

Appendix: Survey of shared ownership users

As part of the London Assembly Housing Committee investigation into shared ownership, we wanted to hear the views of those who have experience of the product.

Between February and March 2015, the London Assembly hosted a survey of past, current and aspiring shared owners, to gather their views on how the service could be improved.

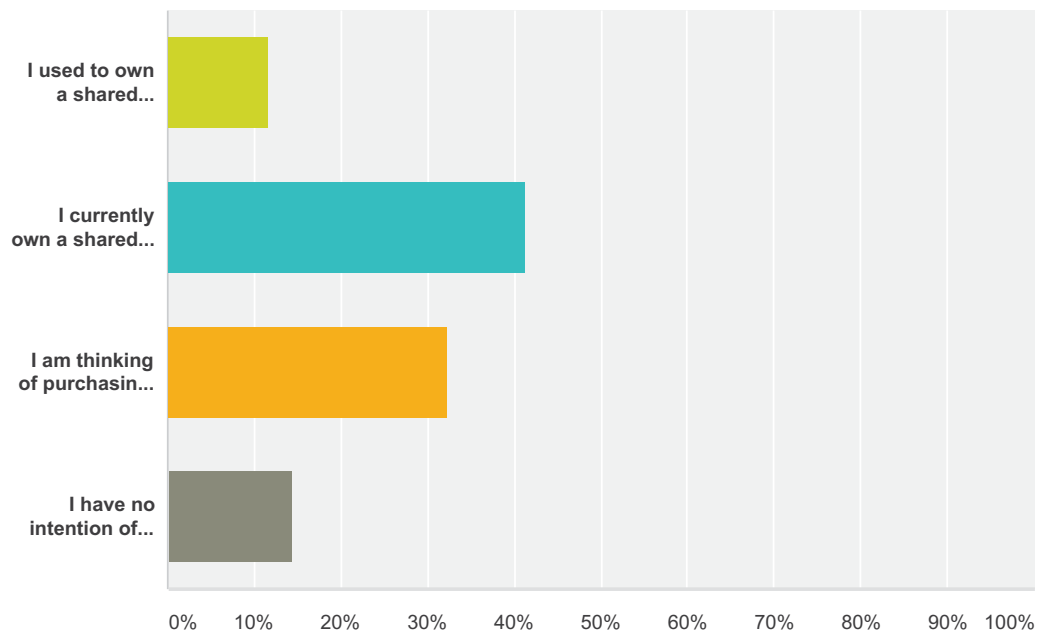
The survey was hosted online on Survey Monkey and was publicised through social media. A total of 145 people responded, from different stages (past, current and aspiring owners) and with both positive and negative experiences.

The results from the survey are detailed in the following pages, with both the quantitative data as well as some of the qualitative feedback from respondents. The report is generated automatically from SurveyMonkey.

NB: For the last question, we asked for respondents to include their email address if they wished to be kept up to date by London Assembly staff and provided assurances about confidentiality. For data protection reasons therefore pages 17 – 19 of the automatically generated report have been excluded from this appendix.

Q1 Do you own a shared ownership property?

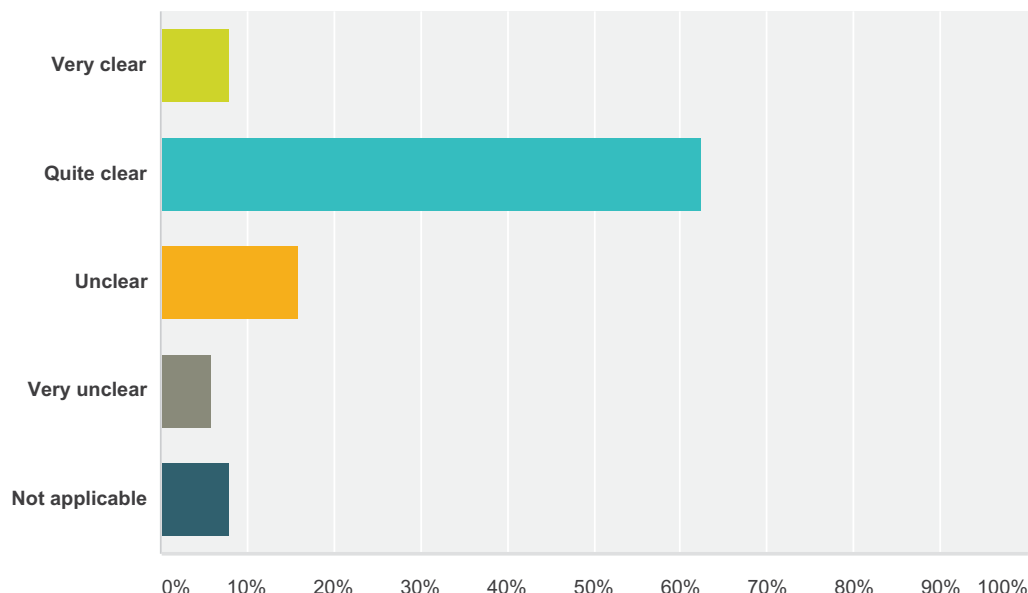
Answered: 145 Skipped: 0



Answer Choices	Responses	
I used to own a shared ownership property	11.72%	17
I currently own a shared ownership property	41.38%	60
I am thinking of purchasing a shared ownership property	32.41%	47
I have no intention of purchasing a shared ownership property	14.48%	21
Total		145

Q2 How clear did you find the available information (e.g. on the First Steps website or from housing associations) about what shared ownership involves?

Answered: 101 Skipped: 44



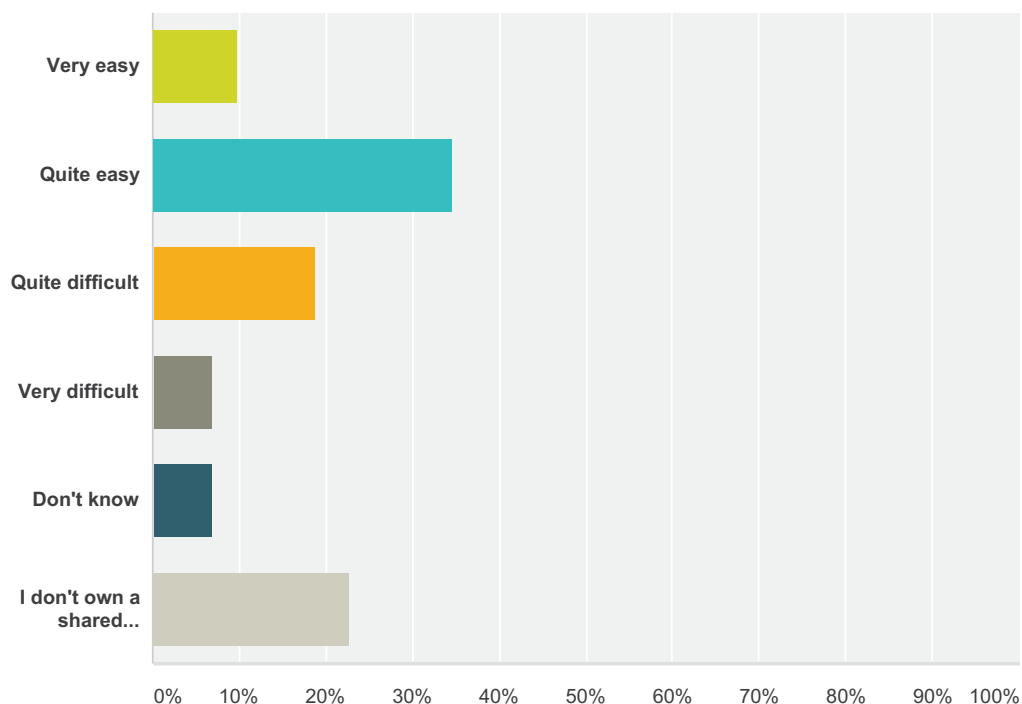
Answer Choices	Responses
Very clear	7.92% 8
Quite clear	62.38% 63
Unclear	15.84% 16
Very unclear	5.94% 6
Not applicable	7.92% 8
Total	101

