



Sales Charter

Our promise to you

Buying your first home is a big commitment, so it's important to make sure you are buying into a Shared Ownership scheme that is sold fairly, professionally and has high standards, with your interests at heart.

Over recent years a number of different types of Shared Ownership scheme have been developed. We develop and sell the government-backed, standard Shared Ownership scheme. This offers you a level of consumer fairness and reassurance which other schemes may not.

When you buy a Shared Ownership home through Metropolitan we make you the following promise:

- **You are buying through a government-recognised, not-for-profit provider**
Any surplus we make is used to develop more new homes or to improve homes and the communities where we work, not as profits for shareholders.
- **We will use the Government's Shared Ownership lease, as agreed with major high street mortgage lenders**
The lease we use contains fair terms, as approved by the Government, and is accepted by the major banks and building societies who provide Shared Ownership mortgages.
- **We will carry out a proper and fair assessment of your ability to buy and sustain a Shared Ownership home; based on government guidelines**
We use the Government's approved Affordability Calculator to make our assessment. If you are not eligible we will tell you why and try to suggest alternative suitable housing options.
- **We will guide you through the entire sale. We will answer your enquiries within an agreed, published timescale and give you a named contact**
We will explain what you need to do and what we will do during the process.
- **We will make available a list of qualified financial advisors and solicitors who are fully independent, understand Shared Ownership and can help make sure your mortgage and legal transaction go smoothly**
There is no obligation for you to use them, but using advisors and solicitors who understand Shared Ownership may save you time and money.

At Metropolitan, we have been providing a home ownership service for over thirty years. Helping over 38,000 people on low and moderate incomes to buy and rent high quality homes — affordably.

➤ **We will only charge rents in accordance with government guidelines**

The rents we charge on the part of the home you do not own are capped to ensure they remain fair and reasonable.

➤ **The value of the home you buy will be a fair market value**

We always take advice from qualified chartered surveyors on our selling prices and we will keep prices as affordable as possible.

➤ **The home you buy will be built to high energy efficiency standards**

All housing association built homes are required to meet high, modern energy efficiency standards.

➤ **You can buy more shares in your home up to 100% ownership whenever the time is right for you**

There is no obligation for you to buy additional shares. It's up to you. But you will be able to move up to full home ownership in the same home when you can afford to.

➤ **When you choose to sell we will help you find a buyer**

Your lease will give us a short period of time to find a buyer for your home. If we can't find you a buyer in the time allowed, you can sell on the open market.

➤ **We will manage your service charges in a clear and consistent way**

We will explain what any service charge covers before you buy your home.

➤ **We will give you access to a fair and transparent complaints process**

We publish a clear complaints process which you can use if you are unhappy with any aspect of our service. This includes recourse to the independent Housing Ombudsman if you exhaust our process and the issue is unresolved.

If you need this information in another language or format (such as on audio tape or in Braille), please contact us.

To give us your feedback on this guide or any of our other documents, email the Marketing Team at mho_marketing@metropolitan.co.uk

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