



Our Complete Guide To Shared Ownership

L&Q



Introduction

At L&Q, we understand that buying your own home can feel exciting and daunting. **Can you afford it? Which is the best way to buy? And what do you need to know before you even begin?**

If you're wondering whether Shared Ownership might be the right choice for you, this guide is a good place to start. We'll explain every aspect of Shared Ownership, including the advantages and disadvantages of buying a home this way.

While Shared Ownership works brilliantly and has helped lots of people get on the property ladder, it may not be suitable for everyone. Reading this guide will support your journey in deciding if it's the right route for you to take.



L&Q
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Who is L&Q?

L&Q is one of the UK's leading housing associations and developers - we believe passionately that people's health, security and happiness depend on where they live. That's why we're more than a registered charitable housing association. We want to provide homes and neighbourhoods everyone can be proud of by delivering safe, high quality homes, services and support for all of our residents.

Social purpose is at the core of everything we do. As a not-for-profit organisation, we reinvest all the money we make to help house and support those in greatest need.

Our 250,000 residents are our priority, so the quality and sustainability of the places we manage and build, and the on-going involvement in these neighbourhoods is as important to us as it is to them. We've been a landlord and developer for

60 years, building homes for sale or rent across the country, so we're in it for the long term, providing support to our residents and their communities if they need us.





What is a housing association?

Housing associations are not-for-profit organisations set up to provide a wide range of housing products and services.

L&Q provide quality homes to suit a whole range of aspirations, incomes and stages of life, for Private Rent, Shared Ownership and Market Sale. We also focus on our existing social housing residents by investing in their homes, local communities and services.



Difference between L&Q and a private developer?

As a housing association, L&Q's social purpose is at the core of what we do and we reinvest all the money we make into our homes and services. Residents are at the heart of L&Q, and our governance structures ensure they have a powerful voice throughout the business. We're building relationships based on trust, transparency and fairness and we're making sure that we're there when we're needed – locally responsive and working hard to keep the communities we serve safe and vibrant. This is what drives our people and our culture.

Developers build and market new homes, and once each home is sold the relationship with the purchaser is usually complete. Profits are typically returned to directors and shareholders.



What is Shared Ownership?



Buying a Shared Ownership home with L&Q

With Shared Ownership you start by buying a share in your home and then progress to full ownership by buying more shares. Your deposit will be 5% to 10% of the share you are buying. You pay a mortgage on the share you own and a rent to L&Q on the share you don't own.

Are some applicants prioritised?

Some developments may initially be reserved for those who live or work locally, but in most cases the development is open to everyone so please register if you are interested. You can find out more about the development eligibility criteria on our website or by speaking to the Sales Team.

Is Shared Ownership really affordable?

If you are successfully allocated a home you will be required to meet with our appointed independent mortgage advisor to check the purchase is affordable for you. They will help you determine what is affordable and help you make the right decision. You will need a deposit and will also need to cover

the costs of buying a home. These costs include things like the reservation fee, mortgage valuation fee, removal costs and utility connection.

Can I buy more shares in my home?

Yes, this process is known as staircasing. You can also sell the share you own at any time, our dedicated resales team will be able to assist.

Am I eligible?

To buy a home under the Shared Ownership scheme you must meet these basic requirements:

- ▶ have a combined annual household income **under £80,000, or £90,000 in London**
- ▶ **not own a property**, or part of a property, at the time of completing on your purchase
- ▶ **be 18 years or older** and be able to obtain a mortgage.

Complete our Shared Ownership Application form to confirm your eligibility.



Why is Shared Ownership more affordable?

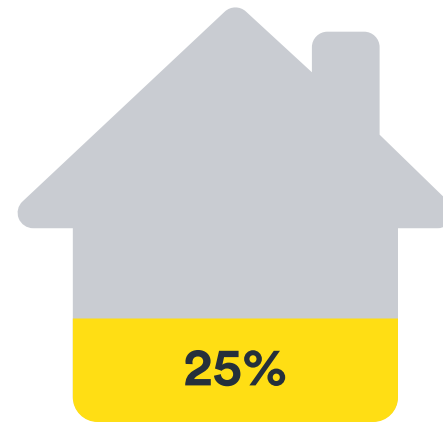
Because you only need a deposit and mortgage for the share that you purchase. You can usually buy between a 25-75% share.

What is the rent on unsold equity?

- ▶ You will only pay rent on the share that you do not own. When you staircase, the rent you pay will reduce
- ▶ The maximum rent that can be charged is 3% of the unowned share
- ▶ The rent will increase each year in line with RPI (Retail Price Index), the exact terms will be noted within your lease
- ▶ It's important rent payments are made each month along with other payments such as your mortgage, service charges and utility bills.

