosen.... therefore it seems pointless showing me homes I can bid on!!!!
- I find the website easy to understand so keep up the good work.
- to be able to view my account more easier to see all conditions logged about ones health and position on the housing
- I accidentally bid on the wrong property and as a result was moved from silver to bronze band, which was so unfair! Especially as I'd been waiting over 3 years to get to the top of the list!
- To start with I was worried I was not using the site correctly to view homes and found it confusing, but I now have a better understanding of it and can view any homes that become available for bidding, which I find the bidding much easier than the last webpage they used.
- I am a Single Working English White Male with No Children, So I don't EVER expect to be offered ANY form of Housing from Magna or anyone else associated with Homefinder! I only filled out the Excrutiatingly Painful online application form to satisfy my doubts. I have now realised that unless I undertake a Sex Change and have several Children with Illegal Immigrants I will NEVER be a Tenant of Magna!
- The old one was better
- It's not as clear as the original website
- More options of homes to rent
- Screen doesn't adapt to my android phone very well, so I miss bits, unless I change my settings
- the pages are easy to navigate and i like it
- Not sure what you can do but it isn't as good as it used to be
- It would be helpful to have a selection of properties that I can actually bid on,with some chance of getting it.
Most are assisted living,I'm allowed to bid,but not accepted due to the criteria of the property.
I have a local connection to South petherton,and have missed out on several properties due to the assisted living status of the property.
- I think if you have a new match it should appear at the top of the list, rather than going through all to find it.
- I don't believe the system itself is fair as myself and my family have been desperate to be rehomed for a long time but are always to far down the list when bidding
- To view homes I am legible for I have to go on the bidding bit. It would be easier to see homes I am suitable for straight away
- Back how it was
- Not good with on line took long time to sort out .I deal with Anxiety now blood preasure .On lowest band and get no we're .Wich stresses me out nothing o n there for Frome this week we're I'm trying to get .
- Needed more explanation of how to initially used, fine once worked out.
- I always log in using my smartphone but the page doesn't show fully,even in landscape, and you can't filter the results.

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- More bungalows would be helpful!!!
- Happy with new website :)
- When you bid, it would be 'nice' to hear when failed - and possibly why instead of waiting 2-3 months to see "let" on your list of bids.
- I'm a single working part time male in Bronze and I'm not finding any place near me that's viable to live that's near where I work as I can't drive either
- Could be better at letting you know, what you can bid for and outcome. Seems a bit confusing, unlike the last one.
- I cannot find any properties I'm eligible for at all
- I prefer the old style setup, it was easier to find the areas. With the exchange scheme ended these places should be offered to anyone and everyone that meets the criteria for these properties.
- Bring back message function within the website. Not always clear where to upload and help section isn't always that helpful
- The website is very user friendly
- Apart from there being more properties available, it would be good if the people overseeing this service would respond to emails sent to them.
- The new website is easy to use and navigate which is brilliant but the new format is ridiculous by this I mean if you bid on a garage that now counts as a bid on property therefore reducing your bid on homes to just two in my situation unfair if you ask me
- The tabs at the top to choose from do not show on a phone making you unable to search for what is needed

Also on the last site it was easy to see exchanges but on this one I don't seem to be able to find these

- I am only looking for a garage for my classic car. registering is much more complex than seems necessary. I have been using computers since the mid 60's and consider myself competent. I cannot imagine how a homeless person would cope.
- The new website isn't fit for purpose. Send them an email and 2 weeks later no reply. Banding all wrong . Basically a sham
- Love the new layout and seeing where my bid for property placed and if it's under consideration it's nicer knowing and easy to use really happy with the site
- Far better now it's been improved
- The website is fine, it's the people who work for homefinder that are hard work.
- There's a lack of pictures of the property's, when you click on the location of the property it take you to the world map and not the location of the property. Navigation of the site is difficult and not clear, the filters are poor or don't work
- We don't have much chance of a Bungalow
- Made clearer whether property has wet room, magna does it but Taunton Deane and others don't also make more clear whether it is sheltered housing
- I am satisfied
- Love the new login system but find the website hard to navigate to view the properties advertised
- I really like the new layout and find it much more user friendly than the previous, I like that you can now see the status of houses after the bidding has closed.

