

## Homefinder Somerset Applicant Survey December 2021

**Please provide any comments about adverts for homes. For example, are there any details that you would like landlords to include in adverts that aren't currently provided?**

- Not enough properties like 90% less than before
- There is two houses in the same street /area and brand-new one rent is different to the other.
- Not enough pictures and very vague
- Some places don't say about pets or use much detail
- No all fine
- Floor plans and/or internal and external pictures would be useful.
- Pictures of inside would help
- Pictures of actual property not one off the internet and pictures of inside and garden
- Proper photos
- An extra photo would be nice
- House layouts would be great or an inside view of the rooms of the properties
- Layout plans or size of rooms would be helpful
- More details of the home or more pictures
- not really
- No only maybe a actual photo of the property not just a general photo
- Perhaps how much council tax and utilities could be
- Details about inside the home would be nice so like separate living and dinning rooms would be nice also photos of the garden if they have one would be nice helps those of us with certain needs make a choice which is best to bid on
- More photos would be great
- Put search criteria in and nothing ever comes up
- Interior pictures please or floor plan layout.
- Can't think of anything.
- More photos
- I need a wheelchair friendly/ adapted property and find it hard to navigate the site to highlight our needs.
- Just make it easier to navigate
- When on a phone you can't access the filter section on the top of the page
- There's never any homes in Bridgwater
- It would be nice to see more pictures on the home.
- I am in a wheelchair but they send me upstairs flats!!!
- Maybe photos of the gardens if any. And inside the home.
- Whether the property would allow a stair lift or if there is any steps leading to the property.
- more pics of outside and some of inside
- Sometimes should that property is ready to move but waiting for viewing take 2 months
- Do not like how abri write " a chance to rent". Other landlords do not do this. It sounds rude/superiority. Makes it sound like a competition for winning a property. I work and pay full rent. Other than that, the adverts seem okay.

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- Not really
- More pictures of the property and details about the size of rooms
- No
- Homes for people under 55 years old
- Photos of house/garden
- Basic details, floor plans would be helpful
- I would like to see more pictures of properties
- Furnished or unfurnished.  
Sizing of bedrooms (single or double)
- Would be nice to have a floor plan
- You need more details about the houses you advertised, what type of fuel does it run on, what white goods are included and carpets etc... then family's can make preparations for what they might need to get
- I've tried to look for rental homes as a second position just so I can find a stable home for myself and children. NO HOMES WOULD BE AVAILABLE
- Show inside the home as well
- I feel there should be photos of the inside and outside of the property's
- Perhaps some internal photos
- More photos.
- More photos
- Again I am looking for a garage and there are no pictures at all
- more pictures! though i understand that that is time consuming
- Parking
- 1 picture of the front, informative? I think not? And finding a house on the bidding system???? There aren't any left after they have been handed out to all of the liars.
- More photos of property
- More room details and photos
- There are homes that are empty and yet no one is willing too house me n my son as we r getting evicted from our home
- Not enough pictures
- no comment
- More details about rooms sizes, would be great because some 2 bed rooms houses or apartments have more space than 3 bed rooms houses which does not make sense to people to move into 3 beds rooms that going to be small than they current living situation.
- More pictures
- Could do with more pictures of the actual property
- To see other landlords other than Abri would be a start. Room sizes would be good so you can see if current furniture would fit or if you would need to buy different furniture.
- More photos of properties needed. Also need to make the system clearer as unsure if the 3 bids are for a time limit or if I'm unsuccessful do I get 3 more bids?

