

Customer Journey Resales

Vendor advises Home Ownership Team they wish to sell (directly or via Scheme Manager)



Notice of Intention (NOI)
sent to vendor with details of RICS
valuation requirement (paid for and
instructed by the vendor) and Authority
to View Forms



Vendor returns NOI and Authority to Access documents to the Home Ownership Team



Vendors Pack (VP) sent to the vendors and list of interested people contacted



After 21/56 days (if Housing 21 don't hold a list) vendor can go to open market to find a buyer. Buyer cannot own two homes



Buyer found
Buyer is required to complete Housing 21
application form and be assessed by an
Independent Financial Advisor (Shared
Ownership only)



Scheme manager conducts meeting with the purchaser and sends completed documents to Home Ownership Team



Buyer advised they have been approved and given Housing 21 solicitors details vendor advised sale is proceeding and provided with updated Vendors Pack Memorandum of Sale sent to Housing 21 solicitors for conveyance process to start

Housing 21 solicitors get in touch with both the buyers and sellers solicitors to start the conveyancing



Solicitors advise Housing 21 of completion date



Completion Statement raised by Housing 21 to clear any outstanding account to the completion date



Completion takes place Home Ownership
Team terminate old tenancy account and
set up a new tenancy account for new
leaseholder once notified of completion
via the Solicitors



Housing Manager to conduct a welcome meeting and provide the welcome letter with details of the account