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- The new Homefinder website is a great improvement on the older one. Because it's new I would like to wait before commenting on potential improvements.
- New website not load login some problems from password and user name
- Bidding is not clear. Images don't always exist. Little data for each property.
- I think the website is much clearer and easier to negotiate
- I tried to update my account as I have had a change to my health, it looked as though I was requesting to make a totally new application? I find this confusing, it felt like I was losing my place, so I didn't continue
- I must want somewhere to live please, I'm doing all you ask but I just want somewhere.
- Very good new site easy to find and use well done to all in offices
- It was so much easier than the new one, especially if you have got bad eye sight, a few times my wife couldn't find how to bid
- By having somebody to answer questions
- Internal photographs of property would be useful
- I think they should state how long they take before they offer you a place and I think they should read people's applications properly I'm getting offered places then getting told I'm not suitable for it because I'm disabled and it's not suitable for me if that's the case why offer it to me in the first place
- So fed up of waiting I've just started working full time and I'm having to apply for support from Sedgemoor Council for council tax my rent is 620 pounds too this is so expensive. Praying to be accepted soon
- To have photos and room dimensions
- It would be helpful to put a link to eligible properties on the main account page, it took me a while to work out it was under property search.
- It was more useful when you logged in and the eligible properties were the first thing you saw. See your banding could put some people off who may believe there are no properties for them that week.
- You have kicked me out of Homefinder I was for years now I lost all the years I was on Homefinder. I had to prove I was allowed to stay in the UK and find that very discriminating and humiliating. You took away my years I built up in my position and waiting months for a phone back about the matter
- By placing people appropriately. I have been unable to walk due to me being in a first floor flat and as I did not have children this makes me less important. It is very frustrating and trying to get information changed or accessed is crazy. The system needs to be made more fair in my experience
- It may be more helpful if your staff looked at the application more closely than they do. There is no way that you can put down any medical needs that someone has i.e. Learning disabilities, asthmatic, diabetes etc. Even after discussing this on the telephone no one looks at it.
- The old website would show the place in the queue for bidding on the front page of the property details, the new website doesn't do that unless you go into the property details. While the website is easy to use and understand I am not sure it's an improvement.
- I'm unable to find any homes in the area I would like to live I'm seeing homes when signed out but when I sign in there are none

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- It's simple and easy to use. Only thing I struggled with was getting properly told what my banding actually means. I will be moved to gold band soon after being on silver homelessness other than that it's a great service.
- I found the previous Homefinder website just as easy to use and it also had a facility for leaving messages which the new one doesn't seem to have. I feel the money used to change this website could have been put to better use eg. Employing more staff, so that application processing times are shorter or to answer queries for stressed people who are homeless and or desperate to be housed.
- Why didn't I get in. I want to know why I have to wait a long time. I've been waiting for almost a year
- More information on bidding and results and out come of bidding.
- A more fairer way of deciding what bands people are allocated to.
- I am looking for a garage and the days till end of application are like 400 days, surely this isn't correct
- I have not used it as yet, so unable to answer.
- I think it's fine how it is
- It should state if property's are for local connections only
- Be more personal to the needs of the people bidding it shows properties that are for a age min of 55 (of which we are not) and also 1st floor properties which we need ground floor ideally sue to health. It wont show you your action plan it says click here and when you do it wont come up so seems pointless to have this feature. I think it would be good to have a journal feature like on uc that you can send and receive messages with your case manager and it can be viewed by others so people can get on the same page if your case manager isn't in. Gives more consistency if they cannot talk on the phone it means they can send a message via the journal.
- I find it very easy to use and easy to see which properties I am eligible for plus very helpful
- The only thing I think is when you bid if I was say 1st on silver I should stay first for the silver band although there are gold and emergency before me and the same with if gold was bidded first they should stay that first gold bidder not be put back.
- People that are homeless actually give a chance.
- When you click to view a particular property then wish to continue looking at other properties, it takes you back to the beginning every single time! So you then have to scroll past every single property each time.
- Why is it so hard to find a place from private to council. Property when you send in all forms as you are going to become homeless.
- Go back to the way it was.
- I'd like to know how many same sex partners have been given properties
- At first I was apprehensive but have found it really easy to engage with the process
- I found it a bit tricky at first, I think postcodes should be visible.
- To update information on application form, there seems to be a problem as page gets stuck and cannot move to next screen !

