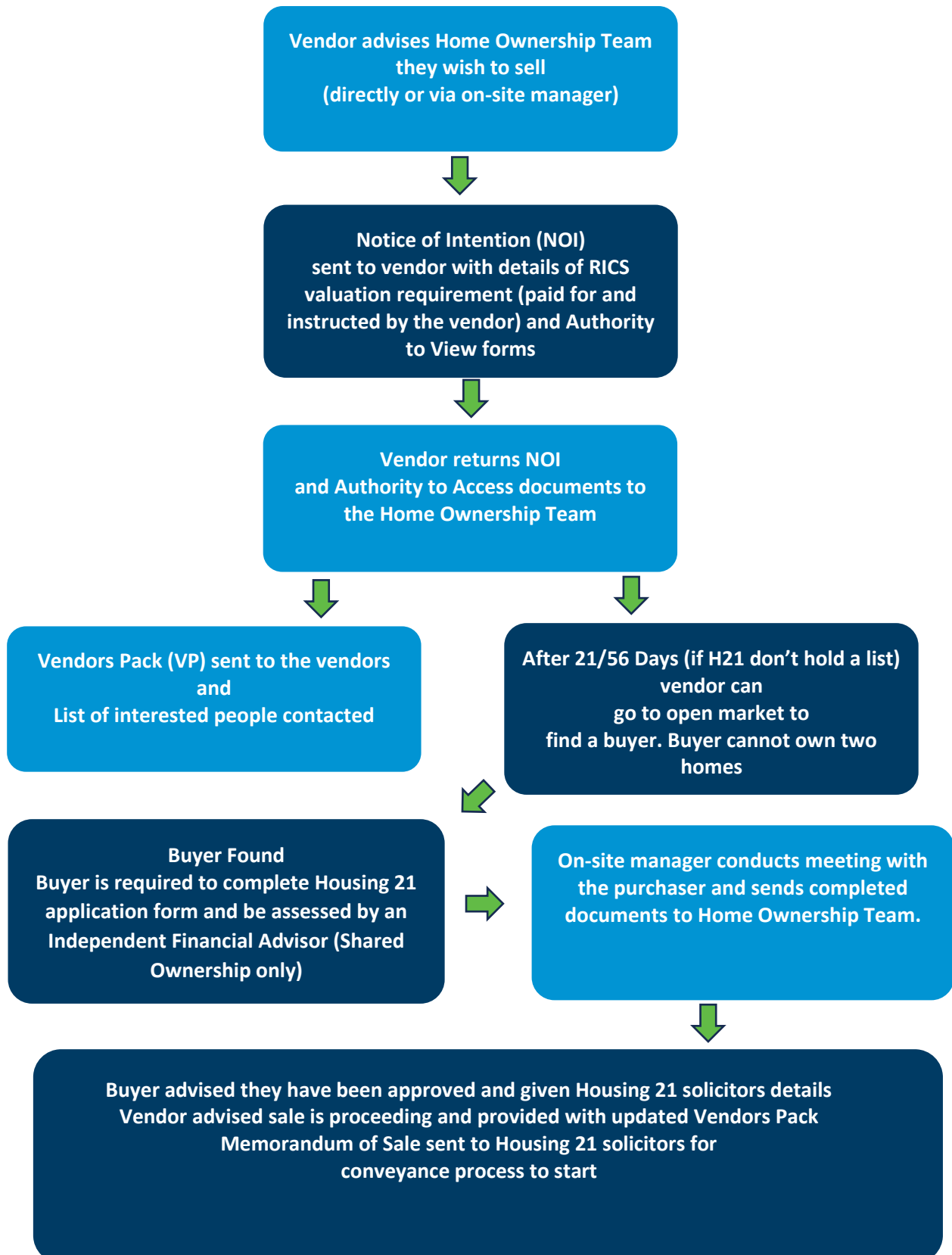


Customer Journey Resales



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