

A close-up photograph of a hand holding a set of keys. The keys are silver and have a circular ring attached. The background is a blurred view of a house, suggesting a real estate context.

LiveWest
A home for everyone

**Selling your
LiveWest
shared
ownership
home**



Selling your home can be an exciting time, but also one with questions and uncertainties.

LiveWest want you to get the best support when you sell, so we allow you to use an estate agent to sell your share.

There are some key requirements when selling your home:

- the property must be valued by a Royal Institute of Chartered Surveyors (RICS)
- the property must have a valid Energy Performance Certificate (EPC)
- the property must be marketed by an estate agent

Keeping it simple with the Countrywide Group

LiveWest have worked with the Countrywide Group to put together a package to help make the process of selling your home more straight forward and cost effective.

For a total cost of only £2,750, payable on completion*, you will receive the following service:

1. A local experienced estate agent, fully trained in the LiveWest resale process, who will visit you at your home to take photographs, complete the property details and market your home for you.
2. A RICS valuation and EPC will be provided for a flat up front fee of £350 so you do not need to arrange these yourself.
3. Accompanied viewings to sell your home.
4. Regular feedback and constructive advice.
5. In-house shared ownership affordability assessment.
6. Sales progression through to completion.
7. A fixed fee of £2,750 for LiveWest customers for the above service.

**Just £350*
up front!**



Your step by step guide to selling your home.

Step 1: Make your application to sell

- Complete our application to sell form.
- LiveWest will review your application and refer you to Countrywide.

Step 2: Countrywide will arrange to meet you

- Countrywide will instruct a local estate agent branch to book your valuation and appointment to take photos of your home.
- Countrywide will then send your valuation to LiveWest for approval, along with any property particulars.

Step 4: On the market

- Countrywide will carry out viewings, provide feedback and deal with applications.
- Once an application has been qualified, it will be sent to LiveWest for approval.

Step 5: Exchange

- Countrywide will support the sales progression to exchange.

Step 6: Completion

- LiveWest will support the completion of the sale.



Can I choose my own estate agent?

If you would not like to take advantage of the Countrywide package, it is possible to choose your own estate agent.

If you decide to take this route, there are some additional steps to take. You will need to arrange your own RICS valuation. The average cost for this is between £250 - £350. This will need to remain valid through to completion, which may incur additional costs.

If you do not already have a valid EPC, you will need to arrange one independently. This usually costs around £120 and can sometimes be arranged through your chosen estate agent.

You will need to speak with your estate agent to decide how viewings will be conducted. Some agents will require that you do your own viewings.

It's a good idea to ensure that your chosen estate agent is familiar with the shared ownership scheme, as they will need to be confident in explaining this to people who are interested in applying, and will need to ensure that the agent's sales brochure and online adverts for your property are accurate.

Regularly check in with your estate agent regarding viewings and feedback.

You will need to check in with your estate agent regarding the status of any applications. Applications will be through a third party assessment provider, for LiveWest, but your estate agent is responsible for managing these.

When the property is sold subject to contract, you will also need to speak to them regularly about sales progression, so that you can keep us updated on the progress of your sale.

If your property becomes challenging to sell, you will need to work with your estate agent to come up with a plan on how to move things forward and let us know what you have decided.

Although some online estate agents offer a lower commission fee, you will be responsible for all of the above and more, including:

- personal liability for the accuracy of the property listing
- viewings
- sales negotiation
- sales progression
- negotiating completion
- dealing with the handover of keys on completion



LiveWest are here to help

Whichever option you decide to take, LiveWest are here to help you with questions about the process. Questions we can answer include:

- how the shared ownership scheme works
- how the resales process works
- how the allocation policy and process work
- how we will respond to the solicitors asking standard leasehold enquiries
- any fees that may be due to LiveWest for providing documentation or for answering solicitors enquiries
- how your rent account will work throughout the sale
- how to cancel your direct debit

You can speak to the team on 01392 814 637 and choose option 2. You can also email us on resales@livewest.co.uk. You can also use our website for information <https://www.livewest.co.uk/my-home/for-existing-shared-ownership-customers/moving-on-a-guide-to-selling-your-home>.

Valuation

When you originally purchased your home, it would have been valued independently by a chartered surveyor who is a member of RICS.

These valuations are independent, so they are fair and accurate, for both the seller and the buyer.

As the seller, you are responsible for the valuation fee.

Energy Performance Certificate (EPC)

EPCs are a legal requirement. They show a buyer how energy efficient your home is, and whether there may be improvements that they can make to this, if they buy it.

As the seller, you are responsible for the cost of an EPC, if you do not already have one that is valid. They are valid for ten years.

Estate agents

You will need to instruct an Estate Agent to act on your behalf in marketing your property and ensuring compliance with the Law. They will also help by progressing the sale of your home.

Applications

For any customers taking advantage of the package we have with Countrywide, the application process will be managed by your local branch, and you will be kept fully updated by them.

For customers choosing their own estate agent, applications will be made using an online application form on LiveWest's website.

These will be referred through to a third-party assessment provider. Your estate agent will be responsible for managing applicants and keeping you updated.



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