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- More pictures would be lovely
- Yes. Include those with out needing medical history.
- It would be better to have more photos of properties
- Na
- Would be nice to see photos of the insides and rear of properties as well as parking availability and photos.
- Please can they say if pets, like cats or dogs are acceptable and if there is an additional cost
- Better more immediate indication of where the property is
- Pictures of properties and inside the properties would be better
- I think there should be more pictures of the homes ie inside or the garden
- A floor plan Or room sizes to make it easier to work out furniture etc, the same as any other rental property.
- Photos maybe
- Yes whether or not you can claim rent rebate
- Room sizes and maybe some inside images
- Better locations for new builds
- Maybe size of rooms / gardens.
- Can be more foto pictures
- More photos would be good
- There is never enough info about the matches.
- Nothing more to add
- More photos would be nice. Add information about what kind of applicant the landlord is looking for
- It would be nice to see inside the property.
- To have it state known antisocial behaviour/crime would be beneficial to those of us that have medical conditions where these factors can exacerbate the symptoms
- Don't see any adverts for homes
- Homefinder should be made fairer to all that bid but priority is never given to those that are in need it is always given to those that dont need the property and those that need the propertys cause they are homeless dont get given a look in cause the council only chose those who they think are suitable it's not fair the way it works
- More photos please
- More indoor and garden details and sometimes the locations are not accurate
- can the property be adapted for people with disabilities
- More pictures of inside properties
- Possibly the size of the back gardens.
- N/A
- Yes
- The thing that affects me is that descriptions don't always state wether there is a shower cubicle, wet room or shower over bath

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- Address of the property
- Inside of house
- Local connection property's shouldn't be on your list of eligible property's if there is no match.
- A postcode with every property advertised
- Layout of home site map
- None
- A few internal photos would be appreciated if possible
- I think everything is simple to understand.
- YES parking facilities
- More photos of the house, garden and surrounding area (street) would be nice to view.
- Yes, Why not offer your Properties to the Hard Done by Single Working Man for a change?!!
- There does not seem to be many homes in the frome area to bid on anymore
- Need more photos of house and garden
- floorplans would be useful but not always possible, layout guides and room sizes
- No
- no
- Detailed parking and local crime rates
- More photos would be nice
- See pic of inside not that I get any we're on bronze
- More info re public transport, and if available. Also local shops.
- None
- How long will take to respond to bids - or complete if/when succeed
- Yes more specified pictures of the property, in detail
- A floor plan would be useful and the sizes of the rooms. As moving with furniture it helps to plan ahead.
- More pictures would be good. More information relating to property such as steps in property, flooring, suitable for adaptation would be helpful on all adverts.
- Could do with more pictures of inside homes
- The landlord of the property needs to clearer in the initial ad.
- Accessibility i.e steps to property
- For garages the dimensions are important as many older garages will not hold a newer car.
- None
- The truth
- Bungalows for over 65s
- Sizes of rooms would be really helpful!
- Would hopefully help the bidding process if the properties were described better , ie kitchen/diner or separate dining room , shower only or bath only etc . Think this would make it easier for people to decide if the property is suitable for them .

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- It would be nice to have slightly more pictures, especially so you can be sure it's a suitable property to bid on for your family and not waste anyones time.
- Perhaps street view images regarding advertised properties.
- Is not to many homes are in this area
- Floor plans. Garden sizes. Type of heating. Accurate map.
- On my mobile phone I can't seem to choose my area but it's easy on a PC
- all good
- The old way was better as you knew what you were looking for and where to find it
- It would be better to know which property it is exactly and a layout of the property itself
- More photos of property
- Don't understand why homes I bid on get withdrawn I think its wrong and it gives fauls hope to people desperate to move
- All you see is a picture of the property and nothing inside like you used to with the old system
- As above internal photographs would help with choosing
- Maps not easy to read
- To have photos and room dimensions
- The adverts are good and really thorough. Sometimes they lack pictures.
- From when they available
- Would like more pictures of the prperty
- More homes would be better, bus route details
- Sometimes the information is conflicting e.g. recently there was a 2 bed, 1st floor flat available, it said both lift and no lift for this property in different parts of the property details.
- More pictures of the house
- Photos of the inside of the property, measurements of rooms. Not just a picture of the outside where you are left guessing what you are bidding for.
- It is fine. There are no requirements
- Parking
- No
- It just says garage , there is no idea of location size or position on map
- Not shown on Map
- It's perfect the way it is
- Better pictures some just a work site but you cannot see any pictures inside or even not the actual property
- A picture of inside the property would help.
- need more images
- More pictures or spec of layout would be helpful
- More pictures of the property would be great!! Otherwise we might feel forced to take a property that's in poor condition

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- Parking details on all properties would be helpful eg off street, on road, resident permit etc
- More photos of the inside of properties
- If the houses have been left with carpets
- More photos, ie. Back of property, garden, and perhaps inside, lounge, kitchen, bathroom.
- Parking spaces.
- More information
- Adverts give appropriate information and easy to understand
- postcodes
- Needs floor plans
- The information if cooker is already in the house would be useful.
- It is okay as it is
- You could provide more pictures if the homes you advertise
- More informative and having a picture of the property is essential
- No
- Would be great to see inside the properties
- No, I find the information useful enough.
- Not very easy to understand
- There is not enough information on the property size of garden not enough pictures , room layout etc
- Maybe sizes of rooms or maybe floor plan
- Not enough photos of the properties & sometimes no photo at all.
- Not clear and shows lesser homes
- Internal photos really would be appreciated
- I think it's important to reflect pictures of the property both at night and in the day. Just so you can get a sense of street lighting or void areas.
- Need more information
- All requirements of preferred applicant.
- Ok I have bid on a number of homes one of the homes stated off road parking speaking to the people in the area there was parking on a first come first served basis so not having parking around would make this a problem . Second property had a bedroom next to the living room with a sliding door with the pain I am in I have problems with sleep so this would mean my partner then has a problem sleeping also leading to more problems the last property stated an enclosed garden this was not a garden but a footpath around to the rear of the property but not a garden these sorts of things should be described in the listings and proper photos of the property not photos that have been taken 10 years previously witch are out of date
- Maybe the size of the rooms and more pictures would be great of the inside .
- If/when the property is ready to move into.
- More than a couple of pictures & sizes of rooms would be useful
- Pictures

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- Quite clear
- Good
- Not really
- For example the size of the bedroom and show the picture inside and the surrounded area and show the area properly
- A more detailed summary regarding the property, including more pictures of the place one is bidding for.
- Clear details of which properties are available
- More pictures and size of garden
- Some landlords provide a lot of details and some provide hardly any. It should be consistent so you know if the home has double glazing, central heating etc.
- size of rooms would be helpful
- More pictures and floor plan would help to make sure a property is big enough inside before you bid otherwise you are bidding blindly
- The exact location is not always specified on adverts for housing association properties, a document for the description of the properties location has sometimes been uploaded as an image to provide more information, however on occasion these images have been quite grainy and difficult to read. Perhaps in this scenario a PDF download would work better. All the council owned listings however, have supplied all the information required perfectly.
- Photos of the inside
- You need to advise the house when the tenant aren't living there and when it's empty
- Yeah
- It would be good if you could see inside the houses.
- very good
- They should have more photos
- It would be nice to see a floor plan of the property
- More info
- A couple of pictures
- Whilst I was bidding, I emailed the provider regarding if a property I wanted to bid on had a garden they told me no, when in fact it did. All information needs to be shared so people can make informed decision on properties
- The adverts and area information are good. The lack of internal property images makes it a little more difficult. The details given in the description and Map etc are very good.
- I'm a non driver and traveling to view properties listed when working full time and unsociable hours makes it extremely difficult. Having the option of additional images to view could make things easier if viewing is not an option otherwise you could be accepting to move into a property that is completely unsuitable.
- More details about parking, and of facilities for storage of mobility scooters. Also, whether carpets (if any) will remain.
- room sizes