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- Floor plans of properties. The stats related to properties you bid on eg went to x band and the number on list eg 1 or 56 also reasons why others were skipped
- Photo of back garden would be nice, just to see the size and fencing.
- Well set out ? Easy 2 use
- There is not very much on Housing for silver band in taunton been trying for awhile but nothing much for taunton
- It is okay as it is
- It gives more information about the property and location. Having a picture/photograph is helpful in identifying a property when making a choice.
- I like the way information about the progress of my bids is displayed.
- Bit confused with the bidding and how to bid
- I much proffered the old site purely because I could find exchanges on it. Now I cannot see exchanges at all and although I am on the house exchange site I can only see others who have the same housing association as me. I would like to be able to see all exchanges available from all housing associations and councils
- I AM GOLGD RANK AND STILL NOT GET NEAR NUMBER 1 LAST ONE I VOTED ON I WAS RANK 15 AT CLOSE THE WAS 245 PEOPLE AFTER ONE HOUSE
- Houses in my local area
- If you gave people in need and local connections priority that would be smashing. Nothing more insulting than someone of a lower band and zero local connections getting priority
- I am only shown houses which are at least 20 miles away from the area I want to stay
- Works well for me - can't think of anything to improve
- It needs to more user friendly.
- So much better than the old website, easy to use and navigate and seems more streamlined. Really like using it now
- I am practically homeless and getting nowhere fast. Not sure i have been placed in the right band for sofa surfing and not having my own place
- There's nothing comes to mind I'm happier how it's been set up now. It's so much easier
- It ok
- It's rubbish every property I apply for for my dad he keeps getting rejected because he's not on pip, thats wrong your system is crap
- On mobile I can't scroll across to access the other options when looking at home located at the top on homes I can bid on, as in number of rooms, area etc.
- I do not believe the new website is any good the layout is poor and extremely hard to get things or sorted on this site a year plus looking for a suitable property whilst being in danger of death and or live changing injures this is a joke of a housing site .
- Update status of whether the property has been let or if you've been shortlisted quicker.
- Easy to use
- It's just a shame working families that are in bronze band bid weekly on newer properties and never get offered any, it should be made more equal for working families as well as families on benefits

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- Why change something that was working well?
- I find internet access a little daunting sometimes but I did manage to come to grips with it
- Good
- By explaining how the houses are allocated?
- I'm finding it really really easy only issue that I'm having is the ranking side of things I assume it's the queue number I'm guessing not other than I really like it
- Everything working fine
- He need to improve i bid the house but i don't get i don't know how it work how people could found house but me i'am very desperate to found house could please trying to help people with desperate need i'am down the bid how they chose for the house
- More photos of the relevant properties
- Have the ability to make changes easier and affective way, to have matters resolved quicker and relevant to the needs of every applicant.
- More houses picture, no just one.
- Clearly stating which homes are available
- I think the new homefinder website is easy to use although it would be better if it could tell you what current number you are on at the end of the bidding day and if it could tell you more of your information for example if you have any extending rent arrears or anything that could possibly be on you from stopping you from getting a property and I understand that everyone's circumstances is different but at least then everyone would possibly no where they stand in the chances of bidding
- More detail about the property and why the selected individual got priority over other bids.
- Navigation is awkward no option to message and its very poor and basic compared to the old site I dislike logging in and using the new site
- It is much easier than before. The website is clear and simple.
- The new Web page, logging in and the bidding process is much easier to use, navigate around and keep track of. Thank you.
- I can never find discounted purchase houses it's all bidding on houses for rent?
- I signed up to have alerts sent to my phone when properties become available. I don't get any alerts so not sure if this service is available.
- its ok dnt think it needs improving
- People who do not use or have computers find it extremely difficult. Also them trying to set up emails and remembering there passwords etc
- Since it's changed our bidding numbers have got higher and higher. Over 100 when we used to be below 10 and this is only since the new update of the website. Been on it over 2 years and I personally think it just doesn't work. The system doesn't work. Two families having to live in one house still nothing
- I Think is good
- Easy to use
- I don't believe it needs to be
- I just find the website confusing on how to look for houses and finding out details of how you get in bronze silver categories and being able to contact people for more information maybe it's just me