The example below is based on buying a 25% share:

1



You can usually buy between a 25-75% share

2



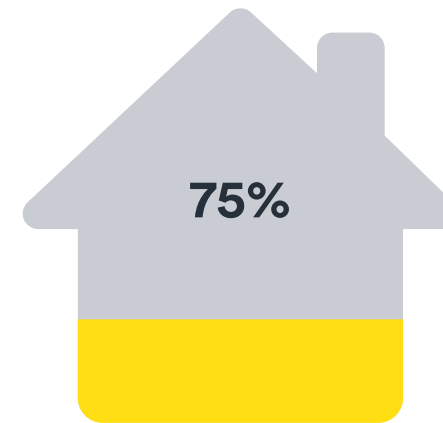
A deposit will be required, and this will be a minimum of 5% of the share you are buying

3



You will make mortgage payments on the share you own

4



You will pay a rent on the remaining unsold share

Eligibility explained

Whether or not you qualify for a Shared Ownership home – often called your ‘eligibility’ – is dependent on three separate factors. It’s important to understand the difference between them.

General eligibility

This is defined by the government. You need to meet the general eligibility criteria to be accepted for any Shared Ownership scheme. **Complete our Shared Ownership application form to confirm your eligibility.**

Affordability

Affordability is different for everyone, and depends on your income, financial commitments and the value of the home you want to buy. In most cases, the housing costs of mortgage, rent and service charge should be no more than 40% of your net take home pay.

Property eligibility

Local Authorities sometimes set their own rules in terms of allocating homes, prioritising people who, for example, already live or work in the area. This can affect whether or not we’re able to offer you a home.

Speak to an expert to find out what you can afford

It’s a good idea to speak with one of our independent mortgage advisors before you start looking at any homes. They’ll be able to **work out your budget**, so you don’t make the mistake of falling in love with something you can’t afford.



Eligibility Q&A

Is this just for first-time buyers?
Does it matter if I've bought a house before?

Shared Ownership is a little more flexible than many house-hunters realise. It's actually available to anyone that can't afford to buy a suitable home on the open market. The government breaks this down into three groups of people:

- ▶ **First-time buyers**
- ▶ **People who have previously owned a home but can't afford to buy one now***
- ▶ **Existing Shared Ownership homeowners who want to move.**
- ▶ **Separated couples looking to buy a property each**
- ▶ **Families needing to move into larger homes**
- ▶ **Retirees and downsizers**
- ▶ **Friends looking to buy together.**

You don't have to be a key worker or have a family. As long as you're 18 or older and fit within one of these three groups, Shared Ownership could be a possibility.

This means Shared Ownership could potentially be right for:

Can I make a joint application?

Yes, two of you can apply jointly for Shared Ownership using our online form, as long as you have a good credit history with no outstanding mortgage or rental payments, and no defaults or County Court Judgments.

* If you're applying for Shared Ownership and there's another adult in the household who will contribute to the household income, you must complete a joint application. Do not complete a single application and add the contributing adult as a household member.



Affordability Q&A

The short answer is yes to all three, but the exact figures and details vary. We'll break it down into simple terms.

- ▶ **All of L&Q's properties require a minimum income.** There will be a guide minimum income for each of our homes for sale but often you can still proceed if you are below this minimum income if you have a higher deposit.
- ▶ **Local authorities sometimes set minimum and maximum incomes for certain developments.** Whichever home you choose you'll need to earn enough to qualify for a mortgage and afford your monthly rent and service charges. So you'll almost certainly need a salary or other form of regular income, for example, from established self-employment or pension payments.
- ▶ **You need to have a good credit history** with no outstanding mortgage or rental payments, and no defaults or County Court Judgments.

I get a bonus. Do you count that as income?

Depending on the mortgage lender's criteria, if you receive a bonus, commission or overtime, we'll include 50% of that figure in your annual household income. For example, if you earn £45,000 a year and £10,000 a year in commission, your total annual income will be recorded as £50,000.

Can I pay for my share in cash, with no mortgage?

In exceptional circumstances, it may be possible to purchase your share in cash if you are unable to obtain a mortgage. Adverse credit is not accepted as a reason for doing so. Our Sales Associates can provide more information upon request.

I receive benefits. Does that rule me out?


Not necessarily. It depends what sort of benefits, how long you'll be receiving them and whether you'll need to borrow money to pay for your share of the house. If you're eligible for Shared Ownership and certain benefits, you may be able to get support with your rent payments.

Can I afford an L&Q home?

This is something to think carefully about before going ahead, to avoid disappointment later down the line.

When you apply for L&Q Shared Ownership, we will ask for details about your income and financial commitments. This helps us understand whether you can afford the costs of buying and maintaining a new home. As well as earning enough to pay your mortgage and rent, it's important to understand the key points:

- ▶ **You will need around £5,000 to buy a home.** This covers things like the reservation fee, mortgage arrangement fees, solicitor's fees, removal costs, first month's rent and utility connection charges. On completion, you will also have to pay the rent and service charges for the remainder of the month you complete in and then the next full month.
- ▶ **You will also need money for your deposit** (usually 5%-10% of the share you are buying).



