



Right to Buy Service Standards

We are committed to making the right to buy process straightforward and efficient and to let you know what is happening at each stage of your application.

- When you ask us for an application form, we will send you a comprehensive application pack within two working days. The pack includes an application form (RTB1) together with a copy of the government booklet 'Want to make your home your own?' which explains how the scheme works.
- When we receive your application form, we will send you a letter within five working days to tell you we have received it.
- We are committed to stamping out fraud so that only people who are entitled can buy their home. We will check that you are the tenant and that you have signed the application form. We will also check that any family members who want to buy are entitled to do so.
- We will endeavour to keep to the legal time-limits for sending you the RTB2 Notice which tells you whether or not you have the right to buy your home. We will send you this notice within four weeks of receiving your application form. If you spent part of your qualifying period with another landlord, we will send you this notice within eight weeks.
- If you have the right to buy your home, we will send you an Offer Notice. This tells you the price you will have to pay together with the terms and conditions of the sale. We will endeavour to keep to the legal time-limits for sending you this notice. If you are buying a house, you will receive this notice within eight weeks of the RTB2 notice. If you are buying a leasehold property (flat or maisonette) then you will receive your notice within twelve weeks of the RTB2 notice.

- If you disagree with the price shown on your Offer Notice, we will give you the statutory period of three months to tell us you want to appeal to the District Valuer. The price the District Valuer puts on the property is the price you will have to pay, even if the price is higher than the council's valuation. You cannot appeal the District Valuer's decision.
- If you do not respond to the Offer Notice (either by accepting it, appealing against it or withdrawing your application) within twelve weeks, we will give you an extra twenty eight days to write to us before we cancel your application.
- If we do not hear from you within three months of the date of our Offer Notice, we will send you a notice called a Section 140 Notice. If you do not reply to that notice within 56 days, another 56 days notice called a Section 141 Notice is served. If you fail to complete the purchase within the final 56 days, your application will be deemed to be cancelled.
- We will help you throughout the process of buying your home. Our staff will always be able to give you information and answer your questions. You can contact us by letter, email (homesales@homesforharingey.org) or telephone (020 8489 5611).
- We will ask for your views on the service and use these to help improve the service for other applicants.