



Your Homes
Newcastle



Right to Buy

Service standards



CUSTOMER SERVICE EXCELLENCE

Contents

How to contact us for information in other languages and formats	3 – 4
What is the Right to Buy service?	5
Why have service standards?	5
What can I expect from the service?	6-8
What is the charge for the service?	9
Our service standards	10
What do I have to do?	10
Putting things right	11
Contact details	11

Right to buy service standards

This information is about the rights tenants have to buy their council homes. If you need this information in another language, please phone 0191 278 8633. This information is also available in large print, Braille and on audio tape. We can also arrange for you to see a British Sign Language interpreter.

Bengali

এই তথ্য হল টেনান্টদের কাউন্সিলের ঘর বাড়া কেনার অধিকার সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

Chinese Simplified

这是有关租客有权购买他们的市政房屋的信息。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。

Chinese Traditional

這是關於租客有權購買他們的市政房屋的信息。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。

Farsi

این اطلاعات در مورد حقوق قانونی مستأجران خانه‌های دولتی برای خرید این خانه‌هاست. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

French

Ces informations concernent les droits des locataires relatifs à l'acquisition de leur logement social. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

Kurdish

ئەم زانیاریانە سەبارەت بە مافی کرێشینان بۆ کڕینی خانووکانی شۆرای شاره. ئەگەر حەزتان لەوەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیکە هەبە بە ژمارە تەلەفۆنی 0191 278 8633 پێوەندی بکرن.

Portuguese

Esta informação refere-se ao direito que os inquilinos têm de comprar a sua habitação social. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.

Spanish

Ésta es información sobre los derechos de los inquilinos a comprar su vivienda municipal. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

Russian

Информация о правах квартиросъемщиков на приобретение их муниципального жилья. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.

What is the Right to Buy service?

The Right to Buy team helps tenants who want to buy their council home.

We receive and assess applications from secure tenants who are interested in buying their home. The law sets out the actions and timescales our customers are entitled to.

We assess whether you are entitled to buy your home and whether the property is eligible to be sold under the Right to Buy scheme.

Why have service standards?

We have produced these service standards so that every tenant or possible service user is clear about the level of service they can expect to receive from us. We will review all service standards every two years and we will involve service users in this process. We will monitor all service standards and report the results to area boards every two months and in 'Homes + People', our newsletter for all tenants and service users.

We value our reputation as one of the best housing providers in the North East. We aim to deliver the best possible service as far as our resources allow us to. When we cannot meet your needs ourselves, we try to refer you to other sources of help.

This means that the service you receive will be:

- polite;
- fair and unbiased;
- confidential;
- efficient; and
- appropriate to any special need you may have.

When offering our services we will treat everyone equally no matter what their race, disability, sex, age, sexuality or religious beliefs.

What can I expect from the service?

- We will give you an information pack that explains the Right to Buy process. Your pack will include your application form RTB1, and we will give you advice about how to fill it in.
- Within four weeks of receiving your application form RTB1, we will send you a notice, RTB2. This will tell you if you do or do not have the right to buy.
- If you do not have the right to buy your home, we will tell you why we have turned down your application. If the property is set aside for elderly or disabled people, you have the right to appeal against this decision to the Residential Property Tribunal Service. Details about how you can appeal are on the back of the RTB2.
- If you do have the right to buy, we will arrange a free valuation survey to work out the value of your property. If you miss two appointments, we will withdraw your application.
- We will send you an offer notice, called a section 125 notice. The offer notice will tell you the price you will have to pay and the conditions of the sale. We will send you this:
 - within eight weeks from the date of the RTB2 if you are buying a freehold property (normally a house); or
 - within 12 weeks from the date of the RTB2 if you are buying a leasehold property (normally a flat or maisonette).
- You must tell us if you want to go ahead and buy your home. If we do not hear from you within 12 weeks from the date of the offer notice, we will send you a reminder. You will then have another 28 days to contact us. If you do not contact us or return your acceptance, we will withdraw your application.

- If you are not happy with the price you have to pay for the property, you can appeal to the district valuer. We will arrange this for you. To make an appeal, you must write to us within three months of receiving the offer notice. The price the district valuer puts on the property will be the final price.
- Once you tell us that you want to buy your home, you must return your acceptance form. This must include the name and address of your solicitor. Our legal services department will draw up the legal document and send it to your solicitor. If you do not tell us your solicitor's name and address, we will send you the legal documents.
- We will then send you a warning notice 12 weeks after we have sent you your offer notice. This will ask you to complete your purchase within 56 days. If you do not complete your purchase, we will send you a second 56-day notice. At the end of this period, if you have not bought your home, we will withdraw your application.
- You may decide you no longer want to buy your home. You have the right to withdraw at any point, up to the sale being completed. You must do this in writing.
- If we do not meet the timescales, you should ask us for the form RTB6. This is an 'initial notice of delay' form.
- We will respond within one calendar month after we receive your initial notice of delay form.
- If you have sent us the form RTB6 at the wrong time and we are not holding up the sale, we will send you form RTB7. This is a notice which explains why the RTB6 does not apply.
- If we do not reply to you within one calendar month you should ask us for the form RTB8. This is an 'operative notice of delay' form. You can use this if we have failed to meet the timescales.

- If we have caused a delay, we will give you back any rent you paid during the delay. We will take the amount off the price of your home.



What is the charge for the service?

Our Right to Buy service is free to eligible tenants who want to buy their home.

The Council will value your home and this will be free of charge. The council's property services department will carry out the valuation and their valuers carry personal identification with them. You should always ask to see identification before allowing anyone into your home.

A lot of tenants have been contacted by companies offering to help them buy their council homes. They may offer a mortgage, legal services or an 'all-in' package that may include improvements to your home after you buy.

Other companies do not represent the council or us. If a person or company offers to help you buy your home, ask for identification, check out what's in it for them and talk to us before signing up to any deal. You could be signing for services that you can get for free from us.

Our service standards

- Where all information is available, we will send RTB2 notices to 90% of customers within four weeks.
- Following an RTB2 notice, we will send offer notices to 90% of customers:
 - within eight weeks from the date of the RTB2 if you are buying a freehold property (normally a house); or
 - within twelve weeks from the date of the RTB2 if you are buying a leasehold property (normally a flat or maisonette).
- We will respond to 95% of customers who have sent us an initial notice of delay form within one calendar month.

What do I have to do?

You can ask for an information pack from the Right to Buy team by phone or e-mail. You can also collect your pack from one of our Customer Service Centres.

You will need to fill in an RTB1 form to find out the valuation and price of your home, and to get the process started.

Putting things right

We will always try to provide the best services that we can. If, however, you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, please ask for our Compliments, Complaints and Comments leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within 10 working days.

Contact details

Right to Buy Team
YHN House
Your Homes Newcastle
Benton Park Road
Newcastle upon Tyne
NE7 7LX

Freephone: 0800 091 1310
Fax: 0191 278 8603
Minicom: 0191 278 7727
E-mail: rtb@yhn.org.uk
Website: www.yhn.org.uk



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