

# Pre-sale enquiry pack



## What is a pre-sale enquiry pack?

Once a buyer has been found for your home, their solicitor will usually ask yours to provide information about any management enquiries they may have – known as a pre-sale enquiry pack.

In an open-market sale or a shared ownership resale, the lease is ‘assigned’ to the new owners. This means the buyer takes over the existing lease and all the responsibilities attached to it.

We also provide a similar pack for owner-occupiers living in homes on our estates where service charges or management charges are payable to us.

As the current homeowner, you’ll be responsible for covering the administration costs for providing these packs.

The compilation of a pre-sale enquiry pack takes on average 10 working days; however, on occasion, depending on the complexity of the request, and capacity, this can take up to 15 working days. Therefore, to avoid any delays it’s important that your solicitor requests the pack in good time.”

If a pack has been provided within the last six months, but the sale has not been completed, solicitors sometimes request updated information – which we can provide in the form of a mini-pack. For the current fees payable, please refer to our list of homeowner administration fees.

If you have an independent managing agent, your solicitor will need to contact them directly to confirm any additional costs they may charge. Any applicable managing agent costs will be shared with your solicitor at the appropriate time.

## Pre-sale enquiry pack, step-by-step process

To request a pre-sale enquiry pack, please email our pre-sale enquiry team [presaleenquiries@lqgroup.org.uk](mailto:presaleenquiries@lqgroup.org.uk) your full name, address and solicitor details – including their email address.

We will then get in touch with your solicitor to let them know how much the pack costs, how to make a payment of our admin fee and open a pre-sale enquiry case.

If you have an independent management company/agent, we will provide your solicitor with a letter of authority to enable them to request a pack from them as well.



Please refer to the **Homeowner Admin Fees** document for full list of admin fees. Your acting solicitor can make payment of the admin fee, this payment can be made via BACS. If you wish to make payment of the admin fee, you are required to make a card payment over the telephone, **0208 189 7465** Option 2, Option 1 to make this payment via Debit/Credit Card.

**Important:** We would recommend that you advise your solicitor if you are making payment yourself, to avoid duplicate payments.

Please note - If payment is made via BACS, it can take between 2-5 working days to clear in our bank account. We are unable to proceed until we can confirm funds have cleared in our bank account.



Once cleared funds have been received, the pre-sale enquiry team will start work on your pack. The compilation of a pre-sale enquiry pack takes on average 10 working days; however, on occasion, depending on the complexity of the request, and capacity, this can take up to 15 working days.

The pre-sale enquiry team will email your solicitor, advising of the date they should expect to receive the pack.

**The pre-sale enquiry pack includes the following** (where applicable):

- Ownership of the property – details of the freeholder and any managing agents
- Statutory notices served on the current leaseholder
- Any major repair schemes planned in the next five years
- Service charge accounts (estimates and actuals), along with copies of the last 3 years actual statements and one year estimated statement
- Building insurance schedule
- Current balance on the service charge/sub-account, including up to date statement of account
- Current fire risk assessment
- Asbestos report
- EWS1 and cover letter
- The Landlord certificate information sheet with contact details for Fire Safety Engagement Team - **[firesafety-engagement@lqgroup.org.uk](mailto:firesafety-engagement@lqgroup.org.uk)**
- Annual ground rent amount, along with copies of the last 2 years ground rent notices
- Inform solicitors of any anti-social behaviour notifications
- letter of authority if you have an independent managing agent.



The pre-sale enquiry team will send your solicitor the pre-sