First Come, First Served Policy

This policy applies to every allocation of a Shared Ownership home to a prospective customer. We will ensure all prospective customers are aware of our policy approach when offering them a Shared Ownership home. We will ensure all prospective customers are aware of the process prior to incurring any cost to themselves.

As demand for our Shared Ownership homes often outstrips supply, it is imperative that we are clear in how we allocate and offer our Shared Ownership homes to prospective customers.

We follow current regulatory guidance and offer our Shared Ownership homes on a first come, first served basis.

Our first come first served policy at Soha is based upon:

- Whoever is first to pass their full assessment and make a confirmed reservation

Soha reserves the right to hold a property for a limited time if an applicant requires special consideration and cannot complete the assessment process in the usual timeframe.

Retirement Living properties can be held or reserved prior to full assessment as an external care procedure is required which may take differing periods of time for each applicant due to factors outside of their, or Soha's, control.

In some instances, there may be additional rules dictating the allocation of our properties. This can include:

- A local connection – applicants may have to live, or work, in a specific locality to qualify
- Applicants in certain jobs may take precedence, such as working for the Ministry of Defence

In these cases, applicants that fit the criterion will be given priority.

October 2025