

## **FIRST COME FIRST SERVED – SHARED OWNERSHIP POLICY**

### **1.0 Introduction and Aim**

- 1.1 This policy is designed to provide a set of principles and a framework to manage the first come first served approach taken to shared ownership applications.
- 1.2 The primary aim of this policy is to ensure that shared ownership applications are managed effectively in accordance with relevant regulatory and statutory guidance.
- 1.3 The management of the first come first served approach is to be achieved by the implementation of supporting procedures. The aim of this policy is to ensure that a fair and consistent approach is operated throughout the business.

### **2.0 Scope**

- 2.1 This policy applies to every allocation of a shared ownership home to a prospective customer.
- 2.2 This policy complies with all relevant statutory provisions and will be updated to take into account any future relevant legislation.
- 2.3 This policy takes into consideration the following related policies and key documents. Copies can be found on the Trust's website.
  - Shared Ownership Policy
  - Customer Complaint Policy
  - Shared Ownership Surplus Income Policy
  - Equity, Diversity and Inclusion Policy
  - Homes England Capital Funding Guide
- 2.4 This Policy will consider any Modern Slavery impact and in line with the Trust's Modern Slavery Statement will promote positive behaviour amongst colleagues and within its supply chain to support the Trust's approach in identifying and tackling Modern Slavery activity.

### **3.0 Principles**

- 3.1 The demand for our shared ownership homes may outstrip supply and it is therefore imperative that we are clear in how we allocate and offer our shared ownership homes to prospective eligible customers.
- 3.2 In line with regulative guidance we have to be open in offering our shared ownership homes on a first come first served basis.
- 3.3 Our first come first served policy is based upon a two stage assessment:

## Stage 1

- WVHT online application form completed
- Initial affordability assessment completed by a mortgage advisor
- Mortgage agreement in Principle (AIP) provided or, if a cash purchaser, evidence of funds to be provided.

Once the above have been provided by the applicant they will be able to put their chosen plot on hold for 5 working days and pro-active advertising will be suspended. Where there is more than one applicant interested in the same plot, it will be made clear that the first come first served approach will be taken and whichever applicant completes stage 1 first will be able to secure the plot and proceed to stage 2. Any applicants successfully completing stage 1 after the first successful applicant will be added to the reserve list in date and time order and will be informed of their position on that list. Should the first applicant fail the second stage of the process or decide not to proceed then the first reserve will be informed and progressed to stage 2 and so on.

## Stage 2

To proceed to full reservation applicants will be required to:

- Complete a full affordability assessment with a mortgage advisor
- Provide WVHT with any further documentation needed to confirm eligibility and affordability

WVHT will agree the share purchase that is suitable for the applicant in terms of their affordability and sustainability with both the advisor and the applicant in line with Homes England Guidelines prior to reservation.

### **4.0 Responsibility**

4.1 The Executive Director of Customers, Places and Services is responsible to the Chief Executive and the Board for ensuring the effective implementation of this policy through the Leadership Team.

### **5.0 Customer Voice and Influence**

5.1 The Housing Regulator states that the Trust must ensure that residents are given a wide range of opportunities to influence and be involved in the formulation and review of their landlord's housing-related policies and must evidence this has been taken into consideration, even when the data and feedback indicates that no changes are required to be made to a policy.

Confirmation of the data and customer feedback from the following sources, including any customer profiling and the way in which they access the Trust's services, was utilised in implementation / review of this policy (as indicated by ✓ )			
Star Tracker Survey		Customer Satisfaction Surveys	
Complaints/Compliments		Tenant Satisfaction Measures	
Customer Feedback Framework Data		KPI's (service performance)	
SAMs		Customer Focus Group	
Customer Insight Data		Customer Journey Mapping	

Customer Facebook Group		E-Voice	
Targeted Customer Consultation		Customer profiling data or other data from housing management systems	
N/A			

5.2 No customer consultation, feedback or data has been used to influence this policy design or policy review – see below:

This is a new mandatory policy to support the wider shared ownership policy. Due to time constraints for implementation customer consultation has not taken place. The policy ensures compliance with new regulatory guidance and sets out a fair process for the sale of shared ownership homes.