“ If you're self-employed, your mortgage lender and L&Q will need to see two full years of accounts. ”



How do we allocate homes?

This depends on the development and area you're buying in. There may be specific criteria set by the local authority as part of the planning permission.

For example

Some councils prioritise healthcare professionals if the development is close to a hospital. Each development will advertise if there are any specific allocation criteria. Often this can be for an initial period before being opened up to others.

If the local authority does not set any specific allocation criteria, the below factors will be considered when allocating.

- ▶ **Already live or work in the same borough as the home you want to buy**
- ▶ **Are a first-time buyer**
- ▶ **Are an existing local authority or housing association tenant**
- ▶ **Would be living in the home with children**
- ▶ **Work for the Ministry of Defence.**

If we receive multiple reservations for the same property, then L&Q will review the circumstances of the clients who have applied and assess who should be prioritised.

What are the costs of Shared Ownership?

Initial buying costs

Cost	What is it? What does it pay for?	When is it paid?	Amount	Will it change in the future?
Reservation fee	An initial payment to secure your interest in the property, subject to eligibility and contract.	At point of reservation. For new build sales, this will be deducted from completion monies, for resales, it will be refunded upon completion.	Standard Fee is £500.	N/A
Buying costs inc. solicitor's fees, mortgage costs and moving costs	All third party costs in relation to progressing the purchase of your property.	During purchase process.	Approx. £3,500 - £5,000.	N/A
Deposit	Your contribution towards the purchase of your property.	When contracts are exchanged.	10% of the share you are purchasing (5% if purchasing with a 95% Loan to Value mortgage). Although 10% is due upon exchange, you may require a higher deposit to obtain a mortgage subject to your individual circumstances.	N/A
Stamp duty	A government tax payable to purchasing property.	At completion. There are two options for paying this, it can either be paid based on the share being purchased, with further stamp duty payable upon future staircasing or it can be paid in full based on the full market value at the time of purchase.		Additional stamp duty may be payable subject to initial stamp duty payment option. Also subject to government legislation.
Notice of Transfer and Charge fees	Notification that ownership of the home has been transferred to you. And, that your mortgage lender has a legal charge.	On completion.	Approx. £110.00 per notice.	Benchmarked regularly with other organisations.

Ongoing costs

Cost	What is it? What does it pay for?	When is it paid?	Amount	Will it change in the future?
Mortgage	Money loaned to a purchaser from a financial institution (bank/building society) to part fund the purchase.	Monthly.	Subject to property value and mortgage product (fixed or variable rate).	Subject to change depending on the mortgage product, future borrowing, overpayments or staircasing.
Rent	Money that is paid to the landlord each month. The rent is paid on the unowned share of the property.	Monthly.	Subject to property value and % of ownership. Reviewed annually.	Yes, increases each year by 0.5% above RPI. N.B Historic leases may vary. Rent will reduce upon staircasing.
Service charges	Costs in relation to services that are provided by the landlord to cover different elements in the communal/shared areas within the building and wider estate. For example grass cutting/communal cleaning.	Monthly.	Reviewed annually.	Yes (reviewed annually, based on expenditure of the previous year). Usually service charges increase each year in line with inflation/cost of works.
Ground rent (if applicable)	An amount payable under the terms of the lease to the landlord.	Annually.	Fixed every 12 months (scheme specific).	Yes (reviewed annually in line with lease).
Utility bills, Council Tax and Content's Insurance*	Household bills to cover items not provided by the landlord, e.g. personal electricity and water.	Monthly or quarterly.	Subject to each household.	Subject to change depending on utility tariff and council rates.

02. What is Shared Ownership

*General wear and tear should be budgeted for. Charges are correct at time of going to print in March 2022.

Further costs

Cost	What is it? What does it pay for?	When is it paid?	Amount	Will it change in the future?
Staircasing costs inc. solicitor's fees, mortgage costs & admin fee	The cost payable by the shared owner to purchase further shares in their property.	During staircasing process.	Approx. £1,000 - £3,500 N.B Excludes Stamp Duty that may be payable.	Costs will be payable on future staircasing transactions. Staircasing costs are subject to change given third parties involved.
Home improvements – survey, legal and admin fees	The cost payable by the shared owner in order for home improvements to be carried out.	At start of home improvement project.	Minor Home Improvements Approx. £150.00 - £250.00, Major Home Improvements Approx. £1275.00 - £1375.00.	N/A
Lease Extensions inc. premium, solicitor's fee, valuation and admin fee	The costs payable by the shared owner to extend their lease term.	During lease extension process.	Extension premium subject to each property value. Solicitor/Valuation/Admin fees Approx. £2,500.	Subject to any future lease extensions and length remaining on lease.
Selling costs	Our fees payable for marketing your home and securing a buyer.	Payable upon completion if L&Q secure the buyer.	Standard fee is 1.25% exc VAT of the full market value N.B Historic leases may vary.*	N/A
Management Enquiry Pack Costs	Our fees payable to provide your buyer, and their solicitors with leasehold information related to your home.	Payable once a buyer has been found.	£250 inc. VAT.	Only in line with any government recommendations.

