

Zillow FAQs

Source: <https://www.zillow.com/z/zestimate/>

How accurate is the Zestimate?

The nationwide median error rate for the Zestimate for **on-market homes is 3.2%**, while the Zestimate for **off-market homes** has a median error rate of **7.52%**. The Zestimate's accuracy depends on the availability of data in a home's area. Some areas have more detailed home information available — such as square footage and number of bedrooms or bathrooms — and others do not. The more data available, the more accurate the Zestimate value will be.

Note: The Zestimate's accuracy is computed by comparing the final sale price to the Zestimate that was published on or just prior to the sale date.

National	Type	Median Error	Homes with Zestimates	Within 5% of Final Sale Price	Within 10% of Final Sale Price	Within 20% of Final Sale Price
United States	Off-Market	7.52%	97.5M	36.2%	59.2%	80.5%
United States	On-Market	3.2%	1.6M	83.7%	95.3%	98.8%
North Carolina	Off-Market	6.7%	3.6M	40.3%	64.0%	83.6%
North Carolina	On-Market	1.8%	45.1K	85.2%	96.0%	98.8%

How is the Zestimate calculated?

Zillow publishes Zestimate home valuations for 104 million homes across the country and uses state of the art statistical and machine learning models that can examine hundreds of data points for each individual home.

To calculate a Zestimate, Zillow uses a sophisticated neural network-based model that incorporates data from county and tax assessor records and direct feeds from hundreds of multiple listing services and brokerages. The Zestimate also incorporates:

- **Home characteristics** including square footage, location or the number of bathrooms.

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- **On-market data** such as listing price, description, comparable homes in the area and days on the market
- **Off-market data** — tax assessments, prior sales and other publicly available records
- **Market trends**, including seasonal changes in demand

What changes are in the latest Zestimate?

The latest Zestimate model is our most accurate Zestimate yet. It's based on a neural network model and uses even more historical data to produce off-market home valuations. This means the Zestimate is more responsive to market trends & seasonality that may affect a home's market value. We also reduced overall errors and processing time in the Zestimate.

My Zestimate seems too low or too high. What gives?

The amount of data we have for your home and homes in your area directly affects the Zestimate's accuracy, including the amount of demand in your area for homes. If the data is incorrect or incomplete, [update your home facts](#) — this may affect your Zestimate.

To ensure the most accurate Zestimate, consider reporting any home updates to your local tax assessor. Unreported additions, updates and remodels aren't reflected in the Zestimate.

Check that your tax history and price history (the sale price and date you bought your home) are accurate on Zillow. If data is missing or incorrect, [let us know](#).

Be aware that the model that creates the Zestimate factors in changing market trends, including seasonal fluctuations in demand. So in some cases that may be the reason for a change in your Zestimate.

I just listed my home for sale. Why did my Zestimate change?

When a home goes on the market, new data can be incorporated into the Zestimate algorithm. In the simplest terms, the Zestimate for on-market homes

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includes listing data that provides valuable signals about the home's eventual sale price. This data isn't available for off-market homes.

My home is on the market. Why is the Zestimate so far off?

Properties that have been listed for a full year transition to off-market valuations because they have been listed longer than normal for that local market. This can result in a large difference between the list price and the Zestimate.

I just changed my home facts. When will my Zestimate update?

Updates to your home facts are factored into the Zestimate. However, if the updates are not significant enough to affect the home's value (eg: paint colors), your Zestimate may not change. Zestimates for all homes update multiple times per week, but on rare occasions this schedule is interrupted by algorithmic changes or new analytical features.

How are changes to my home facts (like an additional bedroom or bathroom) valued?

The Zestimate is based on complex and proprietary algorithms that can incorporate millions of data points. The algorithms determine the approximate added value that an additional bedroom or bathroom contributes, though the amount of the change depends on many factors, including local market trends, location and other home facts.

Is the Zestimate an appraisal?

No. The Zestimate is not an appraisal and can't be used in place of an appraisal. It is a computer-generated estimate of the value of a home today, given the available data.

We encourage buyers, sellers and homeowners to supplement the Zestimate with other research, such as visiting the home, getting a professional appraisal of the home, or requesting a comparative market analysis (CMA) from a real estate agent.

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Why do I see home values for the past?

We generate historical Zestimates for most homes if we have sufficient data to do so.

Do you ever change historical Zestimates?

