

First Come First Served Policy

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1. Our policy statement

- 1.1. Homes England has announced changes to the way registered providers administer shared ownership affordability from 1st August 2024. The detail behind these changes can be found in Homes England's Capital Funding Guide.
- 1.2. This policy follows the criteria as published in the Capital Funding Guide.

2. The scope of this policy

- 2.1. The scope of this document is to clearly set out how we assess a customer's priority and eligibility for a shared ownership purchase.

3. Equality and diversity

- 3.1. Sage is committed to making sure all services are accessible to all our residents. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the [Equality Act 2010](#).
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print.

4. Our Commitment

- 4.1. The demand for our shared ownership homes far outstrips the supply. It is, therefore, imperative that we are clear in how we allocate and offer our shared ownership homes to prospective eligible customers. In line with regulative guidance, we have to be open in offering our shared ownership homes on a first come first served basis. Our first come first serve policy at Sage Homes is based upon whoever is first to pass their affordability and eligibility assessments and submit their documents (as set out in our Eligibility and Priority for New Developments Policy) to Sage Homes via the Sales Agent appointed by Sage Homes to sell the home.

5. Delivery of this policy

- 5.1. This policy should be read alongside
 - 5.1.1. Eligibility and Priority for New Development Policy
 - 5.1.2. Adverse Policy
 - 5.1.3. Monthly Minimum Surplus Income Policy
 - 5.1.4. Reservations Policy
- 5.2. The effective delivery of this policy including training, guidance and support required

by staff for implementation of this policy will be provided by the Sales and Marketing Team.

6. Policy review

- 6.1. We will review this policy at least once every 2 years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
 - We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
V1	IM		LT	Aug 2024	Policy & Service Improvement Team	Aug 2026