02. What is Shared Ownership

Buying Process

03. Buying Process



Getting started with L&Q Shared Ownership

Your first steps to finding your home.



Step 1: Confirm your eligibility

Complete the online L&Q Shared Ownership Application form at lqhomes.com/apply. If you're purchasing a home with a friend or partner, remember to complete the Joint Application section of the form.



Step 2: Reserve your home

Browse our website and find a home that's right for you. Book a viewing and visit the show home, once you've chosen your home reserve it with a payment of £500. Homes will be allocated based on priority.



Step 3: We make you an offer

Once you have paid your reservation fee, we will verify your identity. If the result of this check is satisfactory, we'll contact you to make an offer of a home.

Buying a Shared Ownership home

After we have made you an offer.



Step 1: Meet a mortgage advisor

When you accept the offer, it will be subject to a financial assessment with an independent mortgage advisor (IMA). They will assess what share you can afford to purchase and arrange your mortgage application for you.



Step 2: You appoint a solicitor

Everyone who buys a home needs to appoint a conveyancing solicitor to work on their behalf. We can provide details of solicitors who specialise in Shared Ownership.



Step 3: We exchange contracts

The Memorandum of Sale (MOS) will give a date by which to exchange contracts. This makes your intention to buy a home through L&Q a legally binding agreement.



Step 4: Completion day arrives!

Your mortgage lender will give your solicitor the money to buy your home and complete the sale. Congratulations on purchasing your new home!



Step 5: Time to collect your keys

We will make arrangements to meet you at your home and hand over your keys. We will also walk you through your new home and talk you through your Home User Guide.

Initial buying costs

Cost	What is it? What does it pay for?	When is it paid?	Amount	Will it change in the future?
Reservation fee	An initial payment to secure your interest in the property, subject to eligibility and contract.	At point of reservation. For new build sales, this will be deducted from completion monies, for resales, it will be refunded upon completion.	Standard Fee is £500.	N/A
Buying costs inc. solicitor's fees, mortgage costs and moving costs	All third party costs in relation to progressing the purchase of your property.	During purchase process.	Approx. £3,500 - £5,000.	N/A
Deposit	Your contribution towards the purchase of your property.	When contracts are exchanged.	10% of the share you are purchasing (5% if purchasing with a 95% Loan to Value mortgage). Although 10% is due upon exchange, you may require a higher deposit to obtain a mortgage subject to your individual circumstances.	N/A
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Notice of Transfer and Charge fees	Notification that ownership of the home has been transferred to you. And, that your mortgage lender has a legal charge.	On completion.	Approx. £110.00 per notice.	Benchmarked regularly with other organisations.

Legal Interest and Responsibilities

04. Legal Interest & Responsibilities



Leasehold and freehold explained

Leasehold

House – Full rights to owners

Land – Restricted rights to owner



Leasehold is a long-term tenancy where someone buys the right to live in a property for a set period of time (anywhere from 99 to 990 years). Unless arrangements are made to extend the lease before it expires, ownership of the property returns to the freeholder. As a leaseholder, if you own a property in an apartment block, you won't own the land the property sits on, this will be owned by the Freeholder.

Freehold

House – Full rights to owners

Land – Full rights to owners



As a freeholder of a property you own it outright, including the land it's built on. If you buy a freehold, you're responsible for maintaining your property and the land. If you're part of a development estate, then you will need to contribute toward the upkeep and maintenance of the communal grounds via an estate charge in addition to any maintenance and insurance costs specific to your home. Most houses are freehold but some might be leasehold, especially through Shared Ownership.

Shared Ownership flats and houses are sold on a leasehold term initially.

Upon final staircasing of houses, the leaseholder will usually obtain the freehold. On some developments this may not be possible, details will be provided by the sales representative at the time of sale.



Our Standard Lease Terms

- ▶ If we are the freeholder or if we own a long leasehold interest, we will grant a lease term of 990 years
- ▶ If we are not the freeholder or have a shorter headlease than 990 years, then we will grant the maximum term that we possibly can
- ▶ All of our homes will be marketed clearly with the lease term available.





Ground rent

As a leaseholder, you may be required to pay an annual ground rent. The amount payable may vary and is subject to each development. The amount will be specified within your lease and will be outlined at the time of purchase.

