



After you have
purchased

A Guide to Home Ownership Services

About Radian

Radian brings together, in one group, unmatched experience of building, regenerating and managing sustainable homes and environments, together with a specialist organisation which is wholly focused on providing quality care services that make a difference for people who need help or support to fulfil their lives.

One of our aims is not only to help you on that first rung of the home ownership ladder, but to be there when your circumstances change or you wish to sell up and move on.



Buying your new home is a very exciting time with a lot of information to take on board. Once you have moved in, you may find at a later date, your circumstances may change. This Guide is designed to answer some of the questions you may have.



RADIAN

where people flourish

You would have purchased your home with:

New Build HomeBuy

New Build HomeBuy (or part buy/part rent), gave you the chance to get your foot on the housing ladder with the option to buy more shares later on. To start off with you would have typically purchased a 25%, 40 % or a 50% share. A low rent being payable on the remaining share.

After you have purchased, if you can afford to, you can buy further shares until you own the home yourself outright (see page 2 'Buying More Shares' for more details).

Open Market HomeBuy Scheme

Open Market HomeBuy gave you the chance to buy a home of your choice on the open market like any other homebuyer normally though an estate agent. You could choose a second hand or even a brand new home. For some, this could have been a house with a garden, depending on what you could afford.

There were different schemes available eg:

- Key Worker Living
- Open Market HomeBuy
- Expanded Open Market HomeBuy
- GLO (Government Loan Only)
- MyChoice HomeBuy



Contents

Buying More Shares	4
Selling Up	5
Valuations	6
Home Improvements	7
Rent & Service Charges	8
Leases	10
Re-Mortgaging & Further Borrowing	11
Redeeming your loan	12
Transfer of Ownership	13
Buildings Insurance	14
Experiencing Financial Difficulties	15
Getting Involved	16
Complaints	17
Independent Financial Advisors	18
Contact Us	19

Buying More Shares in Your Home (Staircasing)



Your Shared Ownership lease gives you the option of buying more shares in your shared ownership home as and when you feel the time is right for you to do so. This process is called ‘Staircasing’ and the extra amount purchased will depend on the initial share purchased and the individual lease agreement held on the property.

Most shared owners are able to purchase further shares in their home. The amount that you can purchase is dependant on the terms held within your Lease, this is usually in multiples of 25% but with newer Leases you may be able to purchase as little as 10%. If you wish you can purchase your remaining shares in just one go and become an outright owner.

The option to purchase up to 100% is available within nearly all Shared Ownership Leases, with the exception of properties in rural areas where there may be some restrictions on staircasing to the full 100%.

Costs to you

£135.00 + vat Valuation fee

£115.00 + vat admin fee (payable on completion of successfully staircasing)

Other costs to consider

Solicitors fees
Buildings Insurance
Lender’s admin fees
Possible Stamp Duty

**To apply, please see our
Staircasing leaflet for
more information.**

* 20% at time of print

Selling Up (Resales)



We are required, under the terms of your lease to find a buyer for your share of your home.

We will try and find a buyer for your share from our lists so that your home is retained as a shared ownership property.

Costs to you:

£135.00 + vat Valuation fee
£750.00 + vat processing fee
(payable on completion of the sale)
£50.00 + vat landlord enquiries (if required by the purchasers solicitor)

Other costs to consider

Solicitors fees

This is a basic service to help sell your home to buyer registered on our waiting list. This means that we can “recycle” our scheme rather than lose the property as an open market sale.

If we are unable to find a buyer for your share, it may be possible to sell your home on the open market but you will have to pay the full cost of the estate agent fees yourself.

If a share is sold by an Estate Agent then the buyer must be approved by us.

If the property is sold at 100% of value, we will sell our interest alongside yours as a back to back sale.

Please see our Resales leaflet for more information



* 20% at time of print

Valuations



A formal valuation report must be obtained if you decide to make any changes to your ownership eg. sell, staircase, further borrow etc. This is required under the terms of the shared ownership lease and for our regulators, The Tenant Services Authority.

Our panel of Surveyors:

- Countrywide Surveyors
- Colleys Surveyors

You are obliged under the terms of the lease to pay the current standard surveyors' fee of £135.00 (+ VAT*) in advance before the surveyor can be instructed.

