



CLARION
HOUSING

Guide to selling and moving home

Merton Regeneration Project



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Valuations and compensation

If you own your property, we'll buy it from you as part of our BuyBack Scheme. Before you sell your property to us you will need to contact us to request a valuation.

The first step is agreeing the market value of your property. We'll arrange for a free independent valuation to be carried out by a surveyor who is accredited by the Royal Institution of Chartered Surveyors (RICS).

The market value of your property takes into account:

- market conditions
- any changes in the value of properties in the surrounding area
- its condition
- any improvements made by you or previous owners (for example, new bathrooms and kitchens)
- local amenities (for example, schools, transport links, shops and services).

We'll confirm the market value in writing.

If you choose not to accept our valuation you can instruct a suitably qualified member of the RICS to prepare a valuation for you.

We'll pay up to £900¹ plus VAT for your chosen surveyor to undertake a valuation. Please call the RICS helpline on 024 7686 8555 who will put you in contact with a local RICS qualified surveyor. You can also visit www.rics.org/uk

If the values are different, the two surveyors will discuss the evidence that their valuations are based on.

If we are unable to reach an agreement, as a last resort, we'll seek to acquire properties through Compulsory Purchase.

Once the market value of your property is agreed you will need to confirm your acceptance of the value and that you want to sell your home to us. Once we have this confirmation we can proceed with buying your home.

We'll always work toward a completion date that suits you. On average sales are completing within three months.

If you decide to sell to us there are a number of steps you will need to take.

¹ This figure is subject to an annual review

If you are a **Resident Homeowner² we will offer you the market value of your home, plus an additional 10% and a disturbance payment of £3,000.**

We'll also reimburse:

- legal fees incurred in selling your home to us up to a maximum of £900 plus VAT
- disbursements incurred in selling your current home
- mortgage redemption fees.

If you buy a home within 12 months of selling your current home to us we'll also reimburse:

- legal conveyancing costs incurred in buying your new home up to a maximum of £1,100 plus VAT
- disbursements³ incurred in buying your new home
- mortgage arrangement fees
- Stamp Duty Land Tax up to the agreed value of the home you are selling to us, plus the additional 10%.

You have up to 12 months to claim these costs.

If you are a **Non-Resident Homeowner⁴ we will offer you the market value of your property, plus an additional 7.5%. We'll also pay:**

- legal fees incurred in selling your property to us up to a maximum of £900 plus VAT
- disbursements incurred in selling your current property.

If you purchase a new property within 12 months of selling your current property to us we'll also reimburse:

- Stamp Duty Land Tax to a maximum of the market value of the home you are selling to us, plus the additional 7.5%
- legal conveyancing costs incurred in buying your new property up to a maximum of £900 plus VAT
- disbursements incurred in buying your new property.

You have up to 12 months to claim these costs.

² Resident Homeowners are leaseholders and freeholders living at the property, who were the registered legal owners and living in the property as their main and principal home on 27th May 2015. This is the date when the original Residents Offer was published.

³ Disbursements include Land Registry searches and the cost of money transfers.

⁴ A non-resident homeowners is someone who owns a property in the neighbourhood but their principal home is elsewhere.

Step by step guide to selling

Step 1: Instructing solicitors

You will need to find a solicitor to help with the sale of your property to us.

You can find a solicitor by searching for a firm in your area or by visiting lawsociety.org.uk. Once you've found a solicitor to act for you you will need to provide us with their contact details.

You will have to provide them with photo ID and proof that you own the property.

Step 2: Providing your solicitor with details about your property

Our solicitor will contact your solicitor to ask questions about your property. You will need to provide your solicitor with answers to these questions.

This includes:

- who lives at the property
- details of any loans or charges secured against your property
- whether you have carried out any alterations to the property. If this is the case you will need to provide copies of all planning permissions and consents for the works.

We may temporarily rent out the property once we have bought it, so we also require the following:

- an Energy Performance Certificate (EPC)
- any guarantees for the property, including fitted appliances or windows.

Our solicitor will need to carry out searches to provide further public information about the property. Once they receive the results of the searches they may need to ask your solicitor more questions. The results of the searches can take several weeks.

Step 3: Exchange of contracts

Your solicitor and our solicitor will agree the terms of the contract and both you and we will sign identical contracts.

We will then agree a date when we will buy the property (completion date.) Your solicitor and our solicitor will "exchange contracts".

