

Right to Buy Service – Our Aims and Standards

Buying your home can be a complex process and it is our aim to provide you with a helpful efficient service to assist you through this process, offering guidance and support where needed.

The following details outline the process, the information required from you as the applicant, and the aims and standards we seek to achieve through the various stages of your application.

North Kesteven staff dealing with the Right to Buy:

Processing your application

- On request will send you a Right to Buy pack including an Application Form, called a RTB1, along with the DCLG (Department of Communities and Local Government) booklet about purchasing your home, these Aims and Standards details along with a flowchart outlining the stages of the Right to Buy process.
- If required will provide assistance or answer queries on completing the Application Form either over the telephone, via email or by a conveniently arranged appointment at our offices.
- Will acknowledge receipt of your Application Form and within 4 weeks of receiving the completed RTB1 send you a Form RTB2, indicating whether your application has been admitted or denied. This may take up to 8 weeks if you have held former tenancies with another public sector landlord.
- Will explain the reasons why your Right to Buy cannot proceed, should the application be denied.

Valuation Procedure

- If your application is admitted and the process continues will arrange for the Council to provide a valuation of your home. Professional valuers will be engaged to provide this, contacting you to arrange a mutually agreed appointment to view the property and undertake this work.
- Please note, your home will be valued in its condition at the date of your application and offered for sale on that basis. Once an application is received no improvements to the property which could increase its value will be carried out, with the property removed from any planned maintenance programmes, such as replacement windows, rewiring or structural improvements. Essential repairs to damage which could threaten the occupants or the property will continue through the buying process.
- Please also note that in order for tenants' improvements to the property to be disregarded as part of the property's market value the Council's written approval must have been granted to the works being carried out. If approval has not been sought and granted our valuers will not be requested to disregard the added value these improvements may give to the property's market value.

Offer of Sale

- Will ensure an offer letter, known as a Section 125 Notice, is sent to you within 8 weeks of admitting your application (12 weeks if a flat or maisonette). This offer letter will detail the market value of the property, your discount entitlement, and the net price at which you may buy the property. The letter will also refer to any structural defects known, and details of any tenant improvements disregarded in the valuation figure. In the case of leasehold properties indications of the ongoing service charges involved will be included.
- Will indicate the next steps in the process in this letter including your response timescales.
- Will indicate that if you are unhappy with the valuation of your home you may ask us for a determination of the value by the District Valuer (a Government department). This request must be received within 3 months of the date of your offer letter, with the Council making all the necessary arrangements if you make this request.

Acceptance of Offer and Conveyance Procedures

- On receipt of your acceptance of the offer, will forward all the necessary details to our Solicitors (Legal services Lincolnshire) who will liaise with your Solicitors acting for you in the purchase, to mutually achieve completion of the sale.

How you can help us with your application

- Please provide any information as accurately as possible. If claiming discount at different properties please state the full address and the dates you lived there.
- If you have benefitted from discount in any previous Right to Buy purchase you must supply the full details relating to that purchase.
- If you have been known by a different name at former addresses, please let us know, whilst if you have married and changed your name at your current address a copy marriage certificate will be required with your application.
- Please provide us with a daytime telephone number to enable us to contact you about any queries that may arise throughout the process.
- Please return any forms or information requests as quickly as possible to ensure your application is dealt with as speedily as possible throughout the process.
- Please inform us of any changes which may affect your application or contact us if you have specific queries as the process progresses.
- Should you decide not to proceed with your Right to Buy application at any point, please inform us in writing immediately. Failing to do this could mean your property continues to be excluded from planned maintenance and improvement works.

Information Requests

For an Information Pack including an Application Form please email the Housing and Property Support Team on HPSTEAM@n-kesteven.gov.uk or telephone Customer Services on 01529 414155 and ask for the Housing and Property Support Team.

Please note a written and signed Application Form must be submitted.

For other enquiries relating to the Right to Buy scheme and process, please ask for Kay Dickinson, the Housing Policy, Performance and Systems Manager or email Kay_Dickinson@n-kesteven.gov.uk.