

App Store complaint report

Realtor.com Real Estate & Rent · Move, Inc. · current version 27.6.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2026-04-15 to 2026-10-22).

Metric	Value
Reviews analysed	300 (297 classified by AI)
Average stars (these reviews)	2.78
Reviews with a complaint	179 (60%)
Storefronts	US 299, CA 1
All-time App Store rating (US)	4.79 from 1,085,055 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	132	2.3	27.2.2 (15), 26.21.1 (11), 26.20.4 (10)
Feature requests	80	2.0	27.2.2 (15), 27.0.2 (7), 26.22.0 (7)
UX / design	71	2.3	27.2.2 (18), 26.21.1 (6), 27.5.0 (5)
Performance	67	2.5	27.5.0 (6), 27.2.2 (6), 27.1.0 (6)
Crashes / freezes	56	2.5	27.5.0 (7), 27.1.0 (5), 27.0.1 (5)
Pricing / subscription	8	1.9	27.2.2 (2), 26.25.1 (2), 27.6.1 (1)
Ads	7	2.3	27.2.2 (3), 27.5.0 (1), 26.23.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
27.6.1	3	3.0	67%
27.6.0	5	3.4	40%
27.5.0	19	3.2	58%
27.4.0	18	3.6	44%
27.2.2	42	2.3	67%
27.2.1	2	4.0	50%
27.2.0	2	2.5	100%
27.1.0	22	3.3	55%

Representative quotes

Bugs

“...information and the entire app freezes and closes out of the entire listing. Revert back to previous design logic. The app is completely broken. Zillow doesn’t have any of these problems, but was never as easy to use as Realtor.com. I may have to make the swi” (1★, v26.22.0, US, 2026-05-28)

“Used to be good, but now... – This was my go-to app, but it’s been doing nothing but freezing up and acting buggy for the last 3-6 months. I’ve deleted it and reinstalled several times, but the problems continue” (1★, v26.22.0, US, 2026-06-02)

Feature requests

"...phony "I'm just stepping out of the office" type message if you are lucky to get thT much. And no, Victoria, I do not need to spend additional time calling you to tell you that the agent never responded. Truly abysmal, really. Also take a look at the "Terms " (1★, v27.5.0, US, 2026-10-12)

"Updated app removed key features – Two important features I regularly used are now not available. 1) ability to adjust purchase price to calculate monthly payment and 2) ability to see distance to common name locations (like "SeaTac") now require you to know " (2★, v27.1.0, US, 2026-08-23)

UX / design

"Old layout – Go back to the old layout, please! The new one is unusable and harder to navigate!" (1★, v27.2.2, US, 2026-09-01)

"...to justify why their teams has to remain so large. The new app is a ridiculous mish mash or moving things around for no reason. The UI isn't easier or more intuitive. They've simply introduced more menus and clicks to navigate to what should be easily availa" (1★, v26.19.2, US, 2026-04-15)

Performance

"VERY Slow, Freezes and Shuts Down – For a year now, this app is exceptionally slow to open, suddenly shuts down, and freezes. It used to be my go-to app for my house hunt but now I use Zillow as my primary. I have run updates regularly, have deleted the app " (1★, v27.4.0, US, 2026-09-16)

"Slow – This app was always my favorite and then one day, it took forever to load. Everyday since then, it's super slow. Trulia seems much faster, so I often times find myself there instead." (3★, v26.20.4, US, 2026-05-08)

Crashes / freezes

"Buggy and practically unusable – The app freezes and crashes regularly. Use the site or Zillow or Redfin if you are seriously considering a home search." (1★, v26.19.3, US, 2026-04-30)

"App freezes – Update 8/26: Seems like every new update makes the app worst. Extremely slow and some saved listings show up as for sale when in reality they are not. Time to use other apps. Not sure what has changed with this app, but now after a few mins of " (1★, v27.1.0, US, 2026-08-16)

Pricing / subscription

"Not a good change – They removed the ability to change the purchase price of the property and now it only allows you to change the down payment and interest rate. That is a terrible change. It is far better with the ability to alter the purchase price when cal" (3★, v27.2.2, US, 2026-08-30)

