

## **NEXT STEP HOMES BUY BACK POLICY**

### **1. AIMS**

Next Step Homes endeavours to retain the complement of shared ownership property to assist people access the property market and to support the Association's key workers' strategy. Exercising the option to buy back property also eases the process of sale for outgoing sharing owners.

The option to buy back would only be exercised if there is demonstrable demand from the waiting list for the property. If the option to buy back is not exercised the property will be sold on the open market.

### **2. PRIME OBJECTIVES**

- To ensure there is a supply of shared ownership accommodation
- To assist first time buyers, key workers and other eligible applicants to access the property market

### **3. GENERAL OBJECTIVE**

- To ease the sale process for outgoing sharing owners

### **4. PROCEDURES**

Next Step Homes will ensure that access to Shared Ownership is open to as many potential applicants as possible and that the appropriate publicity is available to promote services and that such material should be as widely as possible.

The procedures to be followed by staff are held, both on paper and computer format. Leaflets highlighting the content of the procedures document are available to applicants as part of the application process and on request.

### **5. STAFF RESOURCES AND TRAINING**

The Policy is implemented by a dedicated member of staff working within the Customer Services function.

Training includes:

- Regular ongoing training in the legal framework of Shared Ownership
- Regular ongoing training on the legal framework affecting buying and selling properties in Scotland.
- Keeping abreast of Government initiatives regarding Shared Ownership.
- Appropriate IT skills
- Interview skills
- Dealing with difficult situations

Staff are encouraged to study for formal qualifications, for example

- Chartered Institute of Housing (CIOH)
- Higher National Certificate (HNC)/Higher National Diploma (HND)

## **6. MONITORING AND REVIEW**

The buy back process will be monitored on a case by case basis.

Reports are made to each cycle of the Committee of Management of Next Step Homes and on a monthly basis to the Director of Customer Services.

### *Right to Complain*

*In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.*

Approved by Committee of Management:

03 February 2010

Review Date:

February 2013