

Frequently asked questions about buying your home

1. Can you tell me the value of my property over the phone?

No. We arrange an independent valuation of your home by a surveyor accredited by the Royal Institution of Chartered Surveyors (RICS). This is to ensure that we get an accurate market valuation. You can get an idea of the value of properties in your area before applying, by looking at similar properties for sale through local estate agents, or by checking websites such as Zoopla.

2. Do I have to pay for the valuation?

No, we'll pay for it. There are no costs to apply for Right to Buy or Right to Acquire until you accept the offer. If you accept our offer, you'll need to pay your legal, mortgage and other costs associated with the purchase.

3. Why do you only have one valuation done?

Right to Buy and Right to Acquire are both legal processes and one independent valuation is required.

4. What if I'm not happy with the valuation?

If you believe the valuation is incorrect and you have evidence to back this up, you're entitled to request a redetermination by the government's District Valuer Service. Their valuation is final and binding, and cannot be challenged or changed.

5. Is the offer negotiable?

No. This is not an open market sale where you can negotiate a price. However, you can ask for a redetermination by the District Valuer Service as described above.

6. Can I buy a family member's home?

Yes, if you are named on the tenancy agreement and have been living in the home for at least 12 months.

You can't buy instead of the current tenant(s), but up to four family members can share an application. You'll need to check that your mortgage company is willing to provide a mortgage on a joint basis in this way, and it's worth seeking advice before applying.

7. If I withdraw from the sale, how soon afterwards can I reapply?

You can re-apply at any time by completing the application forms.