

App Store complaint report

Zillow Real Estate & Rentals · Zillow.com · current version 2026.79.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-07-25 to 2026-10-22).

Metric	Value
Reviews analysed	300 (294 classified by AI)
Average stars (these reviews)	1.92
Reviews with a complaint	194 (65%)
Storefronts	US 295, CA 4, AU 1
All-time App Store rating (US)	4.80 from 7,239,733 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	136	2.3	2026.63.0 (14), 2026.56.0 (14), 2026.74.0 (13)
Feature requests	72	2.0	2026.74.0 (11), 2026.56.0 (9), 2026.65.0 (7)
UX / design	59	2.1	2026.56.0 (7), 2026.74.0 (6), 2026.73.0 (6)
Performance	37	2.4	2026.64.0 (12), 2026.63.0 (8), 2026.57.0 (4)
Crashes / freezes	31	2.6	2026.64.0 (12), 2026.63.0 (8), 2026.65.0 (3)
Pricing / subscription	25	2.2	2026.57.0 (4), 2026.65.0 (3), 2026.56.0 (3)
Ads	2	1.7	2026.69.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.79.0	5	1.6	20%
2026.78.0	7	2.3	43%
2026.77.0	14	1.5	71%
2026.74.0	30	1.6	67%
2026.73.0	17	1.9	71%
2026.72.0	9	2.8	22%
2026.71.0	13	2.1	69%
2026.70.0	6	2.2	50%

Representative quotes

Bugs

“The App isn’t working – Tried everything to make the app work again and nothing. It says something about cloud front and an error message. Don’t have time to play around so deleted the app.” (1★, v2026.65.0, US, 2026-09-05)

"...Every month the app "loses" the connection to my bank (Bank of America so not a small one) and it gets me to use Plaid which doesn't work when I click their "login" buttons to use plaid nothing happens and I've used plaid for many other websites and apps with" (1★, v2026.60.1, US, 2026-08-25)

Feature requests

"Most options not working – Have it on my Apple tv what would be really nice if it would work, nearby and Zillow tv works but search and saved searches don't so basically useless unless you want to see your neighbors house" (1★, v2026.69.0, US, 2026-09-18)

"App update took away main feature – Since the last update took away the copy address feature I have started using realtor.com app. It's a pain to have to write down every address I want to look on google earth." (1★, v2026.56.0, US, 2026-07-26)

UX / design

"Web – The current website account icon is extremely confusing and unintuitive. It is completely unclear how to switch accounts or find basic user settings using this design. Please redesign the interface to be more user-friendly." (1★, v2026.65.0, US, 2026-09-06)

"Off market listings clog up UI – Off market listings are completely obscuring listings that are current. Why is there not an option to turn this off? App becomes useless when zoomed in, and I have searched for some way to turn it off. Back to using other apps" (1★, v2026.56.0, US, 2026-07-27)

Performance

"Horrible Slow – What did they do to this app? Slow. Can't find houses. Just a terrible experience" (1★, v2026.63.0, US, 2026-08-29)

"What's up with verifying I'm not a bot every 30 seconds – Terrible update asks me to press and hold screen every house you click on to ensure I'm not a bot and most of the home's descriptions fail to load" (1★, v2026.77.0, US, 2026-10-16)

Crashes / freezes

"What happened – Crashing/freezing nonstop the last week (8/31/26)" (1★, v2026.63.0, US, 2026-08-31)

"Newly freezing - unusable – I have a recent iPhone pro, latest OS, and latest version of Zillow. Since the Apple OS update a few days ago, the Zillow app will not let me see details of any property. I can search, I can zoom in on the map, but the minute I try " (2★, v2026.63.0, US, 2026-08-31)

Pricing / subscription

"Wrong info and full of scams – It's very common that they don't have the real prices. Once you ask for a place they give you a much higher price than the one advertised or they use an apparently common trick which is "that price is for the small studio" being d" (2★, v2026.73.0, US, 2026-10-03)