#	Please give any further feedback on your experience of the available information on shared ownership.	Date
1	at first it seems a reasonable price, but then you look past the headline figures and realising you not only have to pay around 180k up front, but are liable for a mythical "value" that's not only the best part of half a million pounds, they also have no basis on actual market value.	3/14/2015 10:01 AM
2	I would really like more information on how much I will have to save on top of the deposit for the various fees	3/14/2015 8:18 AM
3	Seemed to be plenty of information missing, so I had to ask around various estate agents etc who also either weren't familiar with the scheme at all, or didn't know basic details (such as the % of rent you pay of the total amount, if you own 50% for instance)	2/27/2015 5:42 AM
4	I ave contacted dozens of agents and not a single one gives me the clear answers that I want. They all seem incredibly vague, which is really turning me off the idea altogether.	2/27/2015 5:25 AM
5	Reality does not always match up	2/27/2015 1:12 AM
6	First steps was great - tho since then have found through friends that HA's (metropolitan etc) also have their own version, which makes things confusing. 1 definitive website to both register and access all SO housing would be ideal.	2/20/2015 4:45 PM

7	I found my property through it being advertised at my place of work although I had signed up to the websites no appropriate properties were ever available.	2/20/2015 7:02 AM
8	I was never fully aware of the whole process, or some of the potential pitfalls, but it's a tricky thing to simply to cover all possibilities.	2/20/2015 6:53 AM
9	Length of leases not provided. Rents vary with different housing associations the gap is quite different for some and no explanation as to why or how or what this is or calculated. Plucked out of air?	2/19/2015 9:47 AM
10	I went to several events which were really helpful with lots of providers covering specific areas. It really helped increase my understanding of what was involved.	2/18/2015 11:23 AM
11	not easy to navigate through the website	2/18/2015 7:39 AM
12	Nothing to warn you that if you lose the property by rent arrears you lose the stake that you bought without any compensation - very very scary	2/18/2015 6:23 AM
13	I found the application process a bit confusing and details of eligibility kept changing. Eg if be invited to view a property and then told I wasn't eligible.	2/18/2015 4:43 AM
14	I only got information from the housing association, it was very poor giving hardly any information at all.	2/18/2015 3:56 AM
15	The information is brief ahead of placing a deposit, the detail is only provided once you have put a reservation fee on the property in relation to staircasing and subletting etc. I was not signposted to first steps therefore am unsure whether they are upfront with this but my housing association were not. Although once you have made the reservation, the detail is very clear and open.	2/18/2015 1:49 AM
16	the only thing that really took us by surprise was the SDLT part on the lease? This was almost £2000 and we weren't expecting that all, since our share was under there 125k threshold. This really needs to be explained better!	2/17/2015 11:05 PM
17	It was quite helpful - what was not was purchasing further shares. One had to ask though initially they did send us details but not on a regular basis	2/17/2015 4:00 AM
18	Don't remember seeing any. We were already renting our property when the owner decided to see her share.	2/16/2015 12:44 PM
19	The website was clunky, the available properties seemed out of date, unreliable in general.	2/16/2015 8:46 AM
20	The process of assessing eligibility through First Steps and then getting information from housing associations was a bit opaque, but was relatively straight forward. The property listings on First Steps website weren't particularly up to date, I relied on messages from Housing Associations advertising new developments.	2/16/2015 5:02 AM
21	The product I bought (60% shared ownership with no rent on the remaining 40%) was unique to East Village, and there was no information anywhere to explain how it worked. The product I bought was called shared equity by the housing association Triathlon, but in fact, it was very different to the shared equity products that appear in a google search. As a result, we had to use the solicitor who had worked with Triathlon to design the product, which was not ideal, as we would have preferred to use someone independent	2/16/2015 5:01 AM
22	Dealing with a good Hse Assoc that has residents interest as their top issue.	2/16/2015 3:32 AM
23	Not enough information about staircasing or the property management experience. It was hard to know who was responsible for what.	2/16/2015 3:15 AM

Q3 How did you find the practical aspects of purchasing a share in a shared ownership property e.g. obtaining a mortgage, arranging moving dates with housing associations?

Answered: 101 Skipped: 44



Answer Choices	Responses
Very easy	9.90% 10
Quite easy	34.65% 35
Quite difficult	18.81% 19
Very difficult	6.93% 7
Don't know	6.93% 7
I don't own a shared ownership property	22.77% 23
Total	101

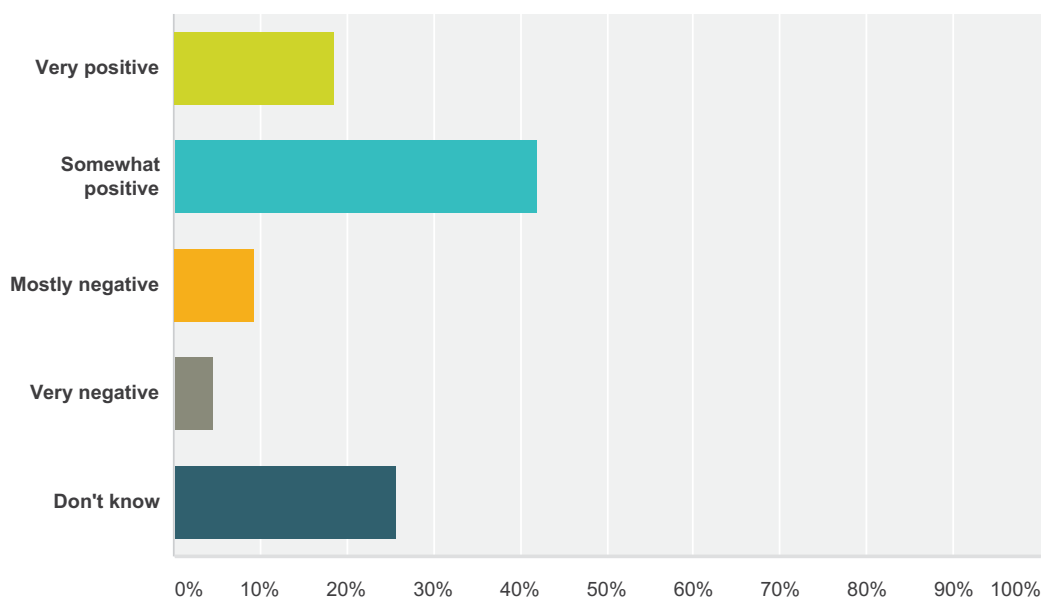
#	Please give any further feedback on your experience of purchasing a shared ownership property.	Date
1	there is limited choice for mortgages, and the rates are exorbitant. good luck remortgaging.	3/14/2015 10:01 AM
2	Building Societies are reluctant to lend despite reasonable deposit	2/27/2015 1:12 AM

