

Home Ownership – Right to buy
About the Service Standard
This service standard outlines the level of service you can expect from Sandwell Council’s Home Ownership Service in relation to Right to Buy applications. It reflects our commitment to delivering consistently excellent service.
We are committed to:
Ensure staff in our local housing teams can answer enquiries related to right to buy or be able to signpost to us when required.
Ensuring Right to Buy Applications are processed in line with legislation in respect of your eligibility, qualifying period and discounts.
Where you are not eligible for the Right to Buy, we will notify you in writing and advise of the reasons for this.
Ensuring there are no fraudulent sales of council properties.
To meet our commitments, we will:
Acknowledge your email/letter within two working days
We will provide a full response or update to your enquiry within five working days.
Provide a reply to your right to buy application within 28 days informing you of our decision whether you have the right to buy. Where there are delays this information is published on our website .
Provide you with an offer within 8 weeks for houses or 12 weeks for flats from the date you were granted the right to buy. If we must wait for information from other local authorities this may be extended until a response is provided.
Ensure staff are trained with the Right to Buy process and provide training to housing teams.
Provide you with the relevant documentation for you to complete your Anti Money Laundering checks where applicable.
Carry out Anti Money Laundering and Fraud checks and refer to our fraud team if required. To comply with Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017.
Follow Housing Act 1985 in relation to Right to Buy scheme
Use Right to Buy guidance issued by Ministry of Housing Communities and Local Government.

We ask you to:

Allow us to respond to your enquiry within service specific time frames.

Let us know of any changes to your circumstances that may affect how we provide services to you

Provide documentation requested in the time we specify to support your Right to Buy application

Keep your contact details and communication preferences up to date

Let us know of any changes to your tenancy or persons included on your Right to Buy application as any change to circumstances may affect your Right to Buy application.

Engage with any surveys

To measure and improve our service we will:

Ask for your feedback on specific services you receive.

Work with our tenants to continuously improve

Invite you to participate in the development and improvement of right to buy services.

Use your feedback to help improve our services.

Review complaints to identify learning opportunities and put solutions in place.