

# Acis Customer Service Standards



## Buying your home

### Shared ownership

- We will acknowledge your application for a Shared Ownership scheme within 5 working days of receipt.
- We will also refer your application to the relevant Home Buy agent for approval within 5 working days.
- If you go on to purchase a property, we will acknowledge receipt of your reservation fee within 5 working days.
- Upon completion, we will carry out a satisfaction survey with you within 6 weeks.



### Right to buy/right to acquire

- We will respond to your request for a Right to Buy application within 10 working days.
- Upon receipt of a fully completed application, we will advise you whether you have the Right to Buy within 4 weeks.
- Once notified that you have the Right to Buy, we will write making you an offer within 8 weeks (12 weeks for a flat or maisonette) – we need to allow 6 weeks for a valuation to take place which is included in the overall time.



**"Better homes and better services for better lives"**

