

# RIGHT TO BUY

Buying a house can be a difficult and complex process and we aim to provide you with a high quality and efficient service during this time.

## To do this, we will:

- Send you a Right to Buy Application Form (RTB1) within five working days of the request, together with our supplementary Financial Questionnaire and the DCLG (Department of Communities and Local Government) guide to buying your home.
- Accept a representative or advocate raising an issue on your behalf, providing you have given consent.
- Tell you how to make a complaint if you are not satisfied with the service that you have received from us.
- Help you to complete either of the application forms if required.
- Send you a Form RTB2 which will either admit or deny your Right to Buy within four weeks of receiving your completed application form.
- Arrange for your property to be valued by a professional valuer if your application is admitted. They will contact you direct to arrange a mutually convenient appointment to visit your home.
- Your property will be valued at the date we received your Right to Buy application. After this date, no improvements or other maintenance will be carried out to your property which could increase its value. This includes things like window replacement or kitchen refurbishment.
- Only carry out essential and emergency repairs to your property whilst your Right to Buy application is active.
- Ask the valuer to disregard any improvements you have carried out to your home if you got our permission for these. If you did not get our permission, the valuer will not be asked to disregard any added value that these improvements might add to your home's market value.
- Send you an offer letter (Section 125 Notice of Purchase Price) within eight weeks of admitting your application if you are buying a house or twelve weeks if you are buying a flat or maisonette. This will tell you the price at which you may buy the property and will outline the terms and conditions of the sale. We will also send you a copy of the Energy Performance Certificate for your home.

## OUR SERVICE STANDARD

# RIGHT TO BUY

- Provide you with the details of a named Officer who will be able to help you with any enquiry relating to your application, before it is passed to the Council's Legal Section.
- Forward your file to the Council's Legal Department as soon as you have accepted the offer of sale and provided us with details of how the purchase is going to be financed and who your legal representative will be. Our Legal Department will liaise with your solicitor or conveyancer in order to complete the sale.
- Always be courteous, helpful and ensure you are treated fairly and with respect.
- Be committed to protecting your personal information in line with the Data Protection and Privacy Rights guidance published on our website.
- Aim to get it right first time.
- Listen and act on customer feedback.

## We ask you to:

- Please complete all forms in full, providing all the relevant information requested.
- Give us accurate information. If you are claiming tenancies at different properties, it is important that you give us the correct address (including house numbers) and the dates you moved. If you have changed your name whilst at any former address, perhaps because you have married or re-married, please let us know. If you have changed your name since your tenancy at your current address was set up through marriage, please include a copy of your marriage certificate with your application.
- It is important to provide us with a daytime telephone number so that we can contact you if we have any queries.
- Return any forms or information requests as soon as possible. This will help to speed up your application.
- Keep us informed of any changes that may affect your application.
- Please be courteous to our staff at all times.
- If you decide not to go ahead with your Right to Buy Application, please inform us in writing immediately. If you don't do this, your property might be excluded from any future planned maintenance or improvement programmes.
- If you have any questions regarding the Right to Buy, please contact us in any of the ways set out below.
- Respect the rights of Council Staff to carry out their duties free from harassment or abuse.

**If you would like to get in contact with the Right To Buy Team you can do so using the following:**

**Telephone: 01255 686298**

**Email: [rtb@tendringdc.gov.uk](mailto:rtb@tendringdc.gov.uk)**

**Online: [www.tendringdc.gov.uk](http://www.tendringdc.gov.uk)**