



## Buying your Council Home under the Right to Buy (RTB) Scheme

If you're a secure tenant of Solihull Council, you may be able to buy your home under the Right to Buy (RTB) scheme. SCH manages RTB applications on behalf of the Council, who will make the final decision on them.

We realise that buying your home can be complicated. We aim to make this as easy as possible, by providing you with a helpful efficient service, and offering guidance and support when you need it.

### Getting started: Your RTB Application

**We will:**

- Provide information on our website on what you need to get started with you RTB.
- Make it easy for you to fill in an online form or download and print one off to send to us using the address on the form.
- Ensure our staff have the knowledge and skills to assist you when completing your RTB application, and offer to support you if you have specific needs.
- Use language which is easy to understand, so you know what to do next.
- Confirm receipt of your application within 3 working days.
- Keep to government guidelines when processing your application from the initial RTB1 submission to completion of purchase.
- Carry out a variety of checks to ensure you are entitled to buy your home.
- Let you know in writing within 4 weeks if you are eligible. This may take up to 8 weeks if you have held former tenancies with other social landlords.
- Give clear reasons if your application has not been accepted.



### Your Valuation

**We will:**

- If you agree to continue, we'll ask for the Council to provide a valuation of your home within 2 weeks.
- Tell you that we carry out emergency or structural repairs only to your home, whilst your RTB is going through.

### Your Offer

**We will:**

- Send an offer letter to you within 8 weeks of your completed application (12 weeks if a flat or maisonette) giving you the market value of the property, your discount entitlement, and the net price at which you may buy the property.
- If you are buying a flat or maisonette, make you aware of your responsibility for paying service charges and the costs towards any future major works. You can discuss these with our leasehold team before you decide.
- Provide you with a copy of the Energy Performance Certificate for your home.
- Ask you to let us know within 12 weeks of receiving your offer, if you intend to purchase the property.
- Respond to an initial notice of delay within one calendar month, if you request one.
- An application will be cancelled within 2 days of receipt of your written request.

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## Acceptance of Offer and legal work

### We will:

- Pass your information within 5 days of receiving your acceptance form and Anti Money Laundering Declaration to Solihull Council Audit Services who will carry out due diligence checks on your purchase.
- Following a successful outcome on your purchase checks, pass your information within 5 days to the council's solicitors for completion of the sale.

### We ask you to:

- Apply online at [www.communities.gov.uk/righttobuy](http://www.communities.gov.uk/righttobuy) on the 'Completing your application form' page, we can help if you need support doing this.
- Please provide any information as accurately as possible to avoid any delays in the processing of your claim:
  - ✓ Full address of the property you want to buy.
  - ✓ Full names of everyone listed on the tenancy agreement.
  - ✓ Details of current and previous tenancies.
  - ✓ Details of any other properties you have purchased under the Right to Buy Scheme or at a discount through any other government scheme (for example Right to Acquire).
  - ✓ Details of any improvements you have made whilst living in the property.
  - ✓ Signatures of all tenants/applicants – make sure that you sign in the correct place on the form.
- Let us know if you need additional help so that our staff can respond in the best way to help you.

Our RTB team can help you complete the form by contacting us on 0121 717 1515.

## How will we keep a check on our Service Standards

### We will:

- Do monthly sample checks to ensure we are adhering to our timescales as set out in the Right to Buy Process. Sample checks will be completed of:
  - ✓ Acknowledgement of receipt and initial processing of your Right to Buy Application within 3 days of receipt.
  - ✓ RTB1 timescales are adhered to.
  - ✓ Valuation (RTB2) timescales are adhered to.
  - ✓ Cancellation requests are actioned within 2 days of written request.
- System monitoring will be completed for each application to aid the progress to completion.
- We will regularly report how we're doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.

Use feedback from surveys, compliments, complaints and general comments to improve our service.

## How we will update you on how we are doing

In our Annual Report we will tell how well we have managed the RTB service.

### We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)
- on Facebook, Twitter and Instagram for you to see what we are up to.

## We will review our Service Standards

### When we:

- Review our standards in line with our annual service delivery plan review.
- Update our policies or review our services.