



## Service Standard

### Home Ownership and Leasehold

We are proud to offer people the opportunity to purchase a property. We aim to provide affordable, high quality homes to people who cannot afford to buy a property outright on the open market.

#### To achieve this we will:

- ✔ We will acknowledge all enquiries or requests within 2 working days and tell you whether your application has been approved within 10 working days. This is dependent on receiving all of the relevant documents requested
- ✔ Give you the name of the Officer dealing with your request
- ✔ Provide clear guidance on the sales process
- ✔ Guide you through the process of buying your home or lease, explaining every step of your purchase
- ✔ Provide clear details of rent and service charges you will need to pay as part of your lease or home owner
- ✔ Provide you with a rent statement once a year
- ✔ Advise you of all the costs you will incur upfront
- ✔ Write to you when the service charges are being reviewed to explain how the cost has been worked out and tell you about any proposed changes. If appropriate, we will hold a meeting to discuss this
- ✔ Encourage and support you to get involved and to influence how we deliver our services and make improvements

#### After you move in we will:

- ✘ Write to you to confirm your monthly rent and / or service charge and send you a direct debit mandate so that your monthly payments can be set up for the 1st of every month
- ✘ Expect you to pay your rent and service charge in advance
- ✘ Expect you to keep to the terms of your agreement and we will take action if you do not

