

First Come First Served Allocation Policy (Shared Ownership)

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Consultation process	CMT	Distribution and training	Synergy Website
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Version no	Nature of change	Last approved	Approval
1	New Policy	July 2024	CMT
2			
3			
4			

First Come First Served Allocation Policy

SCOPE

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

Exceptions to this policy are certain military personnel or where there is a local connection criteria.

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.**

CHS Group will adhere to any prevailing Data Protection legislation including the UK Data Protection Act 2018.

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 other than where the above exceptions apply.

Our first come first serve policy at CHS Group is based upon:

- The first eligible applicant to complete and pass their initial affordability assessment.

This is to be based upon the date and time the assessment was submitted.

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.** We will accept up to three applications for any one plot at one time.

MONITORING AND REVIEW

This policy will be reviewed every three years