



## Voluntary Right to Buy Policy

### Summary Statement

We are committed to supporting our customers to fulfil their dreams of owning their own home. This policy statement relates to Home Group's involvement in the government voluntary right to buy pilot scheme for housing associations in England. You can find out more about the pilot scheme on the right to buy website here <https://righttobuy.gov.uk/am-i-eligible/housing-association-tenants/>

Our policy takes into account feedback from listening to our customers, including issues that might prevent people accessing or participating equally in the scheme. We also fulfil legal requirements and guidelines set out by the relevant authorities such as the National Housing Federation and the Department for Housing, Communities and Local Government.

Our policy standards and supporting guidance set out

- Clear eligibility criteria that complies with the law by taking into account the diverse needs within the communities we work in.
- A fair and clear application process including details of all applicable fees.
- The analysis that we undertake to make sure that we do not make a loss on the sale of any property, so that we can continue to meet our commitments to replace the houses we sell.
- Where we will offer alternative options to customers who are unable to buy the property they are living in due to specific restrictions.
- The steps we take to detect and prevent fraud.
- How we will maintain good value for money throughout the pilot scheme.
- Our commitment to communicating with applicants in a clear and simple way that is suitable for the applicant's needs.
- The connection with our Complaints, Compliments and Comments policy and procedures for applicants who may be dissatisfied with our approach.
- Our commitment to replacing the properties we sell.

The full Voluntary Right to Buy Policy can be obtained by contacting the Policy Team on 0345 141 4663 or by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).