

Buy Back Policy

Version 1.1

July 2026



1. Introduction

- 1.1 Heylo Housing Group Limited (HHGL) is the parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP) and a number of property owning investment vehicles (Pods) (collectively referred to in this policy as 'Heylo'). Heylo currently provides two different Shared Ownership products – HomeReach and YourHome.
- 1.2 All customer facing services to Heylo customers are provided by employees of ResiManagement, a separate, but commonly controlled company.

2. Purpose

- 2.1 Heylo's purpose is to help aspiring homeowners and renters find a place to call home.
- 2.2 The purpose of this policy is to ensure:
 - When there is a legal requirement for Heylo to buyback homes, that these are processed in a correct and timely manner;
 - Where Heylo may consider a voluntary buyback, that these are also processed in a correct and timely manner.

3. Aims

- 3.1 The aims of this policy are:
 - To clearly set out the instances in which Heylo are legally obliged to buy back Shared Ownership homes and instances where a discretionary buy back may be offered to customers;
 - The process that will be followed in order to achieve this, including the appropriate internal approvals required.

4. Legislative and Regulatory Framework

- 4.1 A number of Shared Ownership leases contain a clause that puts an obligation on Heylo, as the landlord, to buy the home back under certain circumstances (see section 5.1 below).
- 4.2 HHRP is a Registered Provider of Social Housing (registration number 4668) and operates within the Regulator of Social Housing's regulatory framework. Heylo commits to complying with this regulatory framework as a group. This policy ensures compliance with the Shared Ownership contractual framework alongside all legislative regulatory obligations which apply to Heylo.

5. Situations when Heylo may consider acquiring the customer's stake in the property (buy back)

Designated Protected Area (DPA) Buyback leases

- 5.1 Some Shared Ownership homes are located in areas referred to as Designated Protected Areas. This will be specifically referenced on the front page of the lease. Under the terms of these leases, if a customer has staircased (acquired further shares in their home) to 80% or beyond, and wish to sell the home, then Heylo will buy back the share from the customer. Specific details of the terms are set out in the lease.

Section 106 Town & Country Planning Act 1990

- 5.2 In a similar way to Designated Protected Areas above, some homes delivered through section 106 planning requirements may also have an obligation for the home to remain affordable in perpetuity. In these cases, as with DPA homes, Heylo would buy back the customers' share should they wish to sell and have acquired 80% shares or more. (There may be some variations to this, which will be set out in the relevant lease).

Discretionary Buy Back

- 5.3 In some instances, Heylo may voluntarily (with no legal obligation) offer to buy back a customer's share in the property. These cases are likely to be exceptional and only under specific circumstances which will be considered on a case by case basis. Consideration of a discretionary buyback of one property on a scheme does not set any precedent for equal consideration of other properties on that scheme. The decision to consider and/or approve a buyback in these circumstances is wholly discretionary.

6. Approval Process

- 7.1 In the case of a DPA lease or a s106 lease requiring buyback, then due to the legal obligation conferred on Heylo through the lease, these buybacks will be processed on request from the customer, and prior internal approval will not be required.
- 7.2 In an event that Heylo may consider a discretionary buyback, the relevant Officer will prepare a paper setting out the reasons why a buy back should be considered, the financial and other relevant implications, and other options which have been or could be considered to resolve the issue which has caused the discretionary buyback to be recommended. Any recommendation to discretionary buyback must be supported by a RICS valuation dated within 3 months of the date of consideration. That paper will be considered by the Asset Management Committee (AMC).

- 7.3 In the event that the value of the buyback is above £3m (the threshold for referral to boards in the Contract Standing Orders and Financial Regulations) or the buyback presents a significant other risk, the matter will be referred to the relevant Board for approval upon the recommendation of the Asset Management Committee.
- 7.4 In determining a discretionary buyback, consideration will also be given to the requirements and constraints of the relevant Heylo owner (Pod) and Investor, to establish if they permit the buyback within their criteria as well as any regulatory implications.
- 7.5 If discretionary buyback is approved, the cost of any known or reasonably foreseeable repairs or service charges for which the leaseholder has a liability will be subtracted from the buyback valuation unless specifically agreed otherwise.

7. Onward Treatment of Homes

- 7.1 In most cases, any homes bought back would then immediately be marketed for onward sale at 100% of market value. This would be after any necessary works and safety checks are carried out.
- 7.2 If the home does not fit within the prevailing 'buy box' at the time, then the approval sought from AMC would include a recommendation on whether to sell the home on Shared Ownership terms, or dispose outright.

8. Reporting and Monitoring

- 8.1 We will monitor any cases where a buy back is considered, including (but not limited to):
- The number of homes where a buy back is required under the terms of the lease
 - The number of voluntary buy backs considered and approved
 - The financial costs, including any losses recorded
 - Onward sales
- 8.2 These metrics will be reported to the Finance Committee and Executive Committee of ResiManagement, and both HHRP and HHGL Boards.

9. Confidentiality

- 10.1 Heylo and its agents will observe confidentiality in any buyback transaction and will only share details with external stakeholders with the authority of the customer.

10. Information Storing

- 10.1 All data is stored securely and in line with our Data Protection and Security Policies.
- 10.2 We are committed to treating all information securely, with respect and in line with data protection law.

11. Review

- 12.1 This policy will be reviewed every two years, unless there is a significant development that would require a more urgent review e.g. new legislation or regulation.

Version Control

Version	Date	Author	Verifier	Comments
1.0	August 2024	Director of Property Management	ResiManagement Customer Committee	
1.1	July 2026	Director of Property Management	Asset Management Committee	
Next review due: August 2028				



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know and we'll do our best to
accommodate your needs.

Heylo and Heylo Housing are trading names of Heylo Housing Group Limited (registered in England and Wales with company number 11104403) and its subsidiary companies.

The Registered Office of each of the group companies is:
One Sovereign Quay, Leeds, LS1 4AG.

HHRP is a private limited company (Companies House Number 06573772) and is a for profit Registered Provider (registration number 4668) regulated by the Regulator of Social Housing.

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