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- If you choose the wrong district you cannot change it without calling and ask someone else to do it
- Once you are set up the process for bidding etc is very easy to use.
- This is the first time I've been able to bid on property as although in silver for many years I was never eligible for property in my area. Now I'm facing homelessness there are still no property in my area but at least I can place bids
- The listings are meant to appear at 00.01. They actually appear around 00.08. It is quite stressful waiting for them to appear, and having to continually refresh the page. Also, this week a property on which I had placed a bid showed 9 bids when the bidding cycle closed - but later yesterday it showed 10 bids! The time that the site keeps you logged in is too short.
- When your waiting for an offer you should be able to bid still I missed out on other properties and if I waited till Feb to view I would of missed out on so many
- I think the website is adequate, its the lack of Housing that is an issue
- I dont like it sorry. It clunky and not easy flowing.
- seem to work well, a bit more detail on the property would be would be helpful, room size, sheds an the like
- really well constructed website - no improvement needed
- I cant even get into my old account and I dont understand the new one at all
- Everyone get a chance as we're all in different positions
- When viewing in a tablet or phone you can not use the filter tabs. Therefore you have to scroll through the whole list. Although I've registered for email alerts to date I have received no emails. Don't actually know whether this works.
- Very good.
- Out of 10 houses, only 5 were in demand. In one of the houses, I marked and there was only one president for renting this house and remained alone until the end of the auction. But later, after 2 weeks, I myself wrote how I can be a home with this? When will I receive it? They told me that they gave the house to other people
Also answered this was decided by the owner of this house
Why then man's hopes that he will finally get this house a home? Why didn't they inform me that they changed their mind and didn't provide appropriate housing in return? So which body makes the decision? Laws on the form and distribution of houses have not been worked out.
- Stating what floor the property is on rather than the little pictures
- Show the postcode on the advertised properties
- Banding adequate housed even though have bedroom unused and still in bronze. Would have thought would be higher as sdc need there properties adequately housing tenants to free up housing needs.
- I'm very new to this process so don't feel qualified to judge.
- I find it perfectly okay as it is
- I'm don't seem to be able to see how many other people have bidded.
- not as easy as the old site
- Excellent job well done
- Easy to navigate
- Improvement - additional photographs of properties
- Not clear on properties especially garages location

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Please provide any comments about the new Homefinder Somerset website.
For example, how it could be improved.

- I do feel that the banding needs looking at more as I'm in a situation where I have 2 children aged 10 and 9 cramped in 1 bedroom my 10 year old son has a health condition I have sent in evidence of this and feel it doesn't get recognised and I feel like I'm not getting anywhere fast and his priority is important he's struggling mentally in the property we are in and with out a move and somewhere where he can have his own space to deal with his condition he is struggling with it I don't know where else to turn to
- I honestly think local people should live where there you have family support housed locally not out of the town.
- The link to place new bids is very small and i couldn't find it at first. It's tucked away next to the large link for current bids. It used to be easy to see available properties but now it's harder. I also can no longer see a bid position. These things should be changed. The change in login system confused me at first but it's okay now. I had memorised my reference number and was used to using that! (but that bit is probably a good change for most people; I'm autistic and memorised Pi to 32 decimal places when I was 17 because I thought it would impress people!)
- I can't access it !
- Every time i go on homefinder there is nothing on it, I t looks like Sedgemoor HASNT GOT ANY HOMES HOME FINDER IS RUBISH
- I dont know how to use internet or the homefinder website at all i have to ask friends to help do it for me.
- It's easy to navigate, if I am using it properly
However there are very few properties that I can see on there so I assume I must be doing something wrong..
- Explaining how your bidding works out, and the ranking of which band you end up in is unfair.
- I can manage it OK.
- Have emailed about help to use it and not heard back much preferred the old way
- I've been on bronze for years and get no where.
- There is nothing you can improve right now, your doing a great job.
- Much better to navigate than last website. I am finding it very useful to see where I come on bidding, how many others bid and also which banding has been allocated property I bid on
- More photos of the property, you would get this with any other agency, makes people feel a bit more valued!
- Very easy to navigate
- I am looking for a garage and it has changed the format. Now u can't see where the garages are quickly u have to open each one before knowing which area it is in!
- Can't think of anything negative
- To give house more faster
- I much preferred the previous website, simple to use and search on
- I'm not very happy I have before old homefinder, when this new one start work I lost view month for my application because I must open new one on thi new homefinder.. then I can't upload my documents...I'm waiting really long...
I have two Bed hause and 3 douthers 13, 15 years old and small one 4 months we don't have any space for cot to my baby my house looks horrible I send to you text

