



Just Your Guide to working with JMNB

Just
Mortgages

New Build Division

A Guide to Buying a Shared Ownership Property



**Just
Mortgages**

New Build Division

OUR COMMITMENT

- We are mortgage professionals and protection specialists
- We provide a level of service that cannot be obtained directly from a lender or comparison site
- We offer mortgage advice from a comprehensive panel of lenders and have access to exclusive and semi exclusive mortgage deals.
- We liaise with the lender, valuer, housing association and solicitor to ensure deadlines are met.
- We help you buy your home and keep it.
- We tell you everything you need to know and keep you informed every step of the way.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.

OUR SPECIALIST SHARED OWNERSHIP TEAM

All Just Mortgages Advisors are professionally qualified.

In addition our Shared Ownership advisers receive bespoke training on the Shared ownership process before offering any advice on purchases

All our advisers are locally based and are happy to meet you at your home or onsite whichever is most convenient for you.

Our Shared Ownership team is available 7 days a week.

This means you can call us anytime to discuss your mortgage or other matters relating to your purchase.

We will ensure you and the housing association are updated every step of the way from reservation to moving day.

**ALL OF YOUR
MORTGAGE NEEDS
UNDER ONE ROOF...**



We are able to offer you an appointment to suit your circumstances. We can conduct appointments via telephone, video call or face to face.



HOW SHARED OWNERSHIP WORKS

With shared ownership, you buy between 25% and 75% of a property. You pay a subsidised rent on the remaining share to a Housing Association.

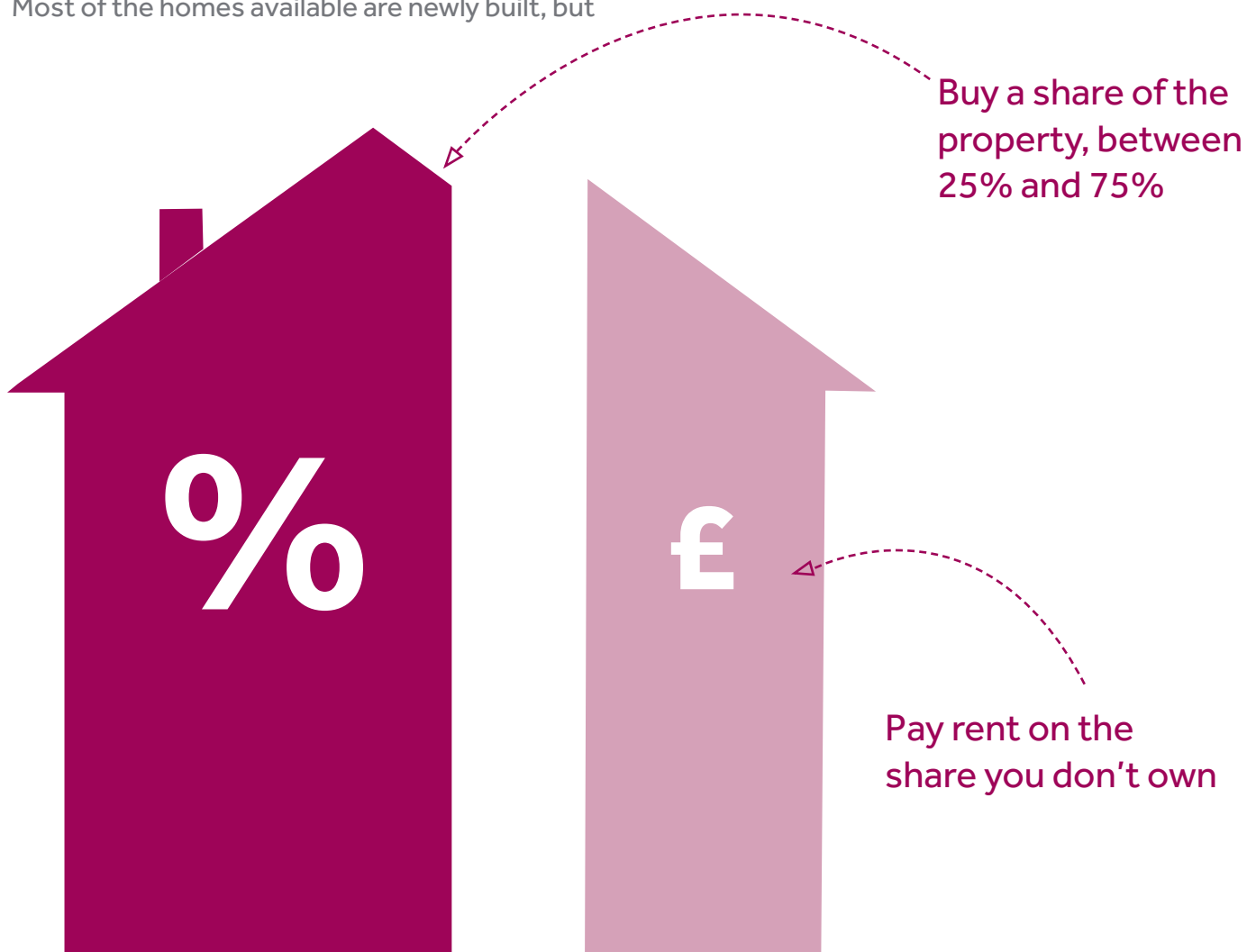
You may have the option to buy a bigger share in the property at a later date, potentially owning your home outright in the future. This is known as staircasing.