It is at this point that you are committed to sell your property to us and we are committed to buy it from you.

Step 4: Transfer and completion

The legal document by which the sale is completed is called a Transfer. You will need to sign this and we will also sign it.

If you are living in the property you will have to move out on or before the completion date. If you have tenants they will have to move out before this date.

The property must be entirely empty before we can complete. We will visit the property at an agreed time on the completion date to make sure this is the case. This is commonly referred to as vacant possession. If you have any queries please contact us before the completion date to discuss further and we'll provide assistance where we can.

On the completion date you will have to hand over the keys for your empty property to us.

Step by step guide to buying

Step 1: Instructing a solicitor

You will need to find a solicitor to help with the purchase of your new property. They will usually be the solicitor who dealt with the sale of your property to us.

You can find a solicitor by searching for a firm in your area, the area of your new home or by visiting www.lawsociety.org.uk.

You'll have to provide them with photo ID and proof of your address.

If you require a mortgage, you'll have to apply to a mortgage provider.

Step 2: Solicitor's enquiry

Your solicitor will ask standard questions about the property from the person you are buying it from. They will also make searches which provide information about the property.

Step 3: Mortgage and surveys

If you need a mortgage to buy your new property the mortgage provider will arrange for a survey to be carried out before they make you a mortgage offer.

If you are buying your new property with cash and don't need a mortgage and want a survey to be carried out you will have to arrange it yourself.

Step 4: Exchange of contracts

Your solicitor and the seller's solicitor will agree the terms of the contract for you to sign. The person you are buying your property from will sign an identical contract.

You agree a completion date with the seller and then your solicitor and the seller's solicitor will 'exchange contracts'.

It is at this point that they are committed to sell the property to you and you are committed to buy it from them.

Step 5: Completion of sale

Once the sale has completed the property will be yours and you can collect the keys.

Frequently asked questions

What will the independent valuation of my home involve and why won't you accept an estate agent's valuation?

Estate agent valuations can vary significantly and may be influenced by a desire to secure a commission. We use more detailed Chartered Surveyor valuations to ensure all the valuations are carried out in the same way and on a level playing field. They take account of comparable properties in the local area, the condition of the property itself and are independent.

The valuation will be carried out by a company that is independent of both you and us.

They will inspect your property on the inside and the outside and will then provide a market value based on the Royal Institution of Chartered Surveyors' (RICS) valuation criteria set out on page 3 of this guide.

What is Compulsory Purchase?

Compulsory Purchase is the legal right to buy a property without the consent of the owner.

We will always seek to reach an agreement with you about selling your home to us. As a last resort we'll seek to acquire properties through Compulsory Purchase.

Can I still sell my home on the open market?

Yes, you can still sell your home on the open market until we tell you we need it for regeneration. If you were to sell it on the open market you would not be entitled to any of the extra payments we are offering and your expenses would not be reimbursed by us.

I bought my home using Right to Buy, how does this affect me?

We'll buy your home from you at its full, open market value. However, the Right to Buy regulations will still apply. This means you may need to repay a percentage of the Right to Buy discount you received if you bought your home in the last five years.

What will happen with my service charges?

If you hold any accounts with us and they are in credit, we will refund this to you. If there is any money that is owed to us, this will have to be paid when the sale completes.

What information do I have to provide?

You will have to provide your solicitor with proof of ID and details of your mortgage or charges on your property.

You will also have to provide answers to standard questions about your property including whether you've carried out any work to it. If this is the case you will need to give us copies of planning permissions and consents.

How do I prove that I am a resident homeowner?

To qualify as a resident homeowner you will have to prove that you are currently living in the property as your main and principle home and that this was the case on 27 May 2015.

How long will it take to sell my house to you?

On average it takes two - three months for the sale to complete. Good communication with your solicitor is crucial.

What does vacant possession mean?

On the day of completion the property must be empty of all your possessions and furniture. If you are a landlord or rent out your property you are responsible for making sure no one is living there on the day of completion.

We will visit the property on the completion date to make sure it is completely empty. If there is anything left at the property we will not be able to complete. If we have to remove any of your items you will be charged. This includes possessions in any external storage or a garage.

Contact us

If you have any questions, please call **0300 500 8000**
or email **mertonregen@clarionhg.com**.

www.myclarionhousing.com



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