



**Selling your
LiveWest
shared
ownership
home**

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.

Total fee is £2099 plus VAT (£2518.80 inc. VAT), and there's an additional £60 upfront if they require a new EPC.

1. A local experienced estate agent, fully trained in the LiveWest resales process, who will visit you at your home to take photographs, complete the property details and market your home for you.
2. A market appraisal will be provided so that you can list your home at the best price.
3. Accompanied viewings to sell your home.
4. Regular feedback and constructive advice.
5. Sales progression through to completion.
6. If you do not already have a valid EPC, they will provide one for a flat, upfront fee of £60.

**Start
your selling
journey
today!**



Your step by step guide to selling your home.

Step 1: Make your application to sell

- Complete our application to sell form.
- LiveWest will contact Countrywide to obtain the branch contact details and will acknowledge your application to confirm the branch will be in touch.

Step 2: Countrywide will arrange to meet you

- Countrywide will instruct a local estate agent branch to book your market appraisal and appointment to take photos of your home.
- Countrywide will then send your market appraisal to LiveWest for approval, along with any property particulars.
- Upon receipt of the market appraisal, LiveWest will create an agent pack. (please allow 10 working days from receipt of the appraisal for us to prepare the agent pack)

Step 4: On the market

- Countrywide will carry out viewings and provide feedback, ensuring all interested parties meet the general criteria for Shared Ownership
- Once you have chosen a buyer Countrywide will provide the buyer with the application link.

Step 5: Application

- Upon receipt of an application LiveWest will check with yourself and your agent this is your chosen buyer and will refer them to New Homes Mortgage Helpline for the affordability assessment

Step 6: Exchange

- Countrywide will support the sales progression to exchange.

Step 7: Completion

- LiveWest will support the completion of the sale.





Can I choose my own estate agent?

We believe that the deal arranged with Countrywide offers the quickest and best value route to selling your home.

If you would rather use your own estate agent, below is a guide on what your chosen agent will need to do for you:

1. Provide you with a market appraisal to guide you on the best price for marketing your home.
2. If you do not have a valid EPC, your estate agent will arrange one for you.
3. Please complete our application to sell and provide a copy of your EPC and market appraisal.
4. LiveWest will put together Key Information Documents (KIDs) and provide these to your chosen estate agent. Your agent should wait for the LiveWest agent pack before putting the property on the market as it contains vital information regarding the sale. (please allow 10 working days for this to be created from receipt of your market appraisal and application to sell)
5. You will need to speak with your estate agent to decide how viewings will be conducted. Some agents will need you to do your own viewings and feedback.
6. You can discuss with your chosen estate agent, who you feel is the most appropriate candidate to apply for your property, following the viewings.
7. Please ask your estate agent to only put forward to LiveWest, the applicant that you have chosen.

We recommend that you choose an estate agent who is familiar with the shared ownership scheme.

Although some online estate agents offer a lower commission fee, as the seller, please bear in mind that you will likely be responsible for:

Ensuring the accuracy of the property listing and photographs, to avoid misrepresenting the sale.

Viewings and feedback.

Sales negotiation (agreeing the price).

Fixtures and fittings (for example, including or offering as a separate sale, carpets, white goods etc.).

Sales progression (making sure all aspects of the sale come together).

Communicating with your buyer and your solicitor. You will not be entitled to speak to your buyer's solicitor.

Communicating with LiveWest to keep us updated on the progress.

Negotiating completion.

Dealing with the handover of keys on the day of 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

You will need to ask your estate agent to provide you with a market appraisal. This will inform you on recently sold properties in your area and guide you on an accurate price for listing your home.

We recommend being realistic and taking the advice of your agent, as the buyer will ordinarily have their own valuation carried out by a chartered surveyor, to verify that the price is fair. If they, or their mortgage lender, feel it is too high, you may need to reduce the price or look for another buyer.

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

Estate agents are regulated professionals who will help you to ensure that your sale is in compliance with the Law. They will help with negotiation and with progressing the sale of your home.

Applications

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

Agent Pack

Please allow LiveWest 10 working days from receipt of the market appraisal and selling application to be able to produce the agent pack which contains key information to enable your estate agent to accurately market the property.

The agent pack contains: Key information documents about shared ownership and your property, Local connection criteria (if applicable), details on the application process along with the application link.



LiveWest
A home for everyone