3	<p>Purchasing it is relatively easy. Trying to sell it is another matter. Myself, my wife and two daughters currently live in a two-bedroom shared ownership property in Holloway. It has one double bedroom and one single. Our eldest, who is 15, has the single, whilst our youngest, who is six, shares our bedroom. As you can imagine, this isn't an ideal situation and would dearly love to move to a larger property. Unfortunately two separate bits of regulation regarding the sale of shared ownership properties are preventing us from doing so. The first problem is if we were to try to move to a three-bedroom shared ownership property. Current rules say that you cannot be considered for another shared ownership property until you sell your current one. When people move houses in normal circumstances the buying and selling is usually done concurrently – as in you go through the process of selling your place at the same time as purchasing another. With shared ownership, you are expected to sell your property – effectively leaving you homeless – before you will even be considered for a larger property, which by no means is guaranteed. Selling our home without knowing where we will live next is not something I, as a responsible parent, can consider. The second bit of regulation that's preventing us moving is if we were to sell our shared ownership property and find somewhere on the open market. Currently, this process has to be done through the housing association who will try to find a buyer from their own database. The problem with this is that the process can take up to 16 weeks. So once again, we find ourselves unable to look for a property as we won't be able to sell ours in time. We have even looked into purchasing the remaining share of our property from the housing association as a way to get round this. But incredibly, even if we own 100% of the property, the terms of the lease state we are still prevented from selling it on the open market and have to go through the same 16 week process. Why is us not being able to move a problem? Well beyond that it's miserable living in an overcrowded flat, we are now a blockage in the housing chain, meaning we can't free up our flat for people who it is more suited to – young house sharers, couples with one child etc.</p>	2/24/2015 4:42 PM
4	This was because there was a 4 month delay in completing what was a new build so we ended up homeless for 2 months !	2/20/2015 4:45 PM
5	There weren't many companies that over shared ownership mortgages	2/20/2015 7:02 AM
6	Most of it was easy, if drawn out, but there was an issue trying to get information from the freeholders managing agents. The HA in my case is not the freeholder and the process became very slow at times.	2/20/2015 6:53 AM
7	I did not like the fact that I had to use the Housing Associations financial advisor in order to be assessed. I had gone to a financial advisor for advice about my mortgage and I would have preferred for my financial advisor to have been able to provide the financial assessment.	2/20/2015 4:07 AM
8	We were completely naïve about the endowment policy that was virtually forced on us. You need to be very careful to help prospective buyers make informed choices. But we were early adopters so I suspect you know this by now.	2/19/2015 2:32 AM
9	The process was straightforward. However in the end there was only one mortgage lender who would lend to me as it was shared ownership of a flat, it knocks out quite a few lenders. Therefore the interest rate was high for the first two years. I was also frustrated as the Housing Association links up with a mortgage broker who gives financial advice and also reviews your finances to check you can go ahead with shared ownership. This broker had a really high charge for arranging a mortgage which I didn't realise until the last minute and felt like I had to go ahead. I was unhappy that the Housing Association didn't make this clear from the start. I would have saved a lot of money if I had gone through a free broker who would have got paid via commission. I think the Housing Associations should be honest on this.	2/18/2015 11:23 AM
10	All extra complex dealing with a resale, the seller, the housing association and the mortgage co	2/18/2015 6:23 AM
11	After initial stages this was smooth and easy.	2/18/2015 4:43 AM
12	This was easy largely because so much support was provided by the housing association - a mortgage broker was there and insurance companies recommended etc. I wasn't in a chain either because the block was new and the H.A was organising all the new tenants to move in and buy. Plus I was living with family at the time and so was very flexible about my moving in date. I actually moved in 3 months after I bought the property, as I was arranging carpets, furniture etc.	2/18/2015 4:05 AM
13	getting a mortgage was easy but dealing with the housing association was a nightmare. Staff were rude and unhelpful. There were delays the whole time caused by the housing association.	2/18/2015 3:56 AM
14	The difficulty lay in there being 3 sets of Solicitors involved and there being no audit trail or accountability.	2/18/2015 2:57 AM
15	As the housing association were working through an estate agent, it was very difficult to maintain contact and obtain progress on the development. There was a lack of communication, with the agent not responding to messages and the housing association not dealing with any queries regarding the development. They would simply refer us back to the agent who was unresponsive. Obtaining the mortgage was the best part of the process as the agent/housing association were very clear about being able to afford the property before allowing you to give any time to the property so this was convenient. We did a light touch affordability check before viewing the property and picking a plot etc.	2/18/2015 1:49 AM
16	Very good recommendations from the housing agency in regards to broker and solicitor.	2/17/2015 11:05 PM

17	We purchased our share from the previous owner and were both in touch and keen to proceed but the solicitors were quite slow and did not inform the Housing Association until the 11th hour - we almost lost the property but were able to resolve things with the HA.	2/17/2015 8:46 AM
18	I moved from a HA flat whose landlords were mosst obstructive (and had been the same to my neighbour who also moved before me). The other details were problematical as I kept being told I did not qualify except for a resale. I found out later this was not true but in the end got the resale I wanted. Before that I had to put out of a sale as the proprietor had not maintained the property and was letting it deteriorate - fortunately I had not exchanged	2/17/2015 4:00 AM
19	Housing Association and their solicitors were a complete shambles	2/17/2015 2:45 AM
20	Money required to save for a deposit is still too expensive especially for single people.	2/17/2015 2:36 AM
21	Obtaining a mortgage was relatively straightforward, but the date setting process and similar with Gallions Housing Association was absolutely horrific. I received none of the information I should have from Gallions and when I contacted them I received either no response or wrong/partial information. For example, they provided a date for move in, I gave my landlord notice and he advertised the flat and then the date was revised and revised again with no suitable reason nor notice. There were many other aspects of dealing with the Housing Association during purchasing which were simply not acceptable.	2/16/2015 2:18 PM
22	It was a bit of a pain finding a shared ownership mortgage. However that was in 2003.	2/16/2015 12:44 PM
23	Family Mosaic were very helpful and easy to talk to. Financial advisor did a lot of work for a very small fee!	2/16/2015 8:46 AM
24	The housing association were really helpful in going through the process and recommended financial advisors and solicitors who were familiar with the process. It took a long time for my mortgage application to be approved by the bank because they confused a shared ownership lease with a buy-to-let lease and held up the process for a few months. I was also contacted by the building developer directly as well, which did complicate the process of moving in (and they were pretty useless - the repairs we'd agreed in a pre-moving in inspection weren't carried out and no-one was there with the keys on our moving in day)	2/16/2015 5:02 AM
25	When we reserved the property, we were promised a certain flat, but when the building was handed over, they gave us a different flat. We complained and, when they eventually admitted they had made a mistake, they offered no compensation and said that if we did not want it, someone else would have it. So basically, "like it or lump it" The housing association said I was only allowed to use Nationwide or Halifax. We were initially told that it would be ok to move in in June, but when the property was handed over by the developers, they suddenly put a lot of pressure on us to move at the start of May, even though we weren't ready. We ended up negotiating mid May Triathlon had recommended we use certain solicitors to get everything tied up quickly. I did this, but felt quite uncomfortable about it, and at one point had to make a complaint against my solicitor when she was working too slowly. She then left half way through the job and failed to properly hand over the case to her replacement, so I then had to start all over again with the paperwork	2/16/2015 5:01 AM
26	However we were unsure of the rules around home owner selling. We had problems with the seller not communicating, lying about the state of the property etc. and we had to lay on a lot of pressure (calls every day to solicitors and seller) in order that solicitors carried out their role effectively. Mortgage advisors were very helpful and the process was straight forward. The contract from Amicus Horizon was easy to read and understand.	2/16/2015 3:43 AM
27	At the time it was close to my work & only option i had.	2/16/2015 3:32 AM
28	Mortgages for Shared ownership were very difficult to come by	2/16/2015 3:15 AM

