

Shared Ownership Application Eligibility and Priority Group Policy

➤ Policy Statement

This policy sets out the standards and general guidance which Sanctuary Group (the Group) will follow for the application by customers to purchase a Shared Ownership property.

The purpose of this policy is to provide opportunities for individuals to access homeownership through the Shared Ownership scheme either at new build stage or as a re-sale property.

➤ Roles and Responsibilities

Development Sales teams and Designated Officers across the Group and Legal Counsel - Property are responsible for ensuring adoption of, and adherence to, this policy relevant to their operation.

The Regional Sales Manager, Area Sales Manager, Sales Support Manager, Legal Counsel - Property, Legal Manager - Conveyancing, and Team Leader - Right to Buy are responsible for ensuring:

- This policy is implemented by their staff; and
- Third party brokers are providing adequate information and documentation in line with Homes England and Greater London Authority (GLA) requirements.

➤ References and Sources

The following legislation references and sources are relevant to the development and delivery of this policy.

- [Capital Funding Guide - Guidance - Shared Ownership](#)
- [Affordable Housing Capital Funding Guide | London City Hall](#)
- Group Financial Regulations (England)
- Complaints - Housing and Support Policy and Procedure

➤ Impact on Diversity

This policy applies to the sale of Shared Ownership properties as outlined above.

The Group demonstrates its commitment to diversity and promoting equality by ensuring that this policy is applied in a manner that is fair to all sections of the community, with due regard to the protected characteristics identified under the [Equality Act 2010](#) and in accordance with the 'Sanctuary Inclusion for All Strategy 2024-2026'.



Sanctuary

We will seek to ensure that this policy is applied in a manner that is fair to all sections of the community regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Section 8 dictates that there are some circumstances where priority will be given to an applicant(s).

➤ What's New - What's Different?

January 2026 - This is a new policy.

➤ Customer Consultation

Customer consultation has not been undertaken as this policy is designed to comply with Homes England and the GLA guidance.

➤ Monitoring and Compliance

All applications have an approval process, which is audited by Homes England, the GLA and internal audits.

The approval process requires a sign off sheet to be signed by designated Group staff. No applications should be agreed or declined without this.

Designated staff are detailed below:

- Regional Sales Manager - Sale of new build.
- Legal Counsel - Property - Re-Sale.
- Legal Manager - Conveyancing, or Team Leader - Right to Buy - Re-Sale.

The policy is relevant groupwide and ongoing compliance will be ensured by a close working relationship between Sales, Legal Services, and Homeownership across operations and functions. Legal Services will ensure that where appropriate staff are updated about any changes made by Homes England or the GLA to Capital Funding Guides.

Period of review

Until a new policy is formally adopted this document will remain in force and operational.

This policy will be reviewed in accordance with the policy review programme agreed by Executive Committee.

If there are significant changes to legislation or regulation or there are found to be deficiencies or failures in this policy, as a result of complaints or findings from any independent organisations, the Executive Director - Corporate Services or the Group Managing Director - Asset Strategy and Development, will initiate an immediate review.



Where appropriate, key stakeholders and interested parties will be consulted as part of any review of this policy.

➤ Approval Eligibility

Shared Ownership aims to help people that are in housing need. To be eligible to purchase a Shared Ownership home, applicants must have a gross household income of less than £90,000 (within London)/ £80,000 (outside London), and be otherwise unable to purchase a suitable property for their housing needs on the open market.

The assessment as to what share purchase an applicant can afford must be undertaken by a suitably qualified, experienced, and regulated mortgage advisor or financial advisor. The Group has a panel of nominated mortgage brokers; the Group is not permitted to provide mortgage advice.

The Group will provide an Application Form to complete an application to interested parties, who will be subject to an initial affordability check. The affordability check will be carried out by a regulated mortgage advisor or financial advisor. The result will be provided to the Group in the form of the regulated mortgage advisor or financial advisor budget planner, sign off sheet with an application pack, and supporting evidence. Applicants are not obliged to use a panel mortgage broker to take out a mortgage.

The Group is required to conduct its own assessment of individual applicants to:

- ensure that they meet all eligibility criteria;
- assess what share they can afford;
- ensure that their purchase is affordable and sustainable; and
- ensure that applicants meet any Section 106 requirements.

Where there are long delays between initial application and exchange of contracts, the Group will ensure that applicants continue to meet the eligibility criteria, as their circumstances may have changed. For example, an applicant may have changed jobs, or formed a new partnership.

➤ Applicant Priority

In 2016, the Government removed all priority groups for assistance, where there is an under-supply of Shared Ownership homes. Homes should be available on a 'first come, first served' basis to Shared Ownership applicants, providing that they meet the relevant eligibility and affordability criteria.

The exception to this is for qualifying Armed Forces personnel and in certain rural locations and sites. Such exceptions where there is an undersupply can be summarised as follows:

- serving military personnel and former members of the British Armed Forces discharged in the last two years; and
- National Parks, Areas of Outstanding Natural Beauty, and rural exception sites.



The Group's definition of 'first come, first served', is receipt of the regulated mortgage advisor or financial advisor completed budget planner, sign off sheet, and application package for the applicant(s).

➤ Minimum Surplus Monthly Income

The Group has a minimum monthly surplus for applicants who wish to purchase a Shared Ownership property of 10 per cent for both sole and joint applicants.

For each application received the Sanctuary Affordability Calculator (Appendix 1) should be applied to confirm that the applicant(s) has a suitable amount of surplus income after all expenses, and this supports the budget planner provided by the regulated mortgage advisor or financial advisor.

Where the Sanctuary Affordability Calculator does not support the budget planner provided by the regulated mortgage advisor or financial advisor, further evidence or rationale from the buyer can be requested.

If the Group do not consider the applicants evidence or affordability rationale is justifiable, it can decline the preferred share amount, and will record such conversations and the outcome on the respective sign off sheets:

- Affordability and Eligibility Sign off (Appendix 2);
- Final Sign Off for Cash Buyers (Appendix 3); or
- Resales Affordability Check (Appendix 4).

The Group can request an additional assessment by another regulated mortgage advisor or financial advisor on its panel, if there is any doubt about affordability.

Where the Sanctuary Affordability Calculator is close to the minimum surplus and the budget planner confirms affordability, additional sign off should be sought from Head of Development - Programme Delivery (new build), or Legal Counsel - Property (re-sale).

➤ Approval

This policy is approved by the Group's Executive Committee.

This is an English version. If you require this document in an alternative format or language, please contact newhomes@sanctuary.co.uk with the details of your request.

