
First Come, First Served Policy (Shared Ownership)

September 2025

Property Services

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Document Responsibility		
Name	Document title	Service
Head of Property Services	First Come, First Served Policy (Shared Ownership)	Property Services

Document Version Control			
Date	Version	Issued by	Summary of changes
September 2025	1.0	Property Services	First Version incorporating Homes England Capital Funding Guide Requirements

Policy Review			
Updating frequency	Review date	Person responsible	Service
Review every 3 years or as changes occur within the Homes England Capital Funding Guide	September 2028	Head of Property Services	Property Services

Document Review and Approvals		
Name	Action	Date
Housing Committee	Approved	9 th September 2025

1 INTRODUCTION

1.1 Purpose and scope

- (a) This First Come, First Served Policy is intended to assist Stroud District Council, and its officers with the allocation of a shared ownership home to a prospective customer.
- (b) The policy applies to all prospective customers, and we will ensure they are aware of our policy approach when offering them a shared ownership home. We will also ensure all prospective customers are aware of the process prior to expending any cost to themselves.

1.2 Terms and definitions

In this Policy:

Applicant: any person who applies to buy a shared ownership property sold/part-owned by Stroud District Council.

Customer: any person who is interested in shared ownership properties sold/part-owned by Stroud District Council.

Eligibility: customers need to meet the criteria contained within the eligibility and allocations policy, adverse credit policy, surplus monthly income policy and pass the financial assessment.

Financial assessment: an independent review of applicant finances undertaken by a qualified Financial Advisor

Plot to applicant ratio: the number of customers who will be assessed at any one time against each plot.

Property: the individual plots being advertised for sale as shared ownership.

Register interest: formally applying for the property once it is advertised online

2 POLICY STATEMENT

- (a) 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.
- (b) In line with regulatory guidance, we must be open in offering our shared ownership homes on a first come first served basis.
- (c) Our first come first served policy at Stroud District Council is based upon:
 - a. Whoever is the first to register interest when it is advertised online. (Note: each property will be advertised individually, therefore if applicants are interested in multiple properties, they will need to register an interest in each one.)
 - b. The exception to this is for qualifying Armed Forces personnel as defined by Homes England.

- (d) We will also operate a plot to applicant ratio. This is done to ensure a number of potential customers are not inconvenienced unnecessarily with potential abortive time and costs.
- (e) Our plot to applicant ratio at Stroud District Council is 1:1. We will introduce the plot to applicant ratio when customers register interest in a property when it is advertised online.
- (f) At each stage of the assessment process, customers who do not meet our policies or pass the financial assessment, will be advised why they are ineligible for the property they registered an interest in and whether there are any alternative properties they would be eligible to register interest for.
- (g) For each individual property, customers would then be assessed in the order that they registered an interest. (For example: if the first applicant on the list did not meet the eligibility criteria, we would move to the second applicant for assessment, continuing this process, until an eligible applicant is identified.)

3 ROLES AND RESPONSIBILITIES

- Stroud District Council officers will be responsible for ensuring this policy is followed and applied to all prospective customers of shared ownership, for both new sales and resales.
- This responsibility may also be outsourced to an external organisation who will need to ensure compliance with this policy.

4 RELATED DOCUMENTS

- Eligibility & Allocations Policy (Shared Ownership)
- Adverse Credit Policy (Shared Ownership)
- Surplus Monthly Income Policy (Shared Ownership)

5 ACKNOWLEDGEMENTS

[The Shared Ownership Exchange](#) has been used to draft and formulate this policy to ensure compliance with the Homes England Capital Funding Guide.

6 APPENDICES

Please refer to the [Homes England Capital Funding Guide](#) for any further guidance required. (Note: this policy will need to be updated if any changes occur to the Homes England Capital Funding Guide.)