





# PCH SERVICE STANDARDS


## BUYING & SELLING HOMES (SHARED OWNERSHIP)

**We recognise that becoming a homeowner can be daunting and is a big commitment. We want to help our customers on their journey of buying and selling a shared ownership home.**

### We will:

-  Provide clear information about our shared ownership homes for sale through our website and other channels including social media.
-  Keep you informed about the progress of your purchase or sale, if we are acting as the sales agent for your resale of a shared ownership home.
-  Respond to any queries about our shared ownership homes within three working days.
-  Publish guidance and fees for buying and selling shared ownership homes on our website.

### How we will measure this:

-  Percentage of purchasers satisfied with the buying process.

