



## Quick glance at the right to buy process

### Complete your Right to Buy Application (RTB 1)

Return the completed application to the Right to Buy Section with the supporting personal identification for all applicants.

### What happens next?

The Right to Buy section will either within four weeks of receiving your claim form RTB1:

Admit your Right to Buy. We will send you a notice, RTB2. This will tell you if you have the Right to Buy.

Deny your Right to Buy. If you do not have the Right to Buy, 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 Office of the Deputy Prime Minister. Details about how you can appeal are on the back of the RTB2 form.

### What happens next?

We will carry out a free property valuation to work out the value of your property. We will also carry out an energy performance inspection to rate how energy efficient your home is. This will help you decide if you want to buy your home.

## How long will it take before I receive my offer notice?

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 if you are buying a freehold property (normally a house)

Within twelve weeks if it is a leasehold property (normally a flat or maisonette)

## Then what happens?

You must tell us if you want to go ahead and buy your home. If we do not hear from you within twelve weeks of the date of the offer notice, we will send you a reminder. You will then have another twenty-eight days to contact us. If you do not contact us, we will assume that you no longer want to buy your home.

## How do I proceed if I am happy with the price I have been given?

You must return your acceptance form within twelve weeks of you receiving your offer notice.

## What if I am unhappy with the price I have been given?

If you are unhappy with the price you have to pay for the property, you can appeal to the District Valuer. We will arrange this for you. You must appeal within twelve weeks of receiving the offer notice. If you do not agree with the District Valuer's valuation you can request a Review notice. Your Landlord and District Valuer can do this also. You must make your request within 28 days of receiving the Section 128 Notice. The Review price the District Valuer puts on the property will be the final price

## **Buying your home**

Once you tell us that you have decided to buy your home, you must return your acceptance form. This must include the name and address of your solicitor.

Our legal section will draw up the legal documentation. Once they are ready we will send them to your solicitor. If you do not tell us your solicitor's name and address, the legal documents will be sent to you.

We will then send you a warning notice. This will ask you to complete your purchase within fifty-six days.

If you still do not complete the purchase, we will send you a second fifty-six day reminder notice. At the end of this period, we will withdraw your application to buy your home.

You may decide you no longer want to buy your home. You have the right to withdraw at any point up to the completion of the sale.

## **What if there are delays with the sale?**

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 you shouldn't have sent the RTB6 at that time.

If we do not proceed within one calendar month, you should ask us for the form RTB8. This is an operative notice of delay where we have failed to keep to the timescales.

If we have caused a delay in selling your home to you, we will take any rent you pay for your home from the date of the delay until the date it is put right, off the price you pay for your home.

## **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 complaint leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within ten working days.