



**Customer Review of
Policies and
Procedures**

The Wrekin
Housing Group

Customer Review of Policies/Procedures

Date	11 th April 2024
Service Area	Housing
Lead Manager	Kylie Anderson – Home Options Manager
Policy	Home Ownership Policy
Summary of policy	The Home Ownership Policy sets out how the Wrekin Housing Group will market and sell shared ownership (including Rent to Buy) properties, properties purchased under the Right to Shared Ownership and low cost and affordable home ownership properties under its In-Reach brand. The aim of this policy is to ensure that the Group develops and offers a range of home ownership products to meet the diverse needs of customers and potential customers.
Changes made or planned	Minimal changes have been made to the policy as part of this review. We have combined the Right to Shared Ownership Policy in to the Home Ownership Policy as part of this review. The Right to Shared Ownership Policy was introduced by the Government as part of the Homes England Affordable Homes Programme 2021-2026. This allowed eligible tenants occupying eligible properties to purchase their social or affordable rented home on shared ownership terms.
What can be influenced?	There is not much movement within the policy as it is set to meet regulatory requirements and outlines how we sell and market our properties. However, general feedback on all points within the policy would be helpful to ensure that the Customer Voice has been considered.
Date needed	30 th April 2024