We must notify you of the surveyor's decision within seven days of receiving the report.

If you wish to proceed, you must confirm in writing to Radian, or complete the relevant application form.

Are there any other costs?

- Solicitors fees
- Buildings Insurance
- Lender's Administration Fees
- Possible Stamp Duty

We recommend that you make full enquires about these costs before applying to Radian for a formal valuation.

After notifying us that you wish to proceed, you will need to instruct your solicitor and make arrangements with your mortgage lender.

A valuation is only valid for 3 months from the date of issue and therefore you must complete the transaction within 3 months of the date of the surveyor's report. If this is not achieved, then another valuation report may be required at your own cost.

* 20% at time of print

Home Improvements



If you wish to make improvements or alterations to your home, you must write to us for permission before you carry out any work.

We class an improvement as any major works carried out to your home that will have a significant impact on the value of your home. This is particularly important if you decide to buy more shares (staircase) in your home at a later date.

A Surveyor may consider these improvements when valuing your home.

Costs to you

£15.00 + vat admin fee



Examples of Improvements or Alterations:

- New double glazing
- New fitted kitchen
- New bathroom suite
- Installation of central heating
- New conservatory
- Extension

Please remember that general repairs and maintenance are not considered improvements but that you are expected to maintain your home under the terms of your lease.

Examples of Maintenance or Repairs:

- Redecorating
- New carpets
- New fence/patio
- Replacement of central heating/boiler
- Landscape gardening
- Rewiring or re-plumbing

* 20% at time of print

Rents and Service Charges



Rent

Shared Owners pay rent monthly for the portion of the property which they do not own. This is calculated on the basis of the amount we had to borrow to pay for the land and the building costs at the time of construction.

Your Lease will set out the initial amount of rent that you pay and when this will be reviewed each year. In most cases the amount that it increases by is related to the Retail Price Index over the previous year plus a further percentage. This review usually takes place in April each year.

The rent charge does not cover the cost of repairs or maintenance to your property.

If you purchase more shares in your home then you will pay proportionally less rent.

If you are staircasing up to 75%, for example, then the new rental payments will be calculated by taking half the rent together with the management charge, insurance charge and any service charges, which remain unchanged*.



For 50% share	Cost in £	For 75% share	Cost in £
Rent	120.00	Rent	60.00
Management charge	12.00	Management charge	12.00
Insurance	7.10	Insurance	7.10
Service charge	4.50	Service charge	4.50
TOTAL	143.60	TOTAL	83.60

If you staircase up fully to 100% and own your property outright then there will be no further rent to pay, however there may be service charges if your home is on a development or in a block of flats. If you have increased your mortgage please be aware that there will be increased mortgage payments and you will need to arrange for Buildings insurance if you have bought the freehold but not, for example, if you have bought an apartment in a block.



*The rent is reduced but your mortgage payments will be increased according to how much more you need to borrow.



Service charges may still apply once you have staircased to outright ownership.

Service Charges

We provide some services to shared owners and we recover our costs by way of a service charge, this is explained within your lease.

For example, residents will share the cost of works to the common parts in a block. Service charges also cover maintenance costs for communal areas on developments eg. Lifts, cleaning, grass cutting etc.

Please refer to your lease for further information.

Leases – Explanations, Rights and Responsibilities

When you bought your new home you signed a lease. This is a legal document that explains your rights and responsibilities as a leaseholder (or lessee) and the relationship between you and us.

Your lease explains:

- When and by how much your rent goes up each year.
- How you can buy more shares in your home.
- How you can sell your home

If you bought a newly built home then a plan will also be attached to your lease which will show the boundaries of your home along with any car parking spaces, fences and walls that are your responsibility to maintain.

The lease contains legally binding responsibilities for both you and us.

Visit www.lease-advice.org.uk for more information

Examples of your responsibilities:

You must pay your rent and service charges as set out in your lease.

- You must not carry out major alterations without first obtaining our permission.
- You must not cause a nuisance or annoy your neighbours.
- You must keep your home in good repair.

Examples of our responsibilities:

- We must keep your home insured (buildings only)
- We must consult you about any repairs to shared areas that will cost more than £250, per home per year.
- We must consult you on any service contract which will cost more than £100, per home per year.
- We must keep the outside of apartment blocks in good repair.
- We must provide audited accounts for our service charges.
- We must not reasonably refuse permission for improvements or alterations to be carried out.

Your Solicitor would have explained the lease before you bought your home but if there is anything you are unsure of then contact either your Solicitor or our Home Ownership team who will help you.

Re-Mortgaging and Further Borrowing



You may wish at some point to remortgage your property in order to secure a better interest rate, or you may want to increase your mortgage amount to do some home improvements.

In order for you to do this you must first obtain our permission before you can go ahead.



Our **Remortgaging and Further Borrowing leaflet** gives you further details on what we require when considering your request.

If you have an Equity loan with us there is an administrative charge for dealing with your application.

Costs to you

Transferring your current mortgage to a new lender:

£25.00 + vat processing fee

Remortgaging for further advances:

£35.00 + vat processing fee

Valuation fee (details apply)

Transfer of Ownership



Equity Loans

If you currently have a HomeBuy Loan with us and you find your circumstances have changed, you may wish to include or remove a partner from the Deed, this can be done under two circumstances, they are:

- **Divorce and a Court Order**

We are obliged under the terms of the Court Order to arrange the transfer to the person who will remain in the property.

- **Mutual Agreement**

If it is a transfer from joint to sole then we will need to be satisfied that the person who is remaining in the property can afford to take on the financial responsibility of the property eg. Mortgage commitment.



Shared Ownership

If you currently have a Shared Ownership property with us and you find your circumstances have changed, you may wish to include or remove a partner from the Lease, this can be done under two circumstances, they are:

- **Divorce and a Court Order**

We are obliged under the terms of the Court Order and the Lease to arrange the transfer to the person who will remain in the property.

- **Mutual Agreement**

If it is a transfer from joint to sole then we will need to be satisfied that the person who is remaining in the property can afford to take on the financial responsibility of the property eg. Mortgage commitment.

Costs to you

£90.00 + vat processing fee

For transferring ownership under Equity Loan and Shared Ownership purchases

* 20% at time of print

Redeeming Your Loan



Equity Loan HomeBuy purchasers may wish to pay off the loan and remove our charge or you may be selling the property and want to redeem the loan on completion of the sale.

The amount you repay will be calculated based on the current market value of your home.

The only exception to this is the Starter Homes Initiative £10,000 Interest Free Loan as the figure will always remain at £10,000.



Other types of loans:

- HomeBuy Loan
- Keyworker Living HomeBuy Loan
- Expanded Open Market HomeBuy Loan
- GLO (Government Loan Only)
- MyChoice HomeBuy Loan

An Independent RICS Surveyor must be instructed to ascertain the current market value of your home, details of our panel and associated costs can be found under 'Valuations'.

Costs to you

£135.00 + vat Valuation fee

£115.00 + vat processing fee

(payable on completion of your loan redemption)

Other costs to consider

Solicitors fees

Buildings Insurance

Lender's admin fees

Possible Stamp Duty

Experiencing Financial Difficulties



If at any time you find yourself facing financial difficulties please contact us as soon as possible as we may be able to help.

We have an 'in house' Benefits Advisor who can provide information and advise on any benefits that you may be eligible to claim. There may also be other options open to you which you may not have considered.

FLEXIBLE TENURE (downward staircasing)

If you are a Shared Owner and find yourself facing severe financial difficulty it may be possible that Radian can step in and buy back some of your shares to allow you to stay in your home.

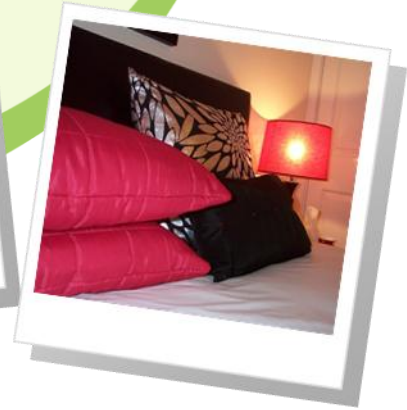
We strongly recommend you seek professional advice as soon as possible, before your situation worsens and your home is put at risk. You should alert your mortgage lender and seek advice from an independent debt counselling agency, eg, the Citizens Advice Bureau.

