

Right Buy/Right to Acquire

If you have the right to buy your Aspire property, we want to make sure that you are given the right support and advice to go through the process.

OUR COMMITMENT TO YOU

- We will offer you an efficient and transparent Right to Buy and Right to Acquire service which supports customers through the application process.
- We will respond positively to your application to become a home owner.

STANDARDS WE WILL MONITOR

- When you make an enquiry about purchasing your home, we will send you the appropriate application form and guidance information within 5 working days. This will include information regarding the costs involved in purchasing the property.
- We will send you an acknowledgement letter within 5 working days of receiving the application form.
- We will tell you if you are eligible to buy within 28 days of your application (or within 8 weeks if you have been a tenant with Aspire for less than 2 years because of the number of checks which have to be completed).
- We will issue you an offer of sale within 8 weeks if you are purchasing a house or 12 weeks for a flat or maisonette.
- If you have not accepted the offer within 12 weeks, we will contact you to give you 28 days to confirm your decision before we withdraw the offer.