Ground rent is usually an annual fee and specified within your lease. Most ground rents are payable in April, unless your lease states otherwise. We'll send you a letter a month before to remind you it's coming.

You will pay 100% of your ground rent and service charge, whatever percentage share of your home you own. This is because you are an owner-occupier, not a tenant.

Shared Ownership leasehold

When you buy a Shared Ownership home with L&Q, we enter into an agreement. You'll sign a lease, which outlines your rights and responsibilities as a leaseholder, and our responsibilities. Our responsibilities include things such as making sure your home (the building) is insured, keeping the outside of apartment blocks in good repair and consulting you about repairs to any shared areas over a certain amount.



Your legally binding responsibilities

- ▶ **Keep your home in good condition and carry out any maintenance required.** If you own a house, you are responsible for all repairs and maintenance inside and outside your home. If you own an apartment or a maisonette, you are responsible for maintaining the inside only
- ▶ **Pay all service charges, rent and ground rent payments on time.** Failure to pay could result in repossession of your home
- ▶ **Respect your neighbours and do not cause a nuisance.** Everyone has a right to quiet enjoyment of their home
- ▶ **Keep us up to date with who is living in your property.** Sub-letting is not permitted but may be considered in extreme circumstances
- ▶ **Request permission from us before making any alterations to your home.**

Note

The above gives a snapshot of some of the key points, your lease will set out all the conditions which will need to be adhered to. It is important you have read and understood your lease before proceeding with your purchase.

Our legally binding responsibilities

- ▶ **To enforce leaseholders' covenants in the lease**
- ▶ **To ensure all of the leases are substantially the same**
- ▶ **To ensure leaseholders have quiet enjoyment of their property**
- ▶ **To keep the common parts in a good state of repair and redecoration**
- ▶ **To provide services that are specified in the lease, such as cleaning and gardening**
- ▶ **To provide buildings, public liability and staff insurance**
- ▶ **To ensure all service charges are properly demanded and paid.**



**Life as a
Shared
Owner**

05. Life as a Shared Owner





Service charges

What are service charges?

Service charges cover the cost of any communal services, such as grounds maintenance, a caretaker and cleaning shared areas.

The charges also cover the cost of maintaining and repairing equipment within shared areas, such as lifts, communal TV aerials, CCTV, electronic gates, door entry systems and fire safety equipment. Whilst you're a shared owner your service charges also include the cost of your buildings insurance.

How do you work out service charges?

At the beginning of each financial year, we estimate the cost of communal services and charge you your share of that estimate. These estimates are worked out using information from our contractors and by analysing past costs. For example, we estimate communal electricity consumption based on bills from the supplier over previous years. When the service is provided under a regular contract, such as

grounds maintenance or cleaning shared areas, we know the annual cost of the contract in advance.

We divide the estimated charge into equal regular payments, so you don't have to pay the whole amount in one lump sum.

After the end of each financial year, usually around September, the accounts of expenditure will be completed. We will contact you should there be an overspend or underspend and advise if any additional monies are due or if any monies are due to be refunded to you.

Service Charges Charter

L&Q have signed up to the Mayor of London's Service Charge Charter to demonstrate our commitment to transparency, affordability, design, scrutiny and redress. The charter can be found here:

Sinking funds

A sinking fund is a long-term savings plan that leaseholders contribute to every month through service charges. This is used to pay for major work that are required, such as replacing a roof.

We will always consult with you for any single item of works that will cost you more than £250 via a Section 20 notice. All sinking fund contributions are held by us and accounted for separately from other service charges. Interest is earned on the money and is added to the sinking fund balance every year.

More information can be found here:

Did you know...

Sinking funds can be desirable to future buyers should you decide to sell as monies have been put aside for future major works.



Staircasing

The process of purchasing additional shares and increasing your ownership (equity) is called 'staircasing'.

- ▶ There is no timescale or requirement to staircase, it's up to each individual leaseholder whether they wish to staircase and when
- ▶ You will have three opportunities to staircase to 100% ownership
- ▶ The minimum share you can staircase by is 10%
- ▶ Each increase must be either a 5 or 10% multiple
- ▶ The third and final transaction must take you to 100% ownership
- ▶ Staircasing transactions will be based on the value of your home at the time of the transaction, not the original purchase price. An independent RICS valuation will be required
- ▶ With Shared Ownership houses, upon final staircasing you will usually receive the transfer of the freehold.

Did you know?

When you apply to increase your shares, your rent account must be up to date and must remain so throughout the process. You also need to consider the costs of legal fees and any additional mortgage fees you will incur.

Your lease will contain information that explains how to staircase.



Re-mortgaging

As a shared owner, you will have options to re-mortgage from time to time. Before doing so you should seek financial advice.

As L&Q have an interest in your home whilst you are a shared owner, you will also need to gain consent from us before proceeding to re-finance.