Q4 If you currently or previously owned a shared ownership property - how would you rate the experience overall?

Answered: 86 Skipped: 59



Answer Choices	Responses
Very positive	18.60% 16
Somewhat positive	41.86% 36
Mostly negative	9.30% 8
Very negative	4.65% 4
Don't know	25.58% 22
Total	86

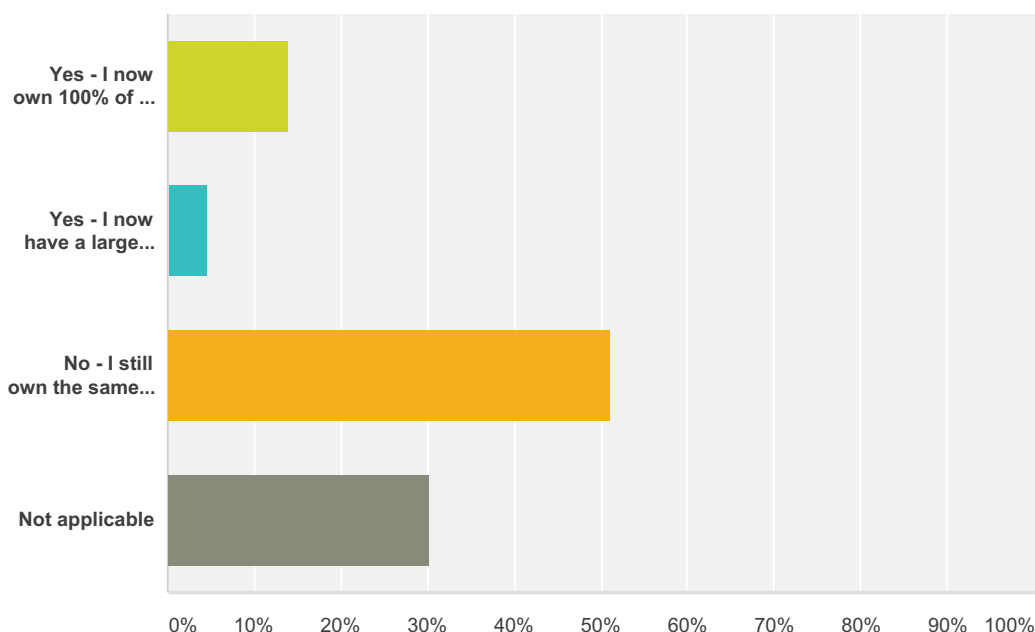
#	Please give any further feedback on your experience of owning a shared ownership property.	Date
1	NA	2/27/2015 5:42 AM
2	Treated like a second class citizen; demonised and forced to live amongst anti-social demons whose behaviour affect us all.	2/27/2015 1:14 AM
3	It is great to own your own flat eventually. However, the main problem has been since I moved in, and the terrible service received from the Housing Association (Affinity Sutton) itself. Their repairs service is slow, unhelpful and unable to fix anything. I have also had a leaking roof since I moved in three years ago and Affinity Sutton seemed to take no responsibility for it. In fact, the freeholder are now fixing it. However, there is no clarity on who is legally responsible for such major structural issues, and the Leases are unclear (I had them checked by a housing lawyer). Indeed the whole situation with the roof repairs (which are still ongoing) led me to go to my MP in the end, to write to my Housing Association on my behalf. The Housing Ombudsman has been unhelpful too,	2/23/2015 1:06 PM
4	From the point of view that staircasing is so expensive and I haven't been able to move forward to own more of my property.	2/21/2015 4:36 AM
5	We have, despite hiccups, ended up living in the area we want, financially sustainable (until retirement which is a SO time bomb), which we other rise wouldn't have, to the point I would have left London.	2/20/2015 4:47 PM
6	The location of the property is good. However I am concerned regarding the housing association maintaining the building & keeping the service fees reasonable.	2/20/2015 7:05 AM

