

Customer Charter



Residential Property Solutions is committed to providing you with a trouble free, fully transparent and professional service. We do appreciate that selling your home can be a stressful time and we therefore undertake to keep you fully informed at all times and to be available to provide you with guidance throughout the sales process.

We will:

1. Inform you of your right to change your mind at any time before the sale of your property, at no cost to you.
2. Ensure that you fully understand the implications of the sale of your property and the price we are offering you for it. There may be alternatives that you should investigate – please see our 'Other Actions to Consider' guide.
3. Never pressurise you into completing the sale of your property. You are in control and we will buy your property in a timescale that suits you. We will always be polite and communicate with you in plain English.
4. Advise you to take independent legal and financial advice.
5. Pay £500 towards your legal expenses, or offer a free legal service if you decide to use our solicitor.
6. Pay for a valuation report by a qualified chartered surveyor, and share with you the findings of that report.
7. Advise you to continue with any loan or mortgage payments that are secured on your property until you have sold your property to RPS.
8. Offer you the opportunity to live in your home as a tenant paying rent. If you take this option, we will also explain in detail your future rental payments and timescales. You will be required to sign a legally binding assured shorthold tenancy agreement.
9. Offer you the opportunity to buy back the property using a pre-agreed formula, when your financial situation improves.
10. Keep all of our dealings with you confidential and not divulge them to any third party, without your prior permission.
11. Encourage you to act as a responsible tenant by looking after the property and complying with the terms of your tenancy agreement which amongst other requirements, means that you must pay your rent on time and in full. This will enable you to benefit from the potential increases in the value of the property, even though you no longer own it.

If you choose to buy your property back from us we will allow you to do so at the current market value less 25% of the increase between the current market value and the market value when it was purchased from you.

If you decide to end the tenancy agreement, or your tenancy expires and you choose to move on, we will allow you to share in the growth of your property by giving you 25% of the increase of the value of the property over and above the market value of the property when we purchased it from you.

Should RPS retain the property then the value will be established by the average of two independent RICS valuations and we will pay you 25% of the averaged increased value.

This offer is only valid for the life of your original tenancy agreement term and assuming you have complied with all terms of the AST.

It is worth noting that you will not be expected to pay for any fall in the value of the property.

All costs related to the sale will be deducted from the increase in the market value prior to the 25% discount being applied.

If you are uncertain about the value of your property after you have sold it to us and wish to know more about the buyback option please contact us.

Please confirm that you have read and understand our Customer Charter, by signing below.

I confirm I have read and understood the contents of this charter.

Name	Signature	Date
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Name	Signature	Date

Residential Property Solutions, Cornhill House, 32 Cornhill, London EC3V 3SG
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Residential Property Solutions Ltd is: i) an authorised firm with an interim permission that allows it to carry on regulated sale and rent back activity on an interim basis only; and (ii) compensation will not be available from the compensation scheme if the authorised person cannot meet its obligations in relation to that activity.

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