



**SHARED OWNERSHIP  
FIRST COME FIRST SERVE POLICY**

This First Come First Serve policy applies to every allocation of a shared ownership home to a prospective customer.

We will ensure all prospective customers are aware of our approach when offering a shared ownership home.

We will ensure all prospective customers are aware of the process prior to expending any cost to themselves.

When demand for our shared ownership homes outstrips the supply, it is imperative that we are clear in how we allocate and offer our shared ownership homes to prospective eligible customers.

In line with regulative guidance, we must be open in offering our shared ownership homes on a first come first served basis.

Our first come first serve policy at Broadland Housing Association is based upon:

- Whoever is first to return their completed application form to Broadland following viewing the property and meet any local connection criteria.

Exceptions to this First Come First Served policy are set out below:

- Applications from serving military personnel and former members of the British Armed Forces discharged in the last two years.
- Where properties are situated in National Parks, Areas of Outstanding Natural Beauty and rural exception sites as we will need to allocate these homes in line with set geographical criteria.