

First Come, First Served Policy

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Scope

The purpose of this policy is to align with section 6B.2.5 (Applicant Priority) of [The Homes England Capital Funding Guide](#).

This policy applies to every allocation of a shared ownership home to a prospective customer.

We will ensure all prospective customers are aware of our policy approach when offering them a shared ownership home.

We will ensure all prospective customers are aware of the process prior to expending any cost to themselves.

Policy Statement

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 Your Housing Group is based upon:

- ***Whoever is first to pass their assessment and submit their documents to Metro Finance and we have received sign off to proceed with your application***

We will also operate a plot to applicant ratio.

This is done to ensure a number of potential customers are not inconvenienced unnecessarily with potential abortive costs.

Our plot to applicant ratio at Your Housing Group is:

- **1:1**

We will introduce the plot to applicant ratio following completion of assessment and once documents have been submitted in line with our first come first serve policy.

Monitoring And Review

This policy will be reviewed every 12 months.