

**CURO PLACES SHARED OWNERSHIP FIRST
COME FIRST SERVED POLICY**

Policy Owner:
Chief Finance Officer

Accountable Lead

Sales Director



Policy Control	
Policy Level	Operational
Policy Reference (Policies must be referenced by business areas, with associated policy number and year of approval)	CS/01/2024
Link to Strategy (what strategy is the policy intended to support?)	Curo Development Business Plan
Version Control V1 first draft	- Effective from 01/08/2025 - to 01/08/2026
Approved by	- Executive Team (operational)
Consultation	-
Equality analysis	Completed August 2025
Next review date	01/08/2026

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1. Policy Statement and Aims

The demand for our shared ownership homes far outstrips the supply, it is therefore imperative that we are clear in how we allocate and offer our shared ownership homes to prospective eligible customers. In line with regulatory guidance, we have to be open in offering our shared ownership homes on a first come first serve basis.

2. Scope, roles, and responsibilities

The Executive, through the policy owner, ensure that the policy delivers Curo's strategic objectives in line with Home's England Capital Funding Guide and reflects corporate values.

The Accountable Lead is accountable to the Executive for the effective implementation of the policy in Curo, so that

- The principles are achieved through appropriate team plans and objectives
And
- Procedures – with appropriate RACIs – translate the policy objectives into practice

The Sales Manager is responsible for developing and implementing procedures which delivers the principles of the policy.

The Sales Manager and colleagues in the Sales Team, carry out sales in line with those procedures.

Other colleagues, as identified in the Sales PUG are responsible for supporting this policy in a timely manner

3. Principles

The First Come First Served Policy aims to:

- Ensure that prospective buyers through shared ownership are prioritised and dealt with on a first come first serve basis (subject to any S106 local connection restrictions of eligibility restrictions).

4. Application

New build shared ownership First Come First Served Policy

Our First Come First Served Policy for new build Shared Ownership at Curo Places Ltd is based upon:

- Customers being eligible to purchase Shared Ownership in line with Homes England legislation.
- Applications received through Curo's Sales website (www.curo-sales.co.uk) after the full launch of the development will be processed based on the date and time Curo's appointed mortgage advisor provides the qualification certificate. Applicants will need to pass their assessment/qualification and submit their documents to confirm their position on the list.

- Meet the local connection requirements if applicable. These are legal conditions of planning which ensures applicants have a local connection to the area where they wish to purchase.
- Military personnel will be given priority through Government funded Shared Ownership schemes in line with Government policy.

Shared ownership resales

Where we are advertising Shared Ownership homes for resale, our First Come First Served Policy will be followed.

Where a Shared Ownership plot is being offered for sale by the vendor direct or through their chosen agent, our First Come First Served Policy will not be applicable. The vendor will have the ultimate decision on their choice of buyers from those who meet all eligibility criteria (all buyers will need to have been assessed by a nominated mortgage advisor and meet the requirements of the minimum surplus policy, eligibility and affordability).

5. Associated documents and procedures

- Sales and Low Cost Home Ownership Policy
- Procedures for shared ownership
- Home ownership affordability assessments
- Local sales plans and strategies (by scheme)
- Shared Ownership Minimum Surplus Policy
- Capital funding guide for shared ownership
<https://www.gov.uk/guidance/capital-funding-guide/1-help-to-buy-shared-ownership#para64B>

6. Measurement of Success

We will monitor the impact of this policy and associated procedures and processes:

- Measuring and evaluating the number of applicants
- We will maintain a record of each decision
- Internal audit

7. Equality Impact Assessment

An Equality Impact Assessment has been carried out (August 2024) as part of the review of this policy.