

App Store complaint report

Redfin: Buy, Sell & Rent Homes · Redfin · current version 650.0.0.43515

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2026-03-02 to 2026-10-21).

Metric	Value
Reviews analysed	300 (298 classified by AI)
Average stars (these reviews)	3.04
Reviews with a complaint	140 (47%)
Storefronts	US 295, CA 5
All-time App Store rating (US)	4.80 from 1,647,407 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	94	2.1	628.0.0.35506 (8), 627.1.0.35261 (6), 623.0.0.33692 (6)
Feature requests	56	1.9	628.0.0.35506 (4), 648.0.0.42378 (3), 646.0.0.41818 (3)
UX / design	39	1.9	645.0.0.41183 (3), 643.0.0.40442 (3), 617.0.0.32544 (3)
Pricing / subscription	24	1.9	636.0.0.38108 (4), 648.0.0.42378 (3), 646.0.0.41818 (2)
Performance	13	2.3	636.0.0.38108 (2), 630.0.0.36286 (2), 628.0.0.35506 (2)
Crashes / freezes	5	2.8	635.1.0.37986 (1), 628.0.0.35506 (1), 627.0.0.35050 (1)
Ads	2	1.5	622.1.0.33650 (1), 621.1.0.33370 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
649.0.0.43265	3	1.7	100%
648.0.0.42378	13	2.5	62%
646.0.0.41818	21	3.5	43%
645.0.0.41183	6	3.0	67%
644.0.0.41064	12	3.3	25%
643.0.0.40442	14	2.9	43%
642.0.0.40312	4	2.8	75%
641.0.0.39860	15	3.0	47%

Representative quotes

Bugs

“Constantly fails with “Unknown error” – Constant failure with this cryptic error. 200% unusable on a 17 pro max with no other issues.” (1★, v627.0.0.35050, US, 2026-05-17)

"Buggy – The app worked fine for a few days, but then it got buggy. I wasn't able to submit an offer on a house on the app OR browser. i made a new account and successfully submitted an offer, but now I can't view the "offer room". Every time I click "Sign in" " (2★, v628.0.0.35506, US, 2026-05-28)

Feature requests

"Messed up UI – Not sure how you could mess up a perfectly working app. 1. Can't search per area, can't filter per area. If you want it to work with the new design, building a new app was better than messing up what users are used to. Hire a real Ux designe" (1★, v639.0.0.38955, US, 2026-08-10)

"Copy address has been removed – I don't know why you are asking the ppl to submit a ticket claiming this is an issue the user is facing!! You know exactly what we are talking about and this was on purpose!! Bring this feature back so you can have your users ba" (1★, v617.0.0.32544, US, 2026-03-06)

UX / design

"Interface ruined. – This app is terrible now. When you tap on a home, half the screen gets taken up by the quote estimator or whatever. There is no comfortable way to browse. Even when you tap on the photos, the quote buttons are still there. Ugh! Edit: A" (1★, v643.0.0.40442, US, 2026-09-05)

"The new layout sucks – Just put all the pertinent information about the property (current taxes, rental info, lot size, parking, etc) in one location. It used to be in details and now it's spread across multiple hidden tabs. People who are actually buying ho" (1★, v643.0.0.40442, US, 2026-09-08)

Pricing / subscription

"Unnecessary paywalls – The properties maybe up to date and "fair information" but the paywall for fema, flood zones is public information so a paywall is nothing short of a scam" (1★, v636.0.0.38108, US, 2026-07-24)

"Maintenance – What happened to the maintenance price that was once put into the co-op apartment's listing ? It helped quite a bit to let one know the total price that would have to be payed at the end of the month." (1★, v637.0.0.38511, US, 2026-07-30)

Performance

"Too slow – More than 24 hrs to approve my legit rental property as" (1★, v630.0.0.36286, US, 2026-06-10)

"...a full guest or ADA setup on the main floor? The listings say 3 bathroom but usually it's 2.1 with the .1 on the main. It really slows down the search process." (3★, v630.0.0.36286, US, 2026-06-06)

