

First Come First Served Policy

Version 2



1. Introduction

- 1.1 Heylo Housing Group Limited (HHGL) is the immediate parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP). Also within the Group are a number of property-owning investment vehicles (Pods) which are subsidiaries of HHGL, with HH No. 7 Ltd being a direct subsidiary of HHRP. This policy covers all Group entities, (collectively referred to in this policy as 'Heylo'). The Heylo Group's purpose is to help aspiring homeowners and renters find a place to call home, provide home ownership solutions across England. Heylo currently provides three different Shared Ownership products – Home Reach, Home Reach Flex and Your Home.
- 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 The purpose of this policy is to set out the guidelines in offering our shared ownership homes on a first come, first served basis in line with regulative guidance.

3. Scope

- 3.1 This policy applies to all applications for shared ownership homes through the Home Reach scheme, both new purchases and resales which are grant funded only.

4. Principles

- 4.1 Our first come, first served policy at Heylo Housing Registered Provider Limited is based upon (options below)
- 4.2 Whoever first made contact after the full launch of a development
- 4.3 Whoever first registered interest
- 4.4 Whoever has been on the interest list longest
- 4.5 The first eligible applicant to submit an application
- 4.6 Whoever is first to pass their assessment
- 4.7 Whoever is first to pass their assessment and submit their documents

5. Exceptions

- 5.1 Applicant priority exceptions can be made on the following:
- 5.2 Serving military personnel and former members of the British Armed Forces discharged in the last two years
- 5.3 National Parks, Areas of Outstanding Natural Beauty and rural exception sites

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- 5.4 (Armed Forces Personnel) in line with our commitment to supporting and prioritising Ministry of defence personnel, we will adhere to the following:
 - 5.5 Regular service personnel (including Navy, Army, and Air Force) clinical staff (Excluding doctors and dentists), Ministry of Defence Police Officers, and uniformed staff in the Defence Fire Service will be given priority consideration for these initiatives
 - 5.6 Additionally, ex-regular service personnel who have served at least six years and can provide a Discharge Certificate or equivalent documentation within two years post-discharge are eligible. In the case of a deceased regular service personnel, their surviving partner may also apply within the same time frame.
 - 5.7 For more information on eligibility criteria and the application process, please refer to the MOD's Surviving Partners guidance.

6. Ownership and Review

- 6.1 The owner of this policy is the Director of Sales
- 6.2 This policy is reviewed when required under the CFG of Homes England by the Director of Sales and Executive Committee.

Version Control

Version	Date	Author	Verifier	Comments
1.0	01/08/2024	Melissa Toomey	Customer Committee	Policy created in line with CFG
2.0	31 July 2025	Melissa Toomey	Customer Committee	No changes required
Next review due: When further Homes England CFG changes are introduced				



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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:
6 Wellington Place, 4th Floor (Ref: CSU), Leeds, LS1 4AP.

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.

HHRP Registered Office:
6 Wellington Place, 4th Floor (Ref: CSU), Leeds, LS1 4A.

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