Shared Ownership is an excellent way for people to become home owners, even if they don't have the savings or income required to buy a property outright.

Most of the homes available are newly built, but

some are properties being resold by housing associations.

All shared ownership homes in England are offered on a leasehold only basis.



ELIGIBILITY FOR THE SHARED OWNERSHIP SCHEME VARIES.

In England Shared Ownership is open to:

- First-time buyers or those who used to own a home but can't afford one now.
- People whose combined household income is less than £80,000 (in London, it's less than £90,000).
- You don't have to be a key worker, such as a nurse or teacher, to apply for shared ownership.
- You don't have to live in a council or Housing Association owned home to be eligible.
- In some cases with Shared Ownership, you must be able to show a connection to the local area where you would like to buy a home. For instance, you currently live or work in the area, or you grew up in the area and have family nearby.
- Please note the minimum incomes and eligibility requirements may vary for each scheme.

To be eligible for the Shared Ownership – Wales scheme, you must:

- be buying a share in an eligible home from a participating landlord
- have a combined household income of £60,000 or less each year
- be a first time buyer or:
 - be a newly forming household; for example, starting again after a relationship break-up, or
 - be relocating for work purposes to an area where property prices do not allow you to buy a home suitable for your family size.
- not currently own another home, unless a court order forces you to remain on the deeds of a property where your children live.
- be unable to afford a property suitable for their family size on the open market.
- not sub-let any part of the home being bought through the scheme
- must be financially able to buy the minimum share available, pass the financial assessment and secure a mortgage

Your Just Mortgages Advisor will ensure that you meet these requirements.

OTHER OPTIONS

As well as discussing Shared ownership with you, Just Mortgages Advisors can help you with:

Outright Purchase, where you buy the home with a mortgage and no other involvement

Help to Buy, utilising the Governments Shared Equity Initiative

Right to Buy, exiting tenants can buy their council or Housing association properties providing criteria are met.

WHAT HAPPENS NEXT

Take advice FIRST, from a specialist like Just Mortgages. There is no point setting your heart on a home you cannot afford, equally we may be able to help you secure a more expensive property than you thought. Not all lenders offer shared ownership mortgages, so getting advice from Just mortgages will ensure you are offered the right options upfront.

After taking advice and your affordability confirmed, reserve the property that suits you.

Make an appointment with your Just Mortgages specialist to arrange your mortgage as soon as possible. Like most new build Developers Housing Associations will want you to exchange contracts within 28 days of the reservation date, even if the property is not yet completed.

SPECIALIST SUPPORT

Our mortgage Administration Centre provides you with further support. We appoint a dedicated person to support your mortgage application from start to finish.

ONGOING SUPPORT

Just Mortgages know that your personal circumstances and financial requirements will change over time. Your advisor will keep in touch with you to provide you with up to date mortgage and protection Advice going forward.

Whether you are remortgaging the property to ensure you always have the most suitable mortgage scheme, staircasing to buy a larger share of your property or moving home, your Just Mortgages

Advisor will be there to assist.