7	I'm happy now that I'm in, but the process was quite tricky and there's a distinct lack of choice with some of the services e.g mortgage lenders.	2/20/2015 6:54 AM
8	It is great being able to part own my home. However very quickly the rent goes up and up. I now pay more rent to the Housing Association than I pay in mortgage. Soon I will not be able to continue living in my home because the rent is going to be beyond my means. There should be a cap on the level of rent the Housing Association is able to charge. In the 4/5 years I have owned my home my rent has gone up by £300. Day light robbery! No one explains the implications of the ever increasing rent and it should not be allowed to keep climbing.	2/20/2015 4:11 AM
9	I have a home. A base to call my own. That's mostly positive. Some of my neighbours are anti-social. They do not own a share in their properties.	2/19/2015 11:30 AM
10	Where do I start?? A nightmare from beginning to end and the worst mistake I ever made. Rent and service charges constantly rising and staff working on accounts who are worse than useless. I feel constantly stressed about what money they will ask for next, never knowing if I'll be able to afford it. I can't wait to move.	2/19/2015 9:35 AM
11	We bought at the very top of the market and were stuck with negative equity and interest rates of 14%. We were lucky we had not bought 100%. You have to be careful that share ownership is not just feeding a housing markets of which the house prices are already artificially too high.	2/19/2015 2:35 AM
12	It was the only way I could afford my own home in the same area I lived in. I was renting privately but that is so in-secure, I had friends who had come home to find their buy-to-let landlord hadn't paid the mortgage and they were homeless without any notification, very scary stuff! I was renting a room in a shared house and so couldn't easily have friends or family over and it didn't really feel like mine. I'm so happy to have the security of my own home, so long as I pay the mortgage and rent, no one can ask me to leave.	2/18/2015 11:24 AM
13	My shared ownership flat was part of a development which included social housing remnants also. That didn't work as the communal areas were not kept tidy.	2/18/2015 8:45 AM
14	Only affordable way of getting a home so overall very positive so far	2/18/2015 6:23 AM
15	Shared ownership allowed me to get onto the property ladder when I otherwise would not have been able to. It allowed me to purchase the rest of the property once my finances had improved and once the value of the property bounced me back out of negative equity. I am now in a solid position to move up the housing ladder so for me, the system did get me on the first rung.	2/18/2015 4:45 AM
16	A mostly positive experience because it enabled me to buy a flat that would otherwise have been impossible and I enjoy where I live, which is close to family and friends. But I have experienced some difficulties such as poor service from the social landlord and their contractors, confusion and over charging of service charges. It is also often difficult to pin down who is responsible for what services, i.e the social landlord, the private estate management company or the freeholder.	2/18/2015 4:05 AM
17	I just watched my investment diminish as repairs weren't carried out. We were charged for cleaning communal areas and gardening but none of this was carried out. It took months just to change a light bulb. The properties soon deteriorated, it was so upsetting.	2/18/2015 3:58 AM
18	Although this gave me the opportunity to move into a 3 bed property with my two children (boy and girl) I had not taken into account what would happen if the cost of housing rose. I bought my first share at 25% of £140k (on a mortgage) and then the second share 5 years later at £180k (increasing my mortgage). I then got worried about being totally priced out of the market as prices rose so quickly and bought the final 50% share at £250k - again increasing my mortgage but had by this time returned to full time work. I felt this was very unfair as the HA had done no work on the property as it was all my responsibility and so gained £110k from me on the original price just because of the process that had been set up. I ended up with a huge mortgage I am still struggling to pay off and will have to work to 70+ to pay this off - but the house is now worth £350K so without buying when I did I would have never been able to buy the house. Although I can now sell and move the property as a new build ex social housing is worth less than 2 bed flats in the area which reduces the incentive!	2/18/2015 1:26 AM
19	With the rapid rise in house prices we have been unable to purchase the remaining share in our property and despite needing more space for our severely disabled daughter we are unable to move to a bigger property	2/17/2015 2:46 AM
20	It's a great idea but the lines between social and affordable housing is becoming blurred. The housing association are pretty ineffective and don't sort any problems out.	2/17/2015 2:18 AM
21	Despite my experience at the hands of Gallions, I am very happy with having (part) purchased the property, which has allowed me to live in an area that otherwise would have been unaffordable. I very much support this as a way to ensure central London is not just occupied by those on six figure salaries and above!	2/16/2015 2:38 PM
22	We wouldn't have got on the housing ladder otherwise. And rents have now risen so much that we wouldn't be able to rent such a property	2/16/2015 12:45 PM
23	I recommend it to all my friends.	2/16/2015 8:46 AM

24	Mostly things are pretty good, but there have been consistent issues with getting repairs made - sometimes the housing association has told me that it is the developer's responsibility to manage a particular repair, but the developer has refused! Communication around the service charge has also been pretty poor, particularly when it has gone up by nearly £60 a month for no appreciable reason - I feel like I have no channels to complain about it - the housing association say that they're just passing through the cost from the building management company and won't advocate on my behalf to have it reduced!	2/16/2015 5:07 AM
25	"Mostly positive". Since we have moved in, it has been good	2/16/2015 5:02 AM
26	The rent on the other half is very high. It costs me a lot more per month than my mortgage.	2/16/2015 4:13 AM
27	I wish there were more shared ownership properties in London. In addition, when we've told other people about how we afforded a house they were surprised to hear of such schemes. The shared ownership scheme is not advertised well and people often believe there's a catch. We were incredibly lucky in that we were able to purchase a resale house. We didn't have to cram our family into a tiny, open plan, quick build apartment. We are happy that we had to prove entitlement - we have 2 children and therefore qualified for a 3 bedroom property. The difference in rules, from sale to sale, is confusing. We could not have afforded to live in London if we had not found our shared ownership property. The rent we would have to pay in our area for a 3 bedroom house would be double the cost of our monthly mortgage and rent to the HA. We would not have been able to save for a mortgage under those circumstances. The scheme has been invaluable to our happiness and security. I also feel that, for many people, the scheme is not 'affordable'.	2/16/2015 3:49 AM
28	With limited income gives one the chance of getting on property ladder & offers you that little bit of security.	2/16/2015 3:36 AM
29	Housing associations tend to build with mixed tenure which creates a hostile environment for leaseholders who are paying a high service charge. The structure of a housing association makes it very difficult for them to meet the leaseholders expectations when it comes to property management, repairs, and communal decoration. Staircasing or selling is a minefield. There are no clear guidelines and those who I know that have sold whilst only owning a percentage have not come out of the deal with any real profit to speak of.	2/16/2015 3:19 AM
30	High service charges (£120 PM for 1 bed)	2/16/2015 3:11 AM

Q5 Have you increased the size of your share in the property since you purchased it (otherwise known as 'staircasing')?

Answered: 86 Skipped: 59



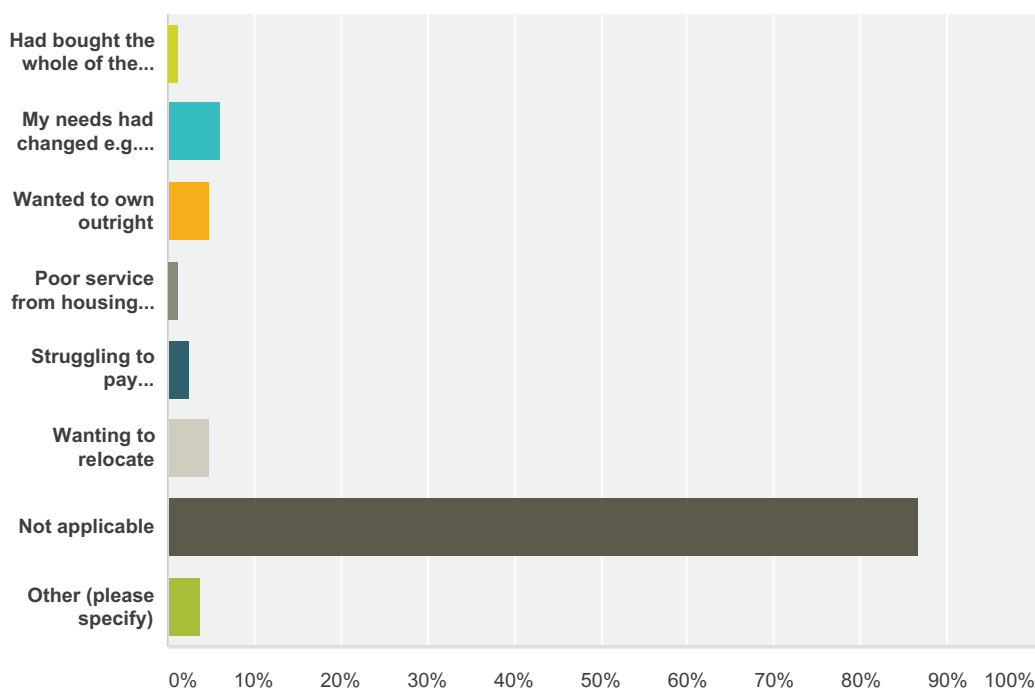
Answer Choices	Responses
Yes - I now own 100% of my property (either outright or with a mortgage)	13.95% 12
Yes - I now have a larger stake in the property	4.65% 4
No - I still own the same amount as when I purchased the property	51.16% 44
Not applicable	30.23% 26
Total	86

#	Please give any further feedback on your experience of 'staircasing'.	Date
1	seems like a massive scam. buying into an arbitrary values defined by the developer not the open market. ripe for abuse.	3/14/2015 10:02 AM
2	Too expensive.	2/21/2015 4:36 AM
3	Went from 25 to 50, tho now seriously doubt it'll be possible to get to 100 taking into account expected pay rises compared to house price rises.	2/20/2015 4:49 PM
4	But I am looking to purchase more in the future.	2/20/2015 7:06 AM
5	We did buy a second share when prices had dropped slightly but still had a long way to fall. We thus increased our negative equity. We have since moved and now own a property outright as we were fortunate to move when housing prices had corrected.	2/19/2015 2:37 AM
6	I would like to staircase but going through all the legal work etc again is daunting, also I am not sure how much it is now worth and what I can afford - but I will be charged for a valuation by my council. I currently own 45% so it only seems worthwhile if I can go up to the full 100% - as I will have to pay all the fees etc again.	2/19/2015 2:27 AM
7	Although now sold I did buy 100% of the property. However I had to argue my case quite hard as ISHA hadn't do it before. Due to interest rates being so low at the time, having a 100% mortgage was cheaper than a percentage plus rental through the shared ownership scheme. Once they saw the figures they had to at yes.	2/18/2015 8:48 AM
8	Thought we were going to be able to staircase but prices have crept up and don't want to pay a valuation fee only to find we can't borrow enough	2/18/2015 6:25 AM

9	This was relatively easy. I wish there was an easier way to learn the estimated value of your property as this is crucial information when deciding whether to staircase. As a one-off the costs were ok, but I would never recommend stair casing to anything less than 100%. Not worth the legal costs and hassle to staircase bit by bit.	2/18/2015 4:47 AM
10	I've been in my property for ten years and not been able to staircase as house prices have gone up so much.	2/18/2015 4:05 AM
11	It was a nightmare. Just as bad as when I initially purchased a share in the property.	2/18/2015 4:00 AM
12	Worried I cannot afford to staircase to 100% as property value has increased by almost 50% in 1 year.	2/18/2015 3:04 AM
13	see above as this is my largest concern that shared ownership disadvantages individual buyers and benefits large housing associations who are making huge amounts of money from this	2/18/2015 2:44 AM
14	Could never afford to buy 100% because house prices kept going up and my salary didn't.	2/17/2015 2:58 AM
15	I'm not sure the expense of the additional legal costs, stamp duty etc are worth really worth it. I also want to ensure the share is affordable for people just starting out, who could get a mortgage with a small deposit. The higher the share is worth, the fewer potential buyers it appeals to on affordability grounds.	2/17/2015 2:58 AM
16	I would like to but it's so expensive.	2/17/2015 2:19 AM
17	Only just purchased	2/17/2015 2:09 AM
18	It's been very worthwhile for us. We owned 45% from 2003 to 2014. Now we own 100% with a mortgage and we have the freehold	2/16/2015 12:49 PM
19	The value of the flat has gone up do much that I can't afford to buy more.	2/16/2015 8:47 AM
20	We have owned less than a year, too early to staircase.	2/16/2015 7:14 AM
21	Though will hopefully be staircasing to 100% in around 6 months time	2/16/2015 5:24 AM
22	I'm looking into it at the moment - another complicated process!	2/16/2015 5:08 AM
23	As I do not pay rent on the share I don't own, I see no incentive to staircase	2/16/2015 5:02 AM
24	Can't afford to as the value of my property, largely due to the work I've done to it, has gone up so much	2/16/2015 4:15 AM
25	We will look into it when our earning potential has increased.	2/16/2015 3:50 AM
26	Was hoping to staircase to?? since i lost my job,can't now see that happening as an older person almost impossible to get back into work.	2/16/2015 3:44 AM
27	very difficult to understand. No clear guidelines	2/16/2015 3:19 AM

Q6 If you have sold your shared ownership property - what were your reasons for selling ? Choose all that apply.

Answered: 82 Skipped: 63

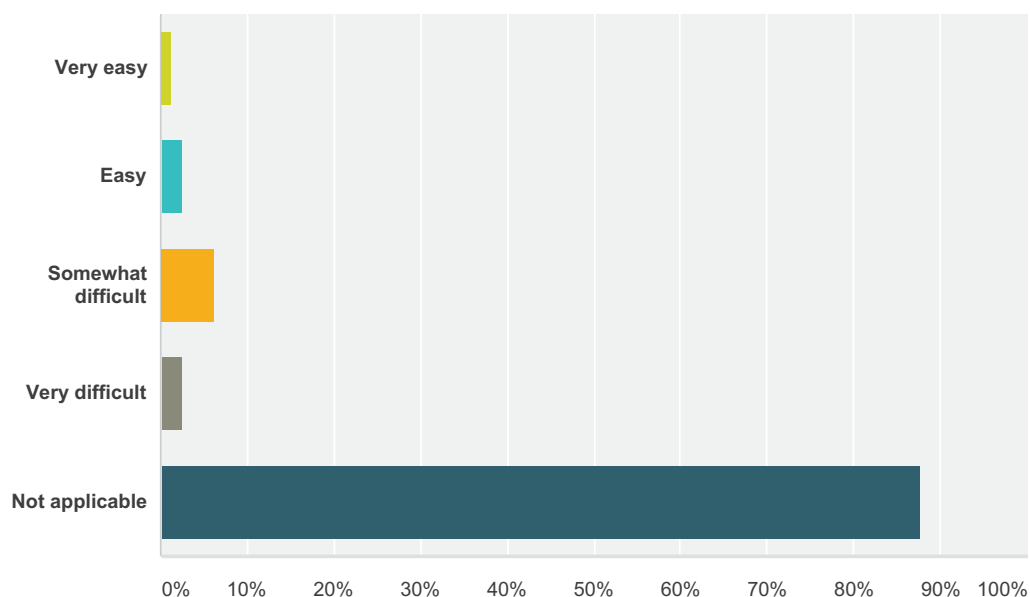


Answer Choices	Responses
Had bought the whole of the property - also known as 'staircasing'	1.22% 1
My needs had changed e.g. needed extra bedroom	6.10% 5
Wanted to own outright	4.88% 4
Poor service from housing association	1.22% 1
Struggling to pay mortgage/rent/service charges	2.44% 2
Wanting to relocate	4.88% 4
Not applicable	86.59% 71
Other (please specify)	3.66% 3
Total Respondents: 82	

#	Other (please specify)	Date
1	I bought the entire property as the housing association offered extremely poor service and I could no longer bear to live there. Family Mosaic are a nightmare to deal with - after 5 years they still had not dealt with defects.	2/18/2015 12:40 AM
2	We are currently putting our house on the market. We own a 2 bed house, but need a 3 bed and that does not seem available at a decent price in London. So we're relocating and getting somewhere more affordable at the same time	2/16/2015 12:49 PM
3	I sold my first shared ownership property when my marriage broke down, but was lucky enough to be able to get another in my own right	2/16/2015 4:15 AM

Q7 Again if you have sold your property - how easy would you rate your experience of selling a shared ownership property?

