



Deposit Builder

Policy Summary Statement

Our interim policy statement sets out Home Group's approach to Deposit Builder.

At Home Group, we are committed to meeting the aspirations of our customers, and therefore we are determined to promote home ownership through a variety of products and services. Home Group have opted to develop a new product named 'deposit builder', for our customers. This product is still in pilot stage, however our interim policy statement sets out our approach to:

- Managing applications through our website;
- Assessing eligibility in a fair and consistent way;
- Ensuring a consistent approach to access is applied;
- Managing the customer benefits;
- Meeting the needs of our customers through enabling them to meet their aspirations;
- Ensuring we are clear about our approach to valuations;
- Delivering a home ownership service aligned to legal requirements;
- Ensuring our properties remain compliant with statute;
- Completing the scheme within the timescales involved;
- Managing appeals and complaints effectively.

For more information on deposit builder visit: <https://www.homegroup.org.uk/Manage-My-Home/Customer-Advice/Advice-for-tenants/Deposit-builder>