



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 our booklet 'A guide to buying your home' and the government booklet 'Your right to buy your home' which explain how the scheme works.
- If you need **help** with your application form, we can help you fill it in. We will also explain how the scheme works and answer your questions.
- 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 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 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 12 weeks of the RTB2 notice.



Homes for Haringey

- When you receive your Offer Notice we will ask you if you want a **free consultation** with a home ownership team officer so that we can go through the offer with you, explain what options you have, the costs of becoming a home owner and the buying process.
- The same member of **staff** will help you throughout the process of buying your home. If they are absent, other staff will always be able to give you information and answer your questions.
- We will tell you about other forms of **low cost home ownership** that are available.
- We will ask for **your views on the service** and use these to help improve the service for other applicants.