"Rip off – This is really sad in this economy that you guys will take a vantage of people like this. You did not one time inform not one person that this was a third-party when we pay our money to fill out these applications this is ridiculous" (1★, v2026.69.0, US, 2026-09-20)

Ads

"Enschitificatkon of everything – Especially this app. Too many ads" (1★, v2026.69.0, US, 2026-09-19)

"AUD – I would love for AUDs to have their own separate category. I'm looking for a house to rent and 80% of what I see is AUDs (when my filter is set to houses). Its frustrating." (3★, v2026.69.0, US, 2026-09-20)

The 10 most important fixes

1. Improve content quality [Feature requests · 80 reviews · avg severity 2.0/3 · versions 2026.74.0, 2026.56.0]
Review the content areas users name; add a "report a problem" button on content.

"Extremely dated information. – There is ZERO process to update home data on Zillow. So many home on are incorrect sizes, bathrooms, old pictures, and wrong or outdated pricing and tax information. Zillow is unreliable for serious buys/selle" (1★, US)

2. Answer support requests [Bugs · 40 reviews · avg severity 2.2/3 · versions 2026.66.1, 2026.56.0]

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

"No customer support – I've contacted Zillow to help with a marketing situation and reached out to

customer support and there has been no response or any type of communication. Zillow is good for browsing but is it even accurate if the market" (2★, US)

3. Soften the redesign backlash [UX / design · 38 reviews · avg severity 2.1/3 · versions 2026.65.0, 2026.74.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. "Big mistake – I do not like the new set up. I like to see the houses in an area before I have to click on them. This is much too time-consuming and I have changed to a different site even though I am a big Zillow fan" (2★, US)

4. Ship the most requested feature [Feature requests · 31 reviews · avg severity 1.9/3 · versions 2026.56.0, 2026.69.0]

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

"Needs more filters – Zillow Review: I've been looking to buy a home somewhere in the country. I want to change states. But I am looking to buy a property of around 150k or less. Still doable in some parts of the US. In some areas that much" (1★, US)

5. Fix login / account access [Bugs · 25 reviews · avg severity 2.3/3 · versions 2026.77.0, 2026.74.0]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"Loop after endless loop – I am unable to submit my review because Zillow keeps asking me to verify my email address. I click the verification link in my email, it confirms my email is verified, but then sends me back to the review page and " (1★, US)

6. Simplify navigation [UX / design · 25 reviews · avg severity 2.2/3 · versions 2026.69.0, 2026.57.0]

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

"Difficult to navigate – I have an interested party interested in my rental but can't seem to communicate with her. I can't figure your App out. I'm not looking to rent I'm trying to rent a property that I own?" (1★, US)

7. Fix in-use crashes and freezes [Crashes / freezes · 20 reviews · avg severity 2.5/3 · versions 2026.64.0, 2026.63.0]

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

"What a joke app – It's been a week and they can't fix a bug freeze issue on the iPhone app? Everytime I click to view a property the app freezes. Can't even look at houses" (1★, US)

8. Stop data / progress loss [Bugs · 16 reviews · avg severity 2.4/3 · versions 2026.57.0, 2026.58.1]

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

"Early June 2026 Update Poorly done – A user creates many searches and then goes through the list of properties. In each saved list, every time you close a property you are looking at... the list RESETs to the first item in that search list... " (1★, US)

9. Fix features broken by the latest update [Bugs · 13 reviews · avg severity 2.2/3 · versions 2026.65.0, 2026.74.0]

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

"Broken app – You broke something in the last update. When I'm in lot line view in a listing and click on a surrounding house for sale, I can no longer go to the listing of that house. Clicking on the listing popup does nothing. Fix this. iP" (1★, US)

10. Speed up loading [Performance · 10 reviews · avg severity 2.2/3 · versions 2026.63.0, 2026.64.0]

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

"Too buggy – Not sure what happened but this app has gotten so incredibly buggy and laggy." (2★, 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.