We occasionally recalculate historical Zestimate values along with major data upgrades or improvements to the algorithm. These recalculations are based on a variety of considerations and, therefore, not every new algorithm release will get a corresponding update of historical values.

However, we never allow future information to influence a historical Zestimate (for example, a sale in 2019 could not influence a 2018 Zestimate). Historical Zestimates only use information known prior to the date of that Zestimate.

Does the Zestimate algorithm ever change?

Yes — Zillow's team of researchers and engineers work every day to make the Zestimate more accurate. Since Zillow's founding in 2006, we have deployed multiple major Zestimate algorithm updates and other incremental improvements are consistently released between major upgrades.

How often are Zestimates for homes updated?

We refresh Zestimates for all homes multiple times per week, but on rare occasions this schedule is interrupted by algorithmic changes or new analytical features.

Are foreclosure sales included in the Zestimate algorithm?

No. The Zestimate is intended to provide an estimate of the price that a home would fetch if sold for its full value, where the sale isn't for partial ownership of the property or between family members. Our extensive analysis of foreclosure resale transactions supports the conclusion that these sales are generally made at substantial discounts compared to non-foreclosure sales. For this reason, the Zestimate does not incorporate data about these sales.

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Who calculates the Zestimate? Can someone tamper with my home's Zestimate?

The Zestimate is an automated valuation model calculated by a software process. It's not possible to manually alter the Zestimate for a specific property.

Can the Zestimate be updated?

Yes. The Zestimate's accuracy depends on the amount of data we have for the home. Public records can be outdated or lag behind what homeowners and real estate agents know about a property, so it's best to [update your home facts](#) and fix any incorrect or incomplete information — this will help make your Zestimate as accurate as possible.

You can also add info about the architectural style, roof type, heat source, building amenities and more. Remember: updating home information doesn't guarantee an increase in the value of Zestimate, but will increase the Zestimate's accuracy.

Does Zillow delete Zestimates? Can I have my Zestimate reviewed if I believe there are errors?

We do not delete Zestimates. However, for some homes we may not have enough data to provide a home valuation that meets our standards for accuracy. In these instances, we do not publish the Zestimate until more data can be obtained.

The Zestimate is designed to be a neutral estimate of the fair market value of a home, based on publicly available and user-submitted data. For this purpose, it is important that the Zestimate is based on information about all homes (e.g., beds, baths, square footage, lot size, tax assessment, prior sale price) and that the algorithm itself is consistently applied to all homes in a similar manner.

I don't know of any homes that have sold recently in my area. How are you calculating my Zestimate?

Zestimates rely on much more than comparable sales in a given area. The home's physical attributes, historical information and on-market data all factor into the final calculation. The more we know about homes in an area (including your home),

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the better the Zestimate.

Our models can find neighborhoods similar to yours and use sales in those areas to extrapolate trends in your housing market. Our estimating method differs from that of a comparative market analysis completed by a real estate agent. We use data from a geographical area that is much larger than your neighborhood — up to the size of a county — to help calculate the Zestimate. Though there may not be any recent sales in your neighborhood, even a few sales in the area allow us to extrapolate trends in the local housing market.

I'm trying to sell my home and I think my Zestimate should be higher.

The Zestimate was created to give customers more information about homes and the housing market. It is intended to provide user-friendly data to promote transparent real estate markets and allow people to make more informed decisions — it should not be used to drive up the price of a home. Zestimates are designed to track the market, not drive it.

Can I use the Zestimate to get a loan?

No. The Zestimate is an automated value model and not an appraisal. Most lending professionals and institutions will only use professional appraisals when making loan-related decisions.

I have two Zestimates for my home. How do I fix this?

If you see two Zestimates for the same property, please let us know by visiting the [Zillow Help Center](#) and selecting Submit a request. You may see more than one Zestimate for your address if you are a homeowner with multiple parcels of land. Zillow matches the parcels on record with the county. If you officially combine parcels, the county will send us updated information.

What's the Estimated Sale Range?

While the Zestimate is the estimated market value for an individual home, the Estimated Sale Range describes the range in which a sale price is predicted to fall, including low and high estimated values. For example, a Zestimate may be \$260,503, while the Estimated Sale Range is \$226,638 to \$307,394. This range can

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vary for different homes and regions. A wider range generally indicates a more uncertain Zestimate, which might be the result of unique home factors or less data available for the region or that particular home. It's important to consider the size of the Estimated Sale Range because it offers important context about the Zestimate's anticipated accuracy.