5.3 Brief summary of how the customer voice has influenced this policy

N/A

## 6.0 Involved Customer Assurance

6.1 Confirmation that the customer influence/consultation activities have been provided to the Customer Assurance Team for assurance that the customer voice has influenced this policy (which can be undertaken post SMT/Board approval).

Customer Engagement Officer	Confirmation of customer consultation completed/ feedback reviewed (if applicable).	Customer Assurance Team subgroup:	Date to be reviewed by CAT subgroup
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Customer Engagement Officer Comments (if relevant):

This policy will be implemented via the shared ownership procedures and guidance notes. The procedure and guidance notes should always be used in conjunction with the policy, to provide a consistent approach in the practical implementation of this area of operation.

Author of Policy	Date of Approval	Approved By: EMT/Board/Committee	Implementation Date	Next Review
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				<b>Date</b>
Josie Bell- New Sales Officer	23rd July 2024	EMT	1 <sup>st</sup> August 2024	2026

## Equality Impact Assessment (EIA)

### Step 1

Please use this form to document your assessment.

Area of work (Document/Policy/Procedure/Strategy/Project/Service)	First Come First Served Shared Ownership Policy
Date of Assessment	11/06/24
Please state audience or recipient of the area of work or document. Is it for colleagues, customers, or other stakeholders	To provide colleagues with a set of principles and guidelines to follow when managing applications and eligibility assessments for shared ownership homes. It will also be available for customers and external stakeholders to view.
Name and role of person assessing	Josie Bell – New Sales Officer

### Step 2

Provide a summary of the key aims and objectives of the area of work	The primary aim of this policy is to ensure the eligibility assessments for shared ownership applications are administered in accordance with relevant regulatory and statutory guidance. The policy will also ensure a fair and consistent approach is taken.
What consultation has been carried out with relevant groups and stakeholders in the completion of this assessment?	
What sources of information were used to identify the impact on different groups of people?  Are there any gaps in the data that could be needed in order to help you make an informed decision?  <i>(E.g., statistics, survey results, complaints, consultation documents, customer feedback, existing business reports, comparative policies etc.)</i>	
Describe how you intend to monitor and review the actual impact and to follow up on any actions needed.	

### Step 3 - Protected Characteristics

Please state for each group in the table below if there is a 'positive', 'negative' or 'neutral' impact and suggest actions to mitigate impact and advance equity, diversity, and inclusion.

Groups to Consider	Identify if Positive, Negative or Neutral Impact	Suggest actions to mitigate impact and advance equity, diversity, and inclusion
Age	Positive	We offer a first come first served approach irrespective of means of purchase i.e. inability to secure a mortgage due to age.
Disability	Negative	The first come first served approach may make it harder for those with disabilities to provide all of the necessary documentation in the required timescales. We will deal with all applicants individually taking into account any necessary provisions they require to mitigate this happening.
Gender Reassignment	Neutral	
Marriage and Civil Partnership	Neutral	
Pregnancy and Maternity	Neutral	
Race	Neutral	
Religion or Belief	Neutral	
Sex	Neutral	
Sexual Orientation	Neutral	
Other identified group or particular intersectionality impact	N/A	

#### Step 4

Is it possible the area of work could discriminate or unfairly disadvantage people?	The first come first served approach may make it harder for those with disabilities to provide all of the necessary documentation in the required timescales. We will deal with all applicants individually taking into account any necessary provisions they require to mitigate this happening.
How will you demonstrate that this area of work is impacting fairly on everyone it affects?	
If there is no evidence that the area of work promotes equity, diversity and inclusion, what changes could be made to achieve this?	N/A
Is there any modern slavery impact or consideration, based on the area of work?	N/A

#### Step 5 – Action Planning

Detail actions from Step 3 and Step 4, propose timescales and state who is responsible.

Issue Identified	Planned Action	Agreed Timeframe	Who is responsible

#### Step 6 – Sign-off

<b>Assessor Name:</b> Josie Bell	<b>Date:</b> 11/06/24	<b>Assessor Signature:</b>
<b>SMT Name:</b> Gemma Wood	<b>Date:</b> 17/07/24	<b>SMT Signature:</b>

<b>Has there been a follow-up with the EDIT to discuss impacts?</b>	<b>Comments</b>	