You will need to instruct a solicitor and will be required to pay some fees upfront. Your solicitor will need to be familiar with the shared ownership process and if the property is being built the New Build purchase process too. Your Just Mortgages Advisor can recommend a solicitor to you.

Once the solicitor has received your mortgage offer from the lender and completed the necessary searches you will exchange contracts on your purchase.

You will soon be ready to move into your new home. If it is a New Build property the Housing Association may give you an estimated date. If it is a resold home, that will be by negotiation with the vendor.

This enables us to keep close control over your application to ensure the exchange deadlines are met.





You will soon be
ready to move
into **YOUR** new
Home

Buyer Mortgages

Recap of the customer registration process

1. **Greeting & get applicant name**
2. **GDPR – Get consent**
3. **Get: name, address, phone number, email**
4. **Establish best time to contact**
5. **Rapport building & fact-finding**
Establish requirements
Discuss suitable properties
6. **Discuss the applicants own property**
Do they have a property to sell
7. **Discuss applicants financial position**
8. **Close, Thank You & Goodbye**
9. **Follow up with email and phone call**

← **Positive attitude**



Buyer Mortgages

Customer Registration

The Spicerhaart brand will get people to phone your office, or send that enquiry, but people buy from people and the first step to winning the listing war is to get people to buy into you.

How do you get people to buy into you?

- **Good rapport**
- **Good communication**
- **Proactive**
- **Responsive**
- **Honest**
- **Punctual**
- **Smart**
- **Trustworthy**
- **Likeable**
- **Professional**



Buyer Mortgages

Recap of the customer registration process

Ask Questions

Pose questions that are relevant, well timed and open

Probe

Continue a specific discussion using follow up questions

Paraphrase

Restate in your own words what someone else has said to confirm active listening

Redirect questions and comments

Ask other group member to respond, keep everyone engaged

Encourage divergent views

Expand the possibilities for problem solving

Summarise

Give a brief and concise review



Shared
Ownership
Edition

**Just
Your new
build
solution**

**Just
Mortgages**
New Build Division

Our offering

Our Just Mortgages New Build Division comprises of a team of professional mortgage advisers, who specialise in the new homes and shared ownership mortgage market.

Our mortgage specialists have experience within the shared ownership market and understand the needs and requirements of both the housing association and the client.

Our advisers have the flexibility to offer evening and weekend appointments at a location convenient to the client. Advisers are also able to conduct appointments via telephone or video call.

They will spend time on site with your sales team, developing enquiries and ensuring buyers are in a position to proceed.

Why housing associations like promoting our service

Just Mortgages New Build Division are professionally qualified Help to Buy and shared ownership mortgage specialists. We understand the lenders criteria differs when it comes to a shared ownership purchase therefore we work with all the Help to Buy agencies to ensure that their requirements are met. Our advisers will complete all of the required documentation as soon as the client is ready to proceed.

Just Mortgages is an appointed representative of Openwork Ltd, one of the UK's largest financial advice networks. We can offer clients advice

on an extensive range of mortgages from a comprehensive panel of lenders.

We also have access to exclusive and semi exclusive new build deals not available through high street lenders or other mortgage service providers.



Our commitment to you

To ensure that Just Mortgages delivers a specialist shared ownership mortgage service to housing associations and their potential purchasers.

Just Mortgages new build division will act quickly on a qualification that is received and conduct that qualification within 2 hours.

Through customer service we will look to drive 5 star reviews and we encourage all clients to comment on the service provided.

 ★★★★★

"Having decided to get a foot on the property ladder and enquire about shared ownership, I was given details for Adam Davis. Having such a minimal knowledge of shared ownership, mortgages, interest rates or anything to do with property buying, I was at a complete loss as to how to proceed. Adam has been fantastic at navigating me through all my options and ensuring that he is giving me all the information I need and ask for. He has a confident understanding of this area and clearly knows exactly what he is doing. He has made me feel at ease and comfortable in his management and has made the process, thus far, a wonderful experience. After hearing some horror stories of some mortgage brokers, I was worried about the process but Adam has been completely transparent throughout which is a positive sign for me.

I highly recommend Adam Davis for this process and will certainly want to use him again for future transactions."

Charlene's Emporium, 23/12/2020

 ★★★★★

"Kelly was absolutely brilliant whilst we were purchasing our first home with help to buy. Kelly was always there to help with every step even when we had numerous problems with other professionals. Kelly was the one stable support throughout and we would highly recommend her to anyone. Thank you very much Kelly!!"

