

Homefinder Somerset Applicant Survey December 2021

Please provide any comments about the application form. For example, how you think it could be improved

- Far too long
- This is the 2nd application form I have done and have not got any where in over 4 years
- To add my daughter I have to re do the whole application
- Less Garages & more Property advertising
- Many repetitive questions. Sometimes only one option too click when actually several could apply
- Doesn't say if be submitted and received
- More properties needed in yeovil
- I found it clear but would have thought some people would struggle with it.
- No idea
- I can't do forms.
- More help with filling the application out ect would be much better tried to make contact with the housing officer for assistance multiple times but still haven't heard back from her!!
- Instead of having to do the whole form again I should have just been able to edit it. As I now have been put through the whole process again
- Prefer the old system
- Could do with more information on what to upload to help with banding, e.g. what makes you qualify for gold band
- More houses
- Too complicated to update details.
- Make it easier to understand
- It is just hard work to try and rent a garage
- Far too many questions and wanting too many proofs of who I am? You need me to prove everything you already know as I pay my council tax??? Yet I don't have to prove all of this to pay that do I? Another example of mendip council departments working really well together.
- Making it easier to fill out as not everyone has Internet or mobiles
- I don't know why you have to fill out whole new form for a change of circumstances
- Make the form n searches easier too look
- I would like to add written information.
- Be aware that not everyone has access or understands how to use or access to digital information. Perhaps offer support in how to access or use via call or in small group. Understanding that we are living in uncertain time.
- If pregnant it should state MatB1 form as form of evidence for 2 bed rather than awaiting application to be accepted then only being allowed 1 bed property as not submitted MatB1 form. I didn't know it was needed
- Na
- I can't claim that the form is easy etc - I find form filling very stressful at the moment
- Just seems complicated
- The housing options team could take all individual circumstances into account and medical evidence rather than bullying people
- So much easier than the previous one
- Having to just fill in the parts needing updated rather than the entire form

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- I am thing allits okey.
- Could be improved by not stopping an applicant from bidding while waiting for them to process the 'change of circumstances'. I waited 7 weeks to be able to bid again.
- No further improvements required
- Much easier and quicker to use.
- Very easy, clear and logical to follow
- People with disabilities like me should have help
- Some of the questions were vague and there wasn't enough room for answers on the medical section
- being under a time restraint made it very difficult when you have disabilities
- unsure which documents have to be added
- Non
- I sent a copy of mat b1 form and had no response
- Easy
- Think it's fine.. I like that u don't need to go through the entire form again from scratch and that u can amend ur changes easily
- I think it's fine as it is.
- Simplify it! No-one who has no understanding of Computers will be able to Start the Application process let alone Finish it!
- Not good with on line
- Not clear where to upload supporting evidence, so I did where I thought was right then emailed secretly to website. Before I could have messaged via site.
- It was an absolute nightmare. How anyone with learning disabilities etc would get on, I hate to think. I answered the questions and it kept coming back to me. So confusing! I tried to email Homefinder Somerset for help and I would have got a better response from the paint on the wall. Useless!
- The form is fine. But get asked same dumb questions after filling
- Very much improved for example, the required information when applying is far easier to understand .
- Should be more homes.
- Go back to the old way
- Not helpful if you have Learning disabilities and need support from someone else.
- The application on my phone was useful because I'm almost a year old and I am waiting for a request all the time. It would be nice that the notification is displayed quickly on the phone just like on Messenger.
- Face to face filling in
- It's fine the way it is
- I need to amend mine to reflect that I no longer need a pet friendly home. It's impossible to do this without completing a whole new form
- I think children who are shared custody need to be included in information as they are still at both households equally.
- not sure if i have
- As previously stated, the page gets stuck and cannot adance with the application update

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- I have not needed to amend the new application form so please ignore my answer to the previous question.
- It was complicated for the family part
- can't think of anything to improve application form (perhaps make it shorter ?)
- Was eligible for 2 bed then dropped to 1 bed
- The application form is too long and then you have to provide so much information including in my case 2 doctors letters , a letter from social care regarding my needs as well as the form .
- It does take time to fill in and upload documents you can always ask for help
- The application process is quite straight forward.
- Due to the new site my additional information I sent in may was at first set as aug 21 medical bronze once the site was working. I had no written confirmation. few wks later it stated 2017 just bronze and my file having had to call was apparently lost I tried to re send it had no notification it was received and can not message via website like prior one . I've called by phone due to lack of being able to message to be greeted by an obnoxious member of staff who didn't have an ounce of politeness . In all very poor system and site I've been waiting since May for additional evidence to be assessed . The new site is not helpful n weak in options meaning you have to call rather use online for questions etc .
- Quite a while to fill out
- It would be easier if you could just go to the section that needs changing rather than all the way through the form
- It is straight forward
- Not having to update it every year as things are the same. And from my experience I wasn't added until I contacted the team
- I kept adding documents but didn't know what I was suppose to be doing and if it had worked
- Some of the required identification proofs were not easy to acknowledge. I submitted my application because of a pending homelessness eviction notice and my application was frozen because my son's age changed and identification was required from him but no notification was sent to me causing undue additional stress. An email to acknowledge an update would have gone a long way to speed up my application and allow me to bid on many properties that have now been filled
- It is very lengthy, and rather daunting for an elderly person such as myself to complete.
- Once you have an account you should be able to update changes like if someone can't drive or get to work
- HO sent over a report. Took nearly 3 months for someone to review and action.
- Allowing others that live with you on application regardless if they have own application open
- needed help from the office
- Takes too long to inform you if you have been successful
- Council should like my family have lots of reasons to live in Wincanton due to family support etc there for we should be housed locally in Wincanton.
- It would be nice to know how long on the form it will take to swap
- Need help

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- No comment
- Long and complicated but good that you can save it and continue later if needed
- Tell me I'm going to be dropped from applying when documents were already to proceed and go ahead more correspondence & help to new people
- I had problems understanding, I am a foreigner and even my friends who were born in England had problems understanding the questions
- It's fine