



Home Ownership and Factoring Policy

Summary Statement

We are committed to meeting our responsibilities to home owners.

Everything we do will be in-line with the legal terms and conditions for the home owner's property.

Our Home Ownership and Factoring Policy sets out our approach to delivering services to home owners in England and Scotland and has been written using feedback from home owners and Home Group colleagues, best practice and equality information.

Through clear policy standards, we will:

- Comply with the law, regulations and codes of practice
- Consult with home owners wherever we need to
- Ensure our home ownership services provide value for money
- Communicate effectively with our home owners
- Be clear on fees and charges
- Be clear about valuations
- Act as a Property Factor where we are appointed in Scotland
- Provide clear, general information on home ownership services
- Allow shared owners to buy more equity in their home where it is permitted
- Buy back shares, in exceptional circumstances, to help shared owners in financial difficulty
- Give permission for subletting where it is legally allowed for the property
- Respond to requests by home owners to sell their home, extend their lease or buy the freehold
- Act on feedback to make improvements

The full Home Ownership and Factoring Policy can be obtained by contacting the Policy Team on 0345 141 4663 or by emailing policy@homegroup.org.uk