Answered: 81 Skipped: 64



Answer Choices	Responses
Very easy	1.23% 1
Easy	2.47% 2
Somewhat difficult	6.17% 5
Very difficult	2.47% 2
Not applicable	87.65% 71
Total	81

#	Please give any further feedback on your experience of selling a shared ownership property.	Date
1	As I have explained above. Apart from that though the fact that the flat was in a shared ownership development didn't put off buyers	2/18/2015 8:48 AM
2	Having to pay double stamp duty - the whole process is much more expensive then it is for "normal" buyers.	2/17/2015 2:58 AM
3	Time consuming. It took about 8 months in all. I think because there are 3 solicitors involved!	2/16/2015 4:15 AM
4	N/A	2/16/2015 3:44 AM

Q8 Do you have any final comments on your experiences of shared ownership?

Answered: 51 Skipped: 94

#	Responses	Date
1	shared ownership, like "affordable housing" is neither. there are strict rules on reselling, limiting actual market value, the quality of construction even compared to council housing is bad. the vast majority of these schemes are trapping unsuspecting under 30s into the slums of the future.	3/14/2015 10:06 AM
2	Many recent developments seem to be priced far too high for a single person earning £40,000+ a year, which seems absurd. I'm currently priced out as so many are priced far too high and the minimum income is set ridiculously high as it's sneakily labelled as "minimum household income". There needs to be more available for single people.	3/5/2015 1:18 PM
3	As a private renter stuck in an unregulated private rented sector, I have been looking at shared ownership schemes for several years now. I keep hoping that they can offer a viable escape from the hell of private renting, but in five years of examining the various schemes on offer I have not found one that is not a complete rip-off. On a salary of £25k (just under the national average) I simply cannot afford to hand over £800 - £900 every month. In addition, the schemes seem to offer the worst of both worlds: if something needs fixing or replacing, you are responsible for it (as you would be if you owned the home) yet you are not allowed to change your home in any way - in some cases, you are not even allowed to hang a picture on the wall - which is just like private renting. Having looked at the financial structures of the schemes, I can see that the only people who really benefit from them are the owners of the schemes: property developers and commercial housing providers. Looking at patterns of house sales, I can see that houses in these schemes very rarely go up in value (often , they actually go down) and having seen inside many of these homes I can only conclude that it is because they are hugely overpriced at point of sale. They are tiny, ugly and cheaply made using low quality materials.	2/27/2015 5:32 AM
4	The vagueness from so many sources has led me to be dubious of the entire program. I think they need a PR update to help other young people feel more confident in this option.	2/27/2015 5:26 AM
5	Don't mix shared ownership with others.	2/27/2015 1:16 AM
6	Myself, my wife and two daughters currently live in a two-bedroom shared ownership property in Holloway. It has one double bedroom and one single. Our eldest, who is 15, has the single, whilst our youngest, who is six, shares our bedroom. As you can imagine, this isn't an ideal situation and would dearly love to move to a larger property. Unfortunately two separate bits of regulation regarding the sale of shared ownership properties are preventing us from doing so. The first problem is if we were to try to move to a three-bedroom shared ownership property. Current rules say that you cannot be considered for another shared ownership property until you sell your current one. When people move houses in normal circumstances the buying and selling is usually done concurrently – as in you go through the process of selling your place at the same time as purchasing another. With shared ownership, you are expected to sell your property – effectively leaving you homeless – before you will even be considered for a larger property, which by no means is guaranteed. Selling our home without knowing where we will live next is not something I, as a responsible parent, can consider. The second bit of regulation that's preventing us moving is if we were to sell our shared ownership property and find somewhere on the open market. Currently, this process has to be done through the housing association who will try to find a buyer from their own database. The problem with this is that the process can take up to 16 weeks. So once again, we find ourselves unable to look for a property as we won't be able to sell ours in time. We have even looked into purchasing the remaining share of our property from the housing association as a way to get round this. But incredibly, even if we own 100% of the property, the terms of the lease state we are still prevented from selling it on the open market and have to go through the same 16 week process. Why is us not being able to move a problem? Well beyond that it's miserable living in an overcrowded flat, we are now a blockage in the housing chain, meaning we can't free up our flat for people who it is more suited to – young house sharers, couples with one child etc.	2/24/2015 4:42 PM
7	Make the lease and head lease much clearer, so that legal responsibility for major structural repairs (or even minor ones) are clearer. Also the service charges go up all the time, with little or no explanation, sometimes with wild estimates and even wilder "actuals". This causes stress and makes the flat less "affordable" even if the intention of a shared ownership flat was to make affordable housing in the first place.	2/23/2015 1:09 PM
8	Costs from the Housing Association goes up every year and the service in return is not good but little support for shared ownership tenants to be better able to staircase.	2/21/2015 4:38 AM
9	Still worth it - or was!	2/20/2015 4:50 PM