Extending your lease

L&Q allow shared owners to extend their lease via an 'informal' process.

During the lease extension process, your original lease would be surrendered and a new one granted for the extended term.

Wherever possible we will look to extend to the maximum term available.

This will be dependent on whether we are the freeholder of your home. Where we are not the freeholder, we will offer you the maximum term that we can, within the limitations of our own headlease.

There are costs associated with extending your lease, **for example**, for the valuation itself, the administration of the case, legal costs and the premium to grant the new lease.

Did you know...

You should consider extending your lease before the remaining term is 85 years or less in order to not adversely affect the properties value, or your ability to sell or remortgage.



Home improvements

You can make improvements and alterations to your home. Depending on the nature of the improvement(s) you may need to seek approval from us. This will ensure the works will not affect your home's structural integrity.

We advise against making any improvements during the initial two years of living in your home as you may void your L&Q warranty.

If you buy more shares in your home and the Surveyor determines these have added value to the property, this amount will be deducted from your staircasing premium/purchase price.

As a shared owner, we will only approve major alterations if you own 50% of your home or more.

Selling your home

You can sell your home at any time. Under the terms of your lease, we have eight weeks to find a buyer for your home so your property can remain as a Shared Ownership property. Our standard fee if we find a buyer is 1.25% + VAT of the full market value. This fee may vary depending on the terms of your individual lease.

If we are unable to find a buyer for your home, then you can instruct an estate agent and sell on the open market. A selling fee would not be due to us in this situation, however our solicitor's costs would still be payable.

Like staircasing, the price you sell your home for will be based on a RICS valuation which will determine the market value at the time.

Like any home, the value can rise and fall along with the housing market.

If you are looking to sell your home we will be happy to help answer any queries. The full selling process can be found on our website.



Ongoing costs

Cost	What is it? What does it pay for?	When is it paid?	Amount	Will it change in the future?
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05. Life as a Shared Owner

*General wear and tear should be budgeted for. Charges are correct at time of going to print in March 2022.

Further costs that may apply

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Staircasing costs inc. solicitor's fees, mortgage costs & admin fee	The cost payable by the shared owner to purchase further shares in their property.	During staircasing process.	Approx. £1,000 - £3,500 N.B Excludes Stamp Duty that may be payable.	Costs will be payable on future staircasing transactions. Staircasing costs are subject to change given third parties involved.
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05. Life as a Shared Owner

*Unless otherwise stated within the lease document. Charges are correct at time of going to print in March 2022.

A woman with long dark hair, wearing a blue embroidered short-sleeved shirt and jeans, is sitting on a white sofa. She is smiling slightly and looking towards the camera. In front of her is a coffee table with a tray containing a bottle of pink beverage and two pink mugs. The background shows a large window with a view of greenery and a wooden fence. The text "All about your new home" is overlaid on the image in white and yellow.

All about **your new home**

06. All about your new home



L&Q New Home Warranty

We build to extremely high standards in line with NHBC recommendations so that you can have peace of mind from the first day you live in your new home.

Thanks to the L&Q New Home Warranty which lasts for two years from the date of legal completion we cover any defects that may be picked up during this period.

Alterations to your home

Any alteration or extension you make to your home after purchase may adversely affect all, or part, of your warranty. Please contact the L&Q Aftercare Team if you plan to alter your home. They will then liaise with other L&Q departments if necessary.

Change of ownership

The New Home Warranty should stay with the legal owner. It is not affected if you sell your home. It would help if you could pass on the details about the guarantee to subsequent buyers. If you sell your home, the cover automatically transfers to the new owner.

Your rights

The New Home Warranty does not affect your statutory rights. Some manufacturers also offer warranties over and above the initial two-year New Home Warranty. Please contact the manufacturer's own customer services department for further information. We do not protect against every problem that may occur and you are obliged to maintain your home.



The L&Q new home warranty does not cover

- ▶ **Problems with any workmanship, materials or appliances** that you have bought or added to your property.
- ▶ **Damage caused by storms or accidentally, by negligence, abuse or poor maintenance** of the property or appliances. This includes blockages caused by inappropriate waste disposal.
- ▶ **L&Q will not cover cosmetic damage to the following items:** oven, hob, hood and sink; white goods; kitchen units and worktops; sanitaryware; shower tray and cubicle; carpets and flooring; curtains, blinds and soft furnishings; decoration and tiling; furniture e.g. fitted wardrobes; doors; sockets and switches; glass - unless it is identified during the home welcome
- ▶ **Any problems caused by natural shrinkage or condensation** that you will be invited to attend along with L&Q's Quality Customer Care Co-coordinator. Cosmetic damage that is within the tolerances set out in the latest NHBC standards will not be covered under this warranty.

