



## Transferable Discount Systems service standards

We are committed to making the Transferable Discount Scheme (TDS) 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 an **application pack** within two working days. The pack includes an application form together with a copy of our leaflet 'Transferable Discount Scheme 2010/11' which explains 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 qualify can buy a 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 eligible to do so.
- Within three weeks of receiving your application, we will let you know if you qualify for a grant. If you don't qualify, we will explain why not. If you are added onto the grant offer waiting list we will keep you updated of your position on the list.
- When you receive your Grant Offer Letter 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.
- Once you have found a suitable property to buy and provided all the required documents, we will confirm within 5 working days the actual grant amount you will get. We will also write to your solicitor to confirm that we are giving you a grant and to explain how the scheme works.
- We will send the grant to your solicitor two days before the completion date so that there are no delays on the day of completion itself.
- On the completion date we will arrive at the agreed time to carry out the inspection of your council property.
- 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.