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- Maybe measurements floor plan or pics
- More pictures or at least floor layouts would be beneficial
- More photos
- More photos
- More photos would be helpful.
- the adverts for homes are attractive and sufficient
- i cant even see any of them as i cant get into it
- It's advertised well
- More information about gardens. There were new build houses but nothing about if they had a garden.
- In an advertised house, describe more the square of each room, for example, the kitchen of the bedroom  
Who does not want to remove the garage from advertising
- More information on the bus routes and places of interest around the address
- Postcode of property's
- More photos of properties
- Parking and bedroom sizes.
- wheelchair user so need room sizes as each individual needs more space than others . like humans we are all different and not one size fits all.
- Pictures of inside homes would save a lot of time as then people would see inside before bidding
- Floor plans would be helpful
- Floor plan and or additional pictures to help decide if suitable for family needs.
- More information needed
- Some of the adverts are misleading and so not give the right information on them
- No
- more info on the interior of the property
- I think you should put photos of the inside of the property
- It took me quite a few times of logging in before I remembered how to find any new properties. It's almost hidden. I don't think it's good design. If there's a method built in aside from the tiny link next to current bids then I haven't found it yet. I no longer see my bidding position. Sometimes properties say they do or don't, or might, accept pets, but not always. I need my cat as a support animal. I expect people would also want to know if there's parking, but I don't drive. I keep getting rejected for properties despite being gold band and at or near the top of the list. If properties aren't suitable for vulnerable tenants then stop giving us false hope of getting them. I was refused for one on the basis that the downstairs neighbours are thugs and I wouldn't be safe, so why was it offered to bid on? It looked perfect on paper and I was top bidder and was called to say I wasn't allowed it because of that.
- Can't see them
- THERE ISNT ANY IN BRIDGWATER
- photos of the actual property

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**Please provide any comments about adverts for homes. For example, are there any details that you would like landlords to include in adverts that aren't currently provided?**

- Not really
- Yes why you are not able to bid on certain properties.
- Internal photos, floor plan
- All very well explained
- As before more pictures, measurements or square footage would be good.
- pictures of inside the property
- It would be so useful to have a floor plan including storage areas and, where applicable, more detailed information on the garden especially for someone like myself who is not currently living in the area ie similar to that produced by estate agents
- That working good
- No
- more photos of the properties would be great, inside as well.. Remember these will be peoples homes.
- nothing is standardised energy ratings are missing often, photos are sparse and information is lacking.  
are the walls cavity or solid?  
Cavity? has it been insulated yes/no/cannot be  
loft or ceiling(between flats) insulation  
how old is the Double glazing?  
etc...
- More picture of the inside of the property's
- Rubbish
- More photo's especially the inside of the properties
- Houses built in new states sometimes are not found on google maps , making it harder to find out where the house is located. It would be helpful if the advert indicated in which area of the town the house is located.
- I am only interested in a garage. I have not viewed ant house adverts.
- Measurements of the rooms
- More photos
- Can't access more information such as llp etc.
- Some place you can't use the maps
- Would like to see the floor plan and maybe sizes of rooms would help. So I can see if I can fit furniture.
- The specific searches I have performed return no results. `No homes matching your criteria were found.' Is the stock return. If this is the case because there are no properties across the entire Homefinder Portfolio for a given area, then there should be a notice to that effect on the front page. Otherwise people are going to wonder if they have made errors in their search. Which would be difficult to comprehend given that there are only four main criteria and only a maximum of six subcategories branching from the main four (twenty filters).

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If you ignore all the filters, and select ALL, you find one flat, and nineteen garages ... that is news, people need to know that.

- better photos and photos of garden, inside etc
- Can never find properties in the area I'm looking for
- No answer
- Just need more property to view
- Not sure if website is mobile friendly
- Nearest bus stop/route. Nearest post box.
- Some adverts don't show pictures of the inside of the property
- Finding them by my personal status....not easy.
- Again, this may be me - but most of what I seem to get are garages? Could I suggest:
  1. These are advertised separately to residential properties
  2. It may be helpful to those seeking garages to say where they are, as title.
- Not enough photos of properties
- More photos of the inside of the property
- More information about bathroom facilities please
- More photos needed
- Enough details.
- just one house and dozens of garages. I don't even own a car.
- if any decoration needs doing, involving carpeting, flooring, wallpaper