

Devon Home Choice: Customer Survey results

In June, we asked people to take part in a short online survey to understand how people use Devon Home Choice. The online survey link was sent out to 6,500 active applicants in Band B and Band C. Of those 6,500 applicants, 374 people completed the survey. Below are some of the findings of the survey.

Results about property alerts and areas of improvement:

You can now set up property alerts which allows you to have details of homes that meet your needs emailed to you. Of the 374 people that completed this survey, 270 people knew about property alerts. Of those 270 people, 144 of them had set up property alerts with 92% of them answering that they are easy to set up.

However, under 50% of the people that had set them up find them useful. This means that we are currently thinking of ways to improve property alerts so that they are as useful as possible.

General use of the website:

A majority of the people who have not set up property alerts said that they have not done so because they are happy to check the website or Smartphone App.

A large majority of the public (85%) said that they find it easy to search and bid for homes on the website or Smartphone App. The website is the preferred method that people search for homes followed by the Smartphone App.

Whilst most people found the website easy to use, some people did report problems with the speed of the website. There have been some problems with the website recently which we are following up with the company that provides the IT services for Devon Home Choice.

Nearly 75% of the people who completed the survey have made a bid for a home in the last 2 months.

Conclusion:

We wish to thank everybody that took part in the survey. Your feedback is important to us and used to ensure that Devon Home Choice works as well as possible. We also invite people to take part in future surveys as your feedback helps us improve the website for you.