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and Photo but I still don't have any confirmation you have my email or pics.

I'm not sure your page working perfect... Or you ignore me and try no help me :(

- You can not improve on perfection
- I preferred the old way of searching for properties.
- Nothing wrong with the old one..
- It would nice to been able to just look for homes it the area you want to move to.
- I feel it could be improved by allowing a comments section to be added to your bid, so bidders can express exactly have interested they are in a particular property and why they feel they're a suitable candidate. I am mainly looking for properties which are close to my children's school, perhaps another candidate is looking to move to an area closer to their work etc. By adding a comments section to the bid would further aid in choosing the right person/family.
- Local mutual exchange recommended more
- You should if kept it the way it was. At least I would know what to do & as for this new rubbish one I've had to get my support worker to help on a few occasions. Also If people like me are willing to give up there house then it should be down to the housing to find us a smaller property not me looking.. how stupid is that? I will never move if I have to find a bungalow myself, it's a stupid way to move.. you housing ppl should be finding properties for ppl giving up bigger houses for families, like me. And also put up decent houses, bungalows for me to bid on..
- You could put me at number one for a start. However, I am 51 and three quarters years of age with health issues which means I feel 81 and I have to wait until I am 55 before I qualify for housing that I need. I am ex forces which messed with my health and I am potentially going to be dead before 55.
- Find me a place as its been over a year I should I be gold because I filled out some paperwork that would help me but its hasn't my ranks have gone up sky high since I did the paperwork ans I'm not happy
- In the older version the website used to show my position in all houses without needing to click on it to see, making it easier to make a decision about which houses to bid for. It's good to be able to see the banding of people who has been offered the houses...
- No comment
- Would be very helpful if the properties could be advertised similar to estate agents by giving the measurements of the rooms.
- The search bar where you have the drop down menus doesn't work properly as when you put too much into it it lags off the screen
- A more direct messaging service to Homefinder Somerset rather than a direct email to the local district
- It is no so easy to refine the search location
- It allows me to see all the housing available, but unfortunately not any of the are suitable for me.
- Easier to use on a mobile phone device
- Still appears dated.
- I'm still waiting to move it as been 1 year not one place
- All fine.
- Search for homes is ambiguous, Advert and Area, you don't know whether you are searching across `all' if you don't select an area or advert type. Put another

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way: if you don't select an area or advert type is it searching all categories, or is it searching none?

- My details were lost due to computer changeover, worse I was not told so my application was cancelled & I had to re-apply Now i cannot find drop down menu on my Abri
- Unable to make any constructive suggestions
- a bit complicated at the beginning, but with time I find the menu very familiar and easy to use
- Website is ok but not enough local property available
- I seem to get just garages
- I find it ok at the moment
- Not user friendly at all.
- It does not appear to have a straightforward way to give additional information? I have been asked for more on my current health requirements but as far as I can tell, this means completing the original form again? I may have misunderstood: I still have long covid and find forms difficult.
- I do not like new website
- I'm waiting to move back home to wells, you should put ex residents at top of the list.
- much easier to use
- Easier to use
- I have only been on the first page as there is usually nothing for me to bid on.
- Terrible website, please revert to the previous site as soon as possible
- I am looking for a home in castle Cary ditcheat shepton mallet evercreech why on my home finder do places like Taunton high bridge Yeovil Taunton keep coming up for me to bid on.