Sage Homes

Resales Policy

Version: 2.3
Created: May 2024
Review: July 2029
Author(s): Lettings and Homeownership Director

1. Our policy statement

1.1. This policy sets out Sage Homes approach to shared owners who are selling their home. Our shared owners can sell their shared ownership home whenever they wish, this is known as a resale.

1.2. This policy includes information on how we will support our shared owners who are looking to move, and the responsibilities and obligations our shared owners have to Sage Homes.

1.3. We are committed to meeting all our statutory, regulatory, and contractual obligations, while ensuring we meet our objectives of providing high quality affordable housing.

1.4. We will balance the need to meet our objectives whilst recognising the financial importance to our shared owners of selling their properties promptly. Sage Homes will assess and approve purchasers in line with Shared Ownership eligibility and affordability requirements.

1.5. Customers may raise a complaint at any stage of the resales process, which will be handled in accordance with Sage Homes' Complaints Policy

1.6. When shared owners wish to move, they must notify Sage. We will manage nomination rights in accordance with the provisions set out in the lease and applicable funding requirements. Where appropriate and permitted, the nomination period may be waived to enable an open market sale. A superior Section 106 agreement may also limit the maximum share available for sale, due to being in a 'Designated Protected Area'.

1.7. The shared owners should enter into a contract with an Estate Agent themselves. Sage will not introduce any shared owners to an Estate Agent nor assist any shared owner with a view to finding a buyer. Upon the shared owners' request, Sage may provide contact details of an appropriately located panelled Estate Agent for the shared owners to contact directly.

1.8. When Sage receives the Request to Sell form, where required, we will arrange for a valuation of the property in accordance with the lease, transaction type, and internal procedures, within five working days. The date of the actual valuation will depend on the valuer's and the customer's availability.

1.9. We will ask the valuer to return the valuation report within 10 working days

1.10. Sage will provide shared owners with clear, accessible and timely information about the resale process, expected timescales, responsibilities, applicable fees and key decision points. Where a customer has a disability, vulnerability, language need or other support requirement, Sage will make and record reasonable adjustments and adapt communication methods accordingly.

1.11. Sage will provide clear, accessible and timely information to shared owners throughout the resale process, including key stages, responsibilities, fees and expected timescales.

1.12. Where a customer has a disability, vulnerability or communication need, Sage will identify, record and implement reasonable adjustments to ensure the resale process is accessible

1.13. Where resale transactions involve leasehold charges, Sage will ensure that relevant information is provided in a clear, timely and transparent manner per the RICS code.

2. The scope of this policy

2.1. This policy applies to all shared ownership properties owned by Sage Homes.

2.2. All staff and partner agencies are expected to comply with this policy when working with shared owners.

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:

- Eligibility & Priority Policy
- Staircasing Policy
- The Capital Funding Guide

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

4.3. This policy is subject to the terms of the customer's lease, the applicable Homes England Capital Funding Guide and model lease requirements, any relevant Greater London Authority requirements, and any superior title or Section 106 restrictions. Where these differ from this policy, the lease and applicable funding or legal requirements will prevail

5. Policy review

5.1. We will review this policy at least once every three 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 policy 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
1.0	Homeowner Services Manager	First draft	Leadership Team	Jun 18	Office Management	Jun 21
2.0	Homeowner Services Manager	Strategic review and update to corporate template	Lettings and Homeownership Director	Sep 23	Office Management	Sep 26
2.2	Homeowner Services Manager	Amended following legal advice on nomination	Lettings and Homeownership Director		Office Management	May 27
2.3	Homeowner Services Manager	Amended policy statement	Lettings and Homeownership Director	July 26	Office Management	July 29

This policy is adopted by and applies to the companies which (at the time of adoption) bear the names Sage Housing Limited (Company No.: 04589096), Sage Rented Limited (Company No.: 11217855), Sage Homes RP Limited (Company No.: 11217910) and Sage Housing Group Limited (Company No. 11414570). "**Sage Homes**" or "**Sage**" means any one or more of them.