

## ASTER GROUP “First Come, First Served” Shared Ownership homes allocation policy

### SCOPE

- This policy applies to every allocation of a Shared Ownership home to a prospective customer.
- The policy applies to both new build and resale homes (unless the terms of a S106 Agreement dictate otherwise).
- 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 incurring any costs.

### POLICY STATEMENT

The demand for our Shared Ownership homes often 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 must be open in offering our shared ownership homes on a “**first come, first served basis**”. The exception to this is British Armed Forces personnel (either currently serving members or former members discharged in the last two years) who will be given priority wherever possible.

Our “first come, first served” policy at Aster Group is based upon:

- Whoever is first to pass their initial online affordability assessment via TMP (The Mortgage People)

We will also operate a plot to applicant ratio. This is done to ensure that any potential customers are not inconvenienced unnecessarily with potential abortive costs.

Our plot to applicant ratio at Aster Group is:

- 2:1 for new build Shared Ownership homes
- 1:1 for resale Shared Ownership homes

We will introduce the plot to applicant ratio at the outset of our “first come, first served” policy.

### MONITORING AND REVIEW

This policy will be reviewed every 3-months.

### RELATED POLICIES AND PROCEDURES

- Surplus monthly income policy

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