



Doing it the right way: Resales – First Come, First Served

Policy Compliance Notes

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Relevant to	Colleagues involved in home ownership related activity including Statutory Sales, Leasehold, New Build Sales, Legal Services, Asset Management and Customers
Author	Policy Business Partner
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Related Policy	HG_CS_HSG_196 Home Ownership policy
Related Supporting Documents	Related policy compliance notes, procedures and other supporting documents can be found HERE NOTE* link is only accessible to Home Group colleagues on the Home Group Intranet.
Distribution	Internal: All Home Group colleagues, volunteers and agency workers. Communicated via Home World Intranet, Workplace and Leadership portal External: Available on the Home Group website
Key search terms	Resales, Home Ownership, Right to Buy Allocation

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Contents

1. [Introduction](#)
2. [Allocation](#)
3. [Version Control](#)

How to use this document

[BACK TO CONTENTS](#) You can return to the contents page at any time with this hyperlink.



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1. Introduction

This policy compliance note aligns with guidance set out by Homes England and the Capital Funding Guide.

It applies to allocations of resale homes to prospective purchasers, under the following affordable home ownership schemes: Shared ownership resales, older persons shared ownership, Leasehold scheme for the elderly and Discount for Sale.

We will ensure all prospective buyers are aware of our policy approach when offering them an affordable home.

We will ensure all prospective customers are aware of the process prior to expending any cost to themselves.

2. Allocation

As demand for our affordable homes often outstrips supply, it is imperative that we are clear in how we allocate and offer our affordable homes to prospective purchases.

We follow current regulatory guidance and offer our affordable homes on a first come, first served basis.

Our first come first serve policy at Home Group is based upon:

- Whoever is first to pass their full assessment and make a confirmed reservation

Home Group reserve the right to hold a property for a limited time if an applicant requires special consideration and cannot complete the assessment process in the usual timeframe.

In some instances, there may be additional rules dictating the allocation of our properties. This can include:

- Local Authority nominations – Where the local authority has the right to nominate a purchaser or is required to approve a purchaser.
- A Local Connection – applicants may have to live, or work, in a specific locality to qualify
- Qualifying Armed Forces personnel – serving military personnel and former members of the British Armed forces discharged in the last 2 years
- A Home Group tenant.

In these cases, applicants that fit any of the above criterion will be given priority.

3. Version Control

At the end of each document it is important to include a version control box which is the audit trail of changes to the document. Ensure this is updated before uploading for colleagues. Changes to supporting resources must be approved by the document owner before being published.

Version Number	Effective Date	Amendment made by (job title)	Version approved by (job title)	Description of Changes
1.0	31/07/2024	Policy Business Partner	Regional Director	Policy compliance note written to align with the Home Ownership Policy on Allocations.

[BACK TO CONTENTS](#)