10	Maintaining the property's structure & communal areas seem very low on the priority of the housing association. Also the accounting department have often made errors which have taken a large amount of time to investigate & there are concerns regarding the costs of sending out letters telling the residents they are still looking into the matter. Sometimes it is difficult to get through to the right person. I don't feel valued as a shared owner tenant.	2/20/2015 7:12 AM
11	Do not mix shared ownership with socially housed. Housing Association are poor. Scared of being portrayed as racist. Claim that they do not wish to demonise tenants & then house demon tenants with shared ownership residents. Not just your average demons but your worst demons in the World demons!	2/19/2015 11:33 AM
12	Staircasing - its not going to happen that people will own 100% too out of reach. Shoreditch Heights for local people minimum income £50,000 yet under £60,000 this is NOT affordable housing or social housing. A single person on a london average wage has no hope of shared ownership in the city. 100% staircasing - unless you have wealthy parents, or partners there is no hope	2/19/2015 9:50 AM
13	I recommend no one ever do this, at least through Genesis anyway.	2/19/2015 9:36 AM
14	Since purchasing have not heard from anyone from metropolitan who I am with. They have not even checked to make sure that where looking after the house etc.	2/18/2015 12:04 PM
15	I think it is a great product for people who want to stay in the same area for a while. It does seem however that as house prices in London are increasing that shared ownership is increasingly unaffordable. I have a good job now but I doubt I could afford my flat now through shared ownership and I've only been there 4.5 years.	2/18/2015 11:26 AM
16	I think it is great although it is not always the cheapest option. It's only because you can't get higher mortgages that you end up with half mortgage and half rent. The rents are supposed to be subsidised but it still ends up being a lot per month. If you could get a bigger mortgage I would opt for that any day But with a modest deposit shared ownerships are brilliant. I tell all my friends to do it , some have and I still get a card from a friend to say it was the best thing they ever did!	2/18/2015 8:52 AM
17	Very frightening to find that law courts ruled that there would be no compensation for the owned share when property lost through rent arrears. It is unfair to own half a property but to have to pay the repairs and upkeep on 100% of it - where is the fairness of this. It is better than the insecurity of private renting but needs improving	2/18/2015 6:27 AM
18	Not easy for retired people who want to put lump sum in to shared ownership property. Also, costs are higher than necessary - high service charges.	2/18/2015 5:27 AM
19	Overall it is a good scheme to help the squeezed middle. It is too expensive for the poor and shouldn't be considered as social housing. In some sense, therefore it is bad for public money to be spent on something which makes lower middle class people better off when there are many poorer people needing housing help.	2/18/2015 4:49 AM
20	I think it is a bit of a joke that it is touted as being affordable housing. When I applied I was told I needed to earn over 50k. This is not an average salary. I was lucky enough to have a large deposit so I have been able to buy without using shared ownership - which is far more cost effective! The amount the housing association wanted in rent was astronomic and I think it is a very unfair way to treat those trying to get on the property ladder	2/18/2015 4:39 AM
21	Lots of my neighbours have had to go back to private renting when they had children - there doesn't seem to be anything in place to help people move on from the scheme. My flat is in a specific shared ownership block, which is inside a private development. There is a very neighbourly atmosphere in the block and low levels of ASB, as we are nearly all responsible home onwers. The scheme has been brilliant for me as it has allowed me to live close to my mother, who is a pensioner and lives alone and we can provide each other with mutual support, especially if one of us has been ill. However, my personal circumstances have changed and I may be about to move in with my partner. It would have been really helpful to have the flexibility of being able to privately rent my flat for a short term period, such as 6 months, to 'test the water's before making such a big decision. The scheme is quite inflexible in terms of moving on.	2/18/2015 4:05 AM
22	Just awful. Housing associations are given public money, they should be monitored and made to manage properties effectively.	2/18/2015 4:01 AM
23	Generally very good but options for staircasing etc pretty difficult to work out. Cost of staircasing more than once also seems excessive.	2/18/2015 3:05 AM
24	This survey should cover access to shared ownership - Our household income is slightly over the the upper limit to qualify for shared ownership, yet we're still unable to afford a property of our own. It's bizarre that many shared ownership properties have a full value in excess of £600,000 - where to qualify you need a salary in a very narrow range (e.g. 62 - 66,000 - I've seen this stated on a lot of the flats on the first steps website), why not have a system where the upper limit in terms of household income is dependant on the value of the property and what people are able to afford - rather than a stadard figure of £66,000.	2/18/2015 3:00 AM

25	I would recommend it to anyone, it really is the only way the majority of us will be able to live in central London.	2/18/2015 2:58 AM
26	although it helped me gain access to housing it has left me in a vulnerable position because I could not afford to buy outright when I started this process. it would have been better for me if I had access to a mortgage from the start. My initial payments for rent and mortgage repayments were larger than the total mortgage repayments would have been so financially I have lost all ways.	2/18/2015 2:46 AM
27	The restraints around subletting are too tight. With government considering allowing residential mortgage owners to sublet for a maximum period a year in order to earn extra money without having to change their mortgage agreement, this should also be considered with shared ownership. Also 21 years before being able to sublet even after buying outright is unreasonable. The term should be reduced. These clauses conflict with the fact that you do not need to be a first time buyer in order to buy a shared ownership property- as far as I could see with all relevant documentation, you could own a property and go into shared ownership so this was unclear.	2/18/2015 1:53 AM
28	Shared ownership is fantastic but it really depends on the housing association.	2/18/2015 12:41 AM
29	It still appears quite expensive and the available properties are on the higher end of the property market. Are there any plans to help those who are in regular work but still low paid?	2/18/2015 12:40 AM
30	Housing association service very poor when came to selling and had some issues with incompetent temps	2/17/2015 12:38 PM
31	Getting shared ownership enabled us to avoid paying rent to slumlords. Our previous rented accommodations were not maintained and once we were evicted when the landlord did not pay their mortgage and had not informed their bank about letting their property. This was in the nineties and I believe things may have changed, but we have saved so much money over the years rather than paying rent to private landlords. Personally, I find the percentage of income needed to pay for a roof over your head in London to be frankly shocking.	2/17/2015 8:49 AM
32	Positive initial buying experience but more drawn out experience to Staircase - brought through Newlon Housing.	2/17/2015 5:21 AM
33	The government needs to let the leaseholders own the management company and address the issues relating to leasehold and freehold flats with proper condominium status as in the US not the leasehold we have (which is impossible to convert to freehold or commonhold)	2/17/2015 4:02 AM
34	I don't think with the high service charges and low wages people can actually scale up the share they own. Rent keep going up every year especially for Bush Housing	2/17/2015 4:02 AM
35	It is too expensive. Being forced to use "poor doors" in developments but having to pay equal service charge for whole development. We were paying for Christmas trees and decorations but we couldn't view or enjoy them. Also paid for marble cleaning in private blocks but we had no marble in our block. Made to feel like second class citizens in our own city through treatment from developers and property managers because our flat only worth 650k. Shared ownership flats were too hot in summer, single aspect, no ac (private flats had this though).	2/17/2015 3:03 AM
36	I'm glad I did it.	2/17/2015 2:58 AM
37	RPI rent rises each year are starting to prove crippling; and the service charges have spiralled out of control	2/17/2015 2:47 AM
38	Still not achievable for single people or single income families.	2/17/2015 2:37 AM
39	It's been great. there should be a lot more. and there should be more shared ownership homes for families - i.e. 3 bed houses. not just 1 and 2 bed flats.	2/16/2015 12:49 PM
40	Overall very happy	2/16/2015 8:48 AM
41	It has been a great boon to us and should be much more widely available.	2/16/2015 7:14 AM
42	It is the only way we could have afforded to buy in London.	2/16/2015 7:09 AM
43	Main concern is the 21year sell-back provision even when a 100% owner	2/16/2015 5:24 AM
44	The challenge of shared ownership is making it a genuinely affordable option. With most being flats, while rent is initially capped, ever-increasing service charge costs make it less affordable each year.	2/16/2015 5:17 AM
45	The wage limits aren't great if you live in London. People obviously earn more there because the property prices are so high. I think your wage limits should have a London weighting too.	2/16/2015 4:49 AM
46	No. I've been left totally alone to treat the property completely as my own. My only complaint is the level of the rent. I think you need to remember that people are also trying to pay a mortgage	2/16/2015 4:16 AM

47	Shared ownership seems to offer the worst of both worlds in terms of tenure and responsibility. The model only works at all if we expect property prices to be on an inevitable and continuous upward curve, any deviation from that would hit shared owners harder than anyone. It doesn't make any sense other than as a foothold in speculative housing investment.	2/16/2015 4:10 AM
48	Great for me, but very hard on the people who bought us out at much higher 'inner London' price.	2/16/2015 4:04 AM
49	My experience was Hse Assoc explained situation & i also done my home work. For me - good.	2/16/2015 3:50 AM
50	Already given	2/16/2015 3:50 AM
51	I don't regret my decision however I think the process needs more clarity	2/16/2015 3:21 AM