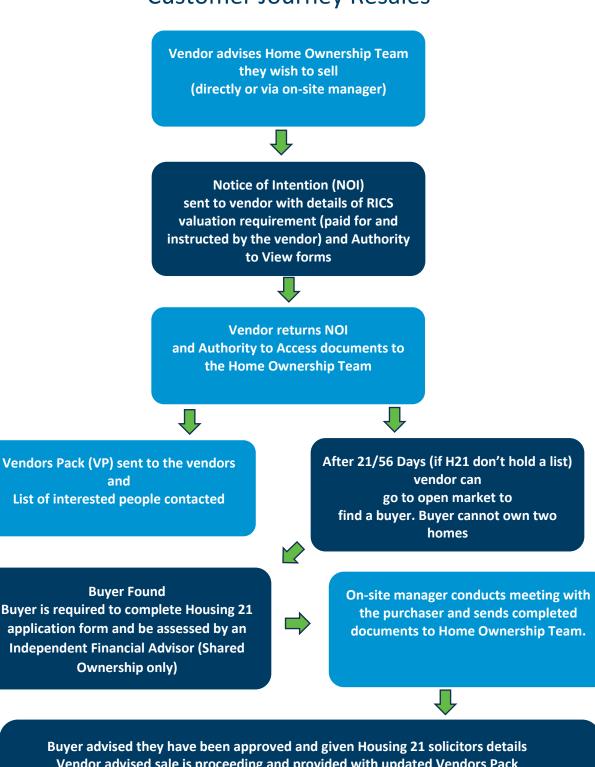


Customer Journey Resales



Buyer advised they have been approved and given Housing 21 solicitors details Vendor advised sale is proceeding and provided with updated Vendors Pack Memorandum of Sale sent to Housing 21 solicitors for conveyance process to start

and



Housing 21 Solicitors get in touch with both the buyers and sellers solicitors to start the conveyancing



Solicitors advise Housing 21 of completion date



Completion Statement raised by Housing 21 to clear any outstanding account to the completion date



Completion takes place Home Ownership
Team terminate old tenancy account and
set up a new tenancy account for new
leaseholder once notified of completion
via the Solicitors



On-site manager to conduct a welcome meeting and provide the welcome letter with details of the account