Aftercare - reporting issues

In non-emergency situations we will respond as quickly as possible, usually within five working days. However, our response times will depend on the severity of the problem and the availability of parts. We expect the majority of problems to be resolved within 20 working days. We will keep you informed if a longer time becomes necessary.

An emergency is defined as a matter that presents an immediate danger to the occupant or members of the public or where further damage will result if the repair is delayed beyond 24 hours and/or it presents a health hazard.

If you have an **emergency** outside of office hours, please contact our call centre on:
0300 456 9998 or 0300 456 9996



NHBC warranty or equivalent

All of our homes come with a ten year warranty.
These will be provided by NHBC or an equivalent provider.

Your solicitors will give you a copy of any associated documents when you exchange.

The insurance certificate, which will be sent separately, will show the date that the insurance cover begins.

The warranty cover has two parts:

- ▶ **Initial two years** – problems in your home caused by faulty workmanship or materials. Please contact L&Q about these issues.
- ▶ **Years three to ten** – insurance for the cost of putting right and damage caused by a structural defect. Contact the relevant warranty claims team to discuss this sort of problem.



Our promise to you



07. Our promise to you

Customer Charter

Here at L&Q we aim to make your move as seamless as possible and provide you with a home of the highest quality, which you can be proud of.

The level of service and the standards that you can expect from L&Q are set out in our customer charter:

- ▶ Before reserving your new home **we will provide you with all the essential information you need to make an informed decision.** This includes the layout and specification of your home, in addition to any development specific information.
- ▶ We will offer a welcoming environment within our marketing suites, providing an **informative sales process with support and guidance throughout.**
- ▶ We will endeavour to provide you with the **opportunity to view your new home** at the earliest convenience, health and safety permitting.
- ▶ **We will provide you with regular and clear communication** regarding the progress of your new home and your completion date. The timeframes below give an indication

of the frequency in which we will contact you. In some instances, there may be reasons beyond our control where these timeframes may vary.

Within two months of estimated handover - every two weeks

More than three months prior to estimated handover - every three weeks

It is important to remember that whilst homes are under construction any dates provided are estimated and subject to change as building work progresses.

Once your home is ready and we agree a completion date with you, we will issue you with a formal notice to complete.

- ▶ Prior to completing your purchase, we will contact you to **arrange a demonstration of your new home's many features, including the heating system and appliances.**

We will also offer you advice on how to maintain your new home and information on how L&Q's Aftercare Service works.

The appointment will take approximately one hour and will include an induction on how to use your heating system, consumer unit and location of the stopcock.

- ▶ **We will provide you with a Home User Guide** to help you get acquainted with your home. The Guide will identify useful information, any contact details you may need and how to maintain your home.
- ▶ Shortly after you have moved in, **we will make courtesy calls/visits** to ensure you are happy with your new home.
- ▶ **We will ensure your new home is covered by an NHBC** or similar industry regulated 10 year insurance scheme, which covers the structural integrity of your new home.

L&Q also offer an initial two year warranty for any items that do not meet the NHBC requirements.

- ▶ **We will provide you with health and safety advice where appropriate.** Your health and safety is extremely important to us and in return we ask you that you comply with any instructions given when visiting our developments or moving into your new home.
- ▶ We will provide you with an **out-of-hours service in case of emergency** for the duration of your two year warranty.



Consumer code

What is the Code and why is it important to me?

- ▶ **If you are planning to buy a new home, the Consumer Code for Home Builders is there to support you.**
- ▶ The Consumer Code for Home Builders ('the Code') was developed by the home-building industry to make the home buying process fairer and more transparent for purchasers.
- ▶ **Buying a brand new home is an exciting time.** But with a new home being one of the largest investments you're likely to make, it's important that you understand the process, what you're buying and what help is available should problems arise.

Complaints policy/procedure

If you need to complain, the person you contact will take responsibility for trying to resolve your complaint there and then.

If they can't help – perhaps because it doesn't relate to their part of the business – they'll pass it to the right team immediately to resolve.

This is stage one of our complaints process. If you're not happy with the resolution we offer you at this stage, you have the right to ask us to escalate your complaint to stage two.

You'll need to explain why you don't agree with our decision and what you want us to do to put it right.

How to make a complaint

Get in touch

If you need help you with your complaint, please contact us:

complaints@lqgroup.org.uk
0300 456 9996

Taking your complaint further

If we still haven't resolved the complaint to your satisfaction, you can contact a designated person – an MP, a local councillor or a Tenant Panel – to help find a solution. Please note that at L&Q we do not operate a Tenant Panel.

Their role is to help resolve disputes between tenants and their landlords, which they can do in whatever way they think is most likely to work.

The designated person can also refer your complaint to the Housing Ombudsman Service. If you decide not to contact a designated person, you can go directly to the Ombudsman eight weeks after we have given you our final response to your complaint.

