

Remortgaging Policy

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1. Our policy statement

- 1.1. This policy sets out Sage Homes' approach to shared owners wishing to remortgage and includes information on how we will approach shared owners who want to remortgage.
- 1.2. It sets out how we will meet our statutory, regulatory, and contractual obligations, while ensuring we meet our objectives of providing high quality affordable housing.
- 1.3. Shared owners can remortgage at any time but are required to seek Sage's consent under the terms of the shared ownership lease. Consent is required so that the mortgage lender is protected under the shared ownership lease mortgage protection clause.
- 1.4. For Sage to accept a remortgaging request a shared owner must have no outstanding arrears (either rent arrears, service charge or ground rent) and must not be in a legal dispute with Sage.
- 1.5. Sage will charge an administration fee to undertake the remortgaging process. This fee will be set at a reasonable level to cover Sage's costs in undertaking the remortgaging consent process. This administration fee will be due regardless of whether the remortgaging process completes.
- 1.6. Sage will always look to approve a remortgaging request where the redemption figure remains unchanged, and the customer is using a recognised mortgage lender.
- 1.7. Remortgaging requests involving additional lending will only be approved in the following circumstances:
 - The additional lending is to carry out staircasing; or
 - The additional lending is to buy out another leaseholder; or
 - The additional lending is to ensure compliance with the lease. For example, to carry out necessary maintenance or repair works or to pay a service charge demand for major works.
- 1.8. Sage allows additional lending to cover the cost of any mortgage fees payable directly to the recognised mortgage lender as detailed on the mortgage offer.
- 1.9. Sage only permits any additional borrowing if the premium and any further borrowing do not exceed the market value of the leaseholder's share in the home.
- 1.10. Sage will consider best practice and any guidance published by the Regulator of Social Housing and Homes England. Specifically, Sage considers the Capital Funding Guide published by Homes England and the Joint Shared Ownership Guidance on additional borrowing referenced in the guide.

2. The scope of this policy

- 2.1. This policy applies to all shared ownership customers, and shared ownership homes owned by Sage.

3. Equality and diversity

- 3.1. Sage is committed to making sure all services are accessible to all our customers. 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. Delivery of this policy

- 4.1. This policy should be read alongside:
 - [The Capital Funding Guide](#)
 - [Joint Shared Ownership Guidance](#)
 - Staircasing Policy
 - The individual lease agreements of Sage's customers.
- 4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Homeowner Services Team.

5. Policy review

- 5.1. We will review this policy at least once every two 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
1.1	Homeowner Services Manager	Strategic review and update to corporate template	Lettings and Homeownership Director	Jun 24	Head of Policy and Service Improvement	Jun 26