Crashes / freezes

"Freezing/shut down – App keeps freezing and shutting down since update" (1★, v635.1.0.37986, US, 2026-07-14)

"Crashes all the time now – Based on the latest updates the "Sorry Unknown Error" message pops up like the thing is on crack. Useless now." (1★, v618.0.0.32791, US, 2026-03-15)

Ads

"Mikes comment – To many rip off advertisers" (1★, v621.1.0.33370, US, 2026-04-06)

"Email Spam on another level – When you are logged in and search for a place to buy or rent, they stay sending you tons of recommendations that don't come close to matching the search parameters." (3★, v622.1.0.33650, US, 2026-04-15)

The 10 most important fixes

1. Improve content quality [Feature requests · 78 reviews · avg severity 2.0/3 · versions 646.0.0.41818, 636.0.0.38108]

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

"...names for marketing purposes thru its app. Would be fine except final clue of contest was corrupted within the app showing wrong info (shows 4 bdrm, not 5 bdrm as specified in reducing possible choices). Sadly this type of corporate mistak" (1★, US)

2. Soften the redesign backlash [UX / design · 32 reviews · avg severity 2.0/3 · versions 617.0.0.32544, 646.0.0.41818]

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

"...to reimagine the rooms was a huge upgrade. In the very recent past that piece has actually

regressed to the point that it looks like a 1990's home design app. Change the room to modern, the same cabinets are imagined royal blue with white " (2★, US)

3. Fix notifications [Bugs · 31 reviews · avg severity 1.9/3 · versions 625.0.0.34128, 618.0.0.32791]

Check notification delivery and let users control frequency in settings.

"App is inconsistent – This app can show you everything Zillow can. However, it has the ability to annoy the heck out of you. You can fix all your notifications to off and ask the app not to track. It doesn't care and will push places to you" (1★, US)

4. Ship the most requested feature [Feature requests · 23 reviews · avg severity 1.8/3 · versions 645.0.0.41183, 621.1.0.33370]

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

"Somewhat helpful but needs work – I like the app however I wish that there was an option to delete the houses that I don't like so I won't keep getting updates on houses that I'm not interested in. It's inconvenient to try to hide the house" (3★, US)

5. Fix features broken by the latest update [Bugs · 14 reviews · avg severity 2.1/3 · versions 617.0.0.32544, 645.0.0.41183]

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

"Recent updates are buggy and poor UX – The favorites no longer appear correctly and I hate the shadow area feature on the map. I'm flexible most of the time, I don't need constraints like this." (1★, US)

6. Simplify navigation [UX / design · 14 reviews · avg severity 2.0/3 · versions 639.0.0.38955, 646.0.0.41818]

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

"Hard2seeSOLD HOMES – I like Redfin! Had bought&sold homes with Redfin for 3 kids! When want to buy step-up home recently it's VERY HARD to navigate old histories of SOLD HOMES in the area we interested, unlike in the past! Please make apps " (4★, US)

7. Answer support requests [Bugs · 12 reviews · avg severity 2.3/3 · versions 643.0.0.40442, 639.0.0.38955]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"Incompetent – I've tried for weeks to get my rental listed. They "flagged me" but when I've tried contacting them asking for a phone number. No response. Very unprofessional. Will use some other screening service." (1★, US)

8. Stop data / progress loss [Bugs · 12 reviews · avg severity 2.2/3 · versions 628.0.0.35506, 626.0.0.34716]

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

"Frustrating photo zoom in glitch! Photo controls less than favorable! – When you try and zoom in to a photograph, Redfin glitches and resets the photos back. Very frustrating glitch. Also, I don't like that as the owner of my own property. " (4★, US)

9. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 2.1/3 · versions 636.0.0.38108, 641.0.0.39860]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Housing too expensive – We can't live" (1★, US)

10. Make trials and renewals transparent [Pricing / subscription · 4 reviews · avg severity 2.3/3 · versions 648.0.0.42378, 620.0.0.33103]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"weird charge – tried to charge me 9.99 when i never signed up free trial" (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.