This option is only available to people who have exhausted all other options and require this as a last resort. We can only help people whose financial difficulties are connected with their inability to pay their mortgage and/or rent, not those who have accumulated debts through unsecured loans or credit cards.

We can only buy back shares in a property to the value of the outstanding mortgage and any rent and/or mortgage arrears. Funding for this requires special approvals that may, or may not, be granted. Flexible tenure is not a given right or entitlement for shared owners.

You will need to be a Radian shared owner, currently owning less than 100% of the property. You must be paying rent on the unsold equity in the property. The term "rent" excludes ground rent and service charges. Flexible tenure is not available to other owner occupiers, including former shared owners or those who have bought a property through a discount or incentive scheme such as Right to Buy, Right to Acquire, the Tenants' Incentive Scheme or the HomeBuy (shared equity) scheme.

Buildings Insurance



If you are a shared owner living in a house or flat then your property is protected with our block Buildings insurance.

Our policy covers all the normal risks to your home: fire, flood, vandalism and damage following a burglary or an accident.

A summary of your cover can be obtained by contacting us or if you need to make a claim you can contact the Insurance Company directly. This may change from year to year therefore, please visit our website for the up to date information and contact details.

For most claims you will be required to pay an excess of £100.

If your claim is for subsidence the insurers will usually appoint a Loss Adjuster to assess the claim, this will have an excess of £1,000 to pay.

Please remember that you must organise your own Contents Insurance.



Complaints

Your comments are important to us!

We do aim to give an excellent service to our customers but we do get things wrong occasionally and we want you to tell us so we can put the problem right and avoid it happening again.

A complaint could be when you are unhappy:

- with the level of service we have provided
- about the attitude or behaviour of members of our staff or contractors
- with a decision we have made, or
- because you think a decision was not made in line with our policy

**Please see our
Complaints leaflet for
further information.**



Getting Involved



At Radian we believe that residents are at the heart of everything we do and therefore should be involved in all of our activities.

We will share ownership and responsibility for the decisions made and actively promote a culture of flexible, negotiated and inclusive involvement to underpin our day to day operations.



Please get in touch if you would like more information.



We have formal and informal structures in place to capture residents input and we will work in partnership with residents. We can offer a choice of ways of getting involved.

Contact Us

Equal Opportunities

Radian operates an equal opportunities policy in all aspects of its work. No person or group of persons applying for any of our housing schemes will be treated less favourably than any other person or group of person's because of their sex, race, colour, ethnic or national origin.

If you require any further information you can go online at www.radian.co.uk or call 0800 232 1319.

In addition, the information in this booklet is available in other forms on request:

- large text
- audio tape
- other languages
- electronic format (MS Word)

For those whose first language is not English, we can offer the Language Line Service for further advice.

Contact Us

Home Ownership Team

Radian
Collins House
Bishopstoke Road
Eastleigh
Hampshire
SO50 6AD

Tel: 0800 232 1919
Fax: 023 8062 8393

www.radian.co.uk



Swaythling Housing



Drum Housing



Windsor Housing

Independent Financial Advisors



If you need financial advice to help with any decisions that you are making please contact one of our Independent Financial Advisers from our panel who will be able to help you.

Imperial Independent Mortgage Services Ltd

Main Office:
Imperial House, 94 Oakley Road,
Shirley,
Southampton,
Hampshire SO16 4LJ

Tel: 0845 6 035 708
Fax: 023 8070 5445

www.iimsltd.com
enquiries@iimsltd.com

Threshold (Southampton) Ltd

Room S6
35 Carlton Crescent
Southampton
SO15 2EW

Tel: 0845 0 737 838
Fax: 023 8033 2252

www.thresholdmortgages.com

Stephen J Douglas

9a Market Place
Basingstoke
Hampshire RG21 9LZ

Tel: 01256 472 722
Fax: 01256 843 177

www.sjdfinancial.co.uk





where people flourish



Swaythling Housing



Drum Housing



Windsor Housing