"Do not download app – Will take money off you card without authorization" (1★, v26.25.1, US, 2026-07-13)

Ads

"Ads take up 1/3 of search results – Deleting this app. The homes in search results are 1/3 'spotlight' (basically ads) homes that do not meet filter criteria. Tired of sifting through homes I would never be interested in." (1★, v26.22.0, US, 2026-05-26)

"App is horrible – Ads within listings, can't zoom pictures, just to name my top complaints... Will stick to the website for browsing." (1★, v26.23.0, US, 2026-06-22)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 58 reviews · avg severity 2.2/3 · versions 27.2.2, 27.1.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"New release is terrible – Lately the app freezes a lot more, especially when in the saved listings. Older saved listings show as active until you click on it and it's actually sold. Very difficult to use with misleading information. Had to " (1★, US)

2. Improve content quality [Feature requests · 43 reviews · avg severity 2.2/3 · versions 27.2.2, 27.1.0]

Review the content areas users name; add a "report a problem" button on content.

"Real estate app with inaccurate location info – I used this app for years, having grown up in the real estate industry. I wanted to look at properties on Lake Ontario, but can't find anything. Guess it's time to delete this app." (1★, US)

3. Speed up loading [Performance · 35 reviews · avg severity 2.5/3 · versions 27.5.0, 27.2.2]

Profile cold start and the slowest screens on older devices; cache content.

“Slow – Lagging all the time.” (1★, US)

4. Fix features broken by the latest update [Bugs · 38 reviews · avg severity 2.2/3 · versions 27.2.2, 26.22.0]

Add regression tests for the features users name in these reviews before the next release.

“What happened?!?! – Ugh!! The button to share a listing with someone else is dead and the map feature so I can check the commute time is gone. Both of these are huge when you are looking for a home. Please fix these ASAP and I will gladly u” (1★, US)

5. Ship the most requested feature [Feature requests · 39 reviews · avg severity 2.0/3 · versions 27.2.2, 26.22.0]

Read the quotes below for the exact request; consider a public roadmap.

“☹ Time waster – Wasted \$50 getting to a place to look at it for it to be destroyed. Realtor need to require facetime and gps tracking inspection of property to confirm it is the address and photos are correct and remove Ai photos. This will” (1★, US)

6. Simplify navigation [UX / design · 31 reviews · avg severity 2.4/3 · versions 27.2.2, 27.5.0]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

“Quit changing things that work! – The latest update is horrible! The app is now bland, colorless and it’s harder to find what you are looking for. First the crime map was removed, now they removed the map showing flooding. The app is bas” (1★, US)

7. Fix in-use crashes and freezes [Crashes / freezes · 28 reviews · avg severity 2.6/3 · versions 27.0.1, 27.0.0]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Glitchy – This app is very glitchy. It freezes up. Won’t let you save your searches. It never has all the houses for sale on its website even tho it says you will be notified first of any new listing. It loses your place, it closes unexpect” (1★, US)

8. Stop data / progress loss [Bugs · 22 reviews · avg severity 2.2/3 · versions 27.2.2, 27.1.0]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

“...have done all the obligatory stuff, such as logging out and back in. Deleting the app and reinstalling. Clearing the caches data on my phone. Restarting the phone. The app is screwed.” (1★, US)

9. Fix notifications [Bugs · 16 reviews · avg severity 2.1/3 · versions 26.21.1, 27.5.0]

Check notification delivery and let users control frequency in settings.

“...complete picture. Meanwhile, apps like Zillow integrate street view directly into the map interface, exactly where it belongs. Notification settings are just as frustrating. There’s no meaningful control. For example, there’s no way to tu” (5★, US)

10. Fix crash on launch [Crashes / freezes · 7 reviews · avg severity 3.0/3 · versions 27.0.1, 26.22.1]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

“Broken – app will not open. Just stays loading and you can’t delete the app either” (1★, US)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple’s public customer-reviews feed (a third-party scraper as backup), plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.