You can access the Housing Ombudsman at any time:



Case studies



David (45) and Toni (39) Glennon

Occupation Duty Control Manager for Crossrail,
Health Care Assistant in NHS

Share Purchased £79,000 – a 25% share
of a three bedroom house

Full Market Value £316,000

**Total Monthly
Outgoings** £889

“ I was working for the police at the time and one of my colleagues suggested that I look at Shared Ownership because there were various Key Worker mortgages available.

We have a 3 bedroom house now. It's exactly what we needed – two parking spaces, a nice big garden for the little man and three good-sized bedrooms. Not too big or too small, but enough space for growth. Best of all, because it's a new build, it's a clean slate for us put our own stamp on. It's really beginning to feel like home now.

We're really happy to be here. Shared Ownership made it a lot easier to get on the property ladder, we couldn't have done it any other way.

We definitely want to staircase. Our ultimate plan is to staircase to outright ownership.

”





Jade Henry (26) & Theo Jones (26) with 7 month old Nyla

Occupation	Jade is a full time mother, Theo works as a Sports Marketing Executive
Share Purchased	£80,000 - a 25% share of a two-bedroom apartment
Full Market Value	£320,000
Total Monthly Outgoings	£1,122

“ Jade comments, I had spoken to a few friends on my football team who had used and recommended Shared Ownership. Once we researched into it further, we realised it was the only financially viable way for us to buy in London.

From our first appointment with L&Q, everything was made clear to us, from what finances we needed to have in place, to talking to a solicitor and understanding the legal elements. As we waited for completion, we were given bi-weekly updates from L&Q, so we never felt in the lurch.

We couldn't be happier to have bought our first home, and have started a family here - it's a huge sense of achievement.

”

Laura Lucas (43)

Occupation NHS, Business Manager

Share Purchased £147,600 – a 40% share of a 3 bedroom house

Full Market Value £369,000

Total Monthly Outgoings £1,345

“ My journey with L&Q was just amazing. I registered online and not long after, someone called me and asked if I wanted to view the show home and have an initial chat. I went in for an appointment and the sales team were absolutely brilliant. I had so many questions, but they talked me through everything and really reassured me. I came away thinking ‘this really is something I could do’, so I went for it!

The L&Q team were great and kept me informed at every stage. They were always in touch with me, even when we were in the middle of a lockdown. I also used the mortgage broker recommended by L&Q, The Mortgage People, and they were amazing. They talked me through everything – they were really responsive and so helpful.

”



Lonpe Adeniran (23)

Occupation	Marketing Executive
Share Purchased	£105,000- a 25% share of a two bedroom apartment
Full Market Value	£417,500
Total Monthly Outgoings	£1,128

“ My dad first told me about Shared Ownership, so I started searching on RightMove for different developments. I couldn't believe what I could afford through the scheme – suddenly, a two bedroom apartment was on the cards.

I was instantly impressed with the open-plan design [of my home] - it felt really spacious. I also never thought that I'd be able to afford a home with private outdoor space - I absolutely love my big balcony.

Chloe from L&Q was so helpful – she responded promptly to all my queries, and really helped me feel confident in my purchase. I couldn't have got everything tied up so quickly if it weren't for her help and support.

”

Walter Cannavacciuolo (31) and James Aranda (31)

Occupation	Personal Shopper and Personal Assistant
Share Purchased	£207,500 - 50% share of a one bedroom apartment
Full Market Value	£415,000
Total Monthly Outgoings	£1,223

“ We weren't in a position to buy on the open market and plan our perfect day – one would have needed to be put first. But Shared Ownership meant that we didn't have to choose between a wedding and new home.

Shared Ownership from L&Q worked perfectly for us. Buying your first property can feel daunting, but L&Q simplified the process. Our sales executive was fantastic – she kept us in the loop throughout the process and answered all of our questions. Working with her took away the anxiety that comes with buying any home.

We would 100% recommend Shared Ownership. Because you're paying a mortgage, you feel like you're investing your money in your future. Plus, you can actually end up saving – our monthly costs are about 30% less than when we were renting! These savings mean that we can focus on planning our dream wedding while living in a home of our own.

”





Darren Ord (31) and Christine Ord (30)

Occupation	Air Traffic Controller and NHS Administrator
Share Purchased	£189,000 - 60% share of a three bedroom house
Full Market Value	£315,000
Total Monthly Outgoings	£936

“ The whole buying process went incredibly smoothly. There was a bit of back and forth sorting out our application, but the L&Q sales team were really helpful which made the whole thing completely hassle-free.

For us, the real benefit of a new build property was that everything was fitted ready for us to move straight into, including our integrated kitchen appliances and modern bathroom fixtures. The home was a blank canvas for us to put our stamp on, and we've been able to really enjoy unpacking and decorating! The best part is that the kids now finally have their own rooms - they both love it!

”

L&Q