

PCH SERVICE STANDARDS

BUYING YOUR PCH HOME

We recognise that becoming a homeowner can be daunting and can be a big commitment. We want to help our customers with their journey of buying your PCH home through Right to Buy and Right to Acquire schemes.

We will:



Provide clear information about buying your home and provide links to the Governments guidance on our website.



Keep you informed about the progress of your purchase



Respond to your enquiries within three working days.



Process all applications within statutory timeframes

How we will measure this:



Percentage of purchasers satisfied with the buying process.



Percentage of purchases applications completed within statutory timescales.