Kayley Jayne Schoales, 23/12/2020





New Build administration team

Just Mortgages has a dedicated new build administration team. Each client is allocated an administrator to progress their mortgage application and see it through to completion.

The administration team will regularly update both the client and the developer throughout every stage of the purchasing process.

Mortgage applications and cases

- All new build mortgages to be progressed via our dedicated administration team
- We aim for mortgage offers to be issued within 14 working days from reservation, so a 28 day exchange is achieved
- Red flag to be raised if this timescale could be unachievable and reasons for delay provided
- Regular reporting to all relevant parties, tracking sales and mortgage applications

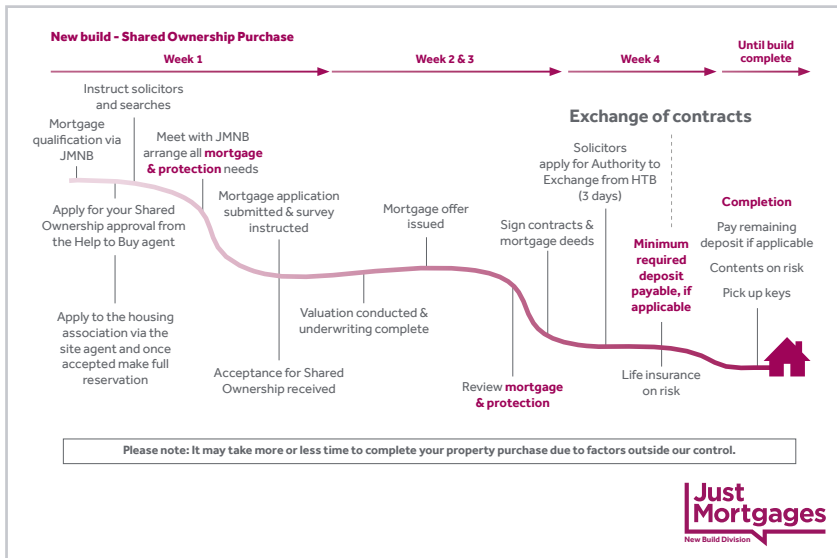


Your new build solution

Customer journey

Just Mortgages New build division is focused on delivering the best possible customer journey.

Home buying timeline



Reservation document

Congratulations!

on your property reservation at
[developer/development]

As your personal **New Build Mortgage Specialist** I will be here throughout your exciting journey.



My contact details are:

[01234 567 890]

[email@justmortgages.co.uk]

We can also arrange a video call at your convenience.

Don't forget you also have access to our dedicated support team on

[00000 000 000]

Just Mortgages is a trading name of Just Mortgages Direct Limited which is an appointed representative of Openwork Limited, which is authorised and regulated by the Financial Conduct Authority.

Just Mortgages Direct Limited Registered Office: Colwyn House, Shearman Place, Colchester Essex, CE3 2LJ. Registered in England No. 2412345

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Lender charts

As our client, we will keep you informed with Lender timescales and LTV changes.

The Portal

JMNB newly launched portal will allow 24 hour access to ensure you can track all qualifications and mortgage applications. This will include automated milestone updates and a quick case query function. The is all designed to ensure that all our clients get a 5 star service, from the initial lead through to completion.

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Support pods

We understand that dealing with lead enquiries quickly and professionally is imperative for your business. Therefore at JMNB we support all our clients via a pod system. This set up will give you a 7 day a week support. There is always someone at the end of the phone or email.

Your team

Just Mortgages New Build Division



Ray Call
07860 506 541

Neil Waller
Support advisor
07812 173 985



Alison Cathcart
07741 152 127

Fiona Wilson
Support advisor
07880 202 294



Scott Sander
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Team Support Line: 03452 185 973
Admin Support: 01634 712039



Your team

Just Mortgages New Build Division



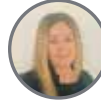
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Admin Support: 01634 712039



Your new build solution

Contact us

If you'd like to explore how Just Mortgages New Build can help support you please contact us.

Mortgage Specialists are available 7 days a week.

Visit [justmortgages.co.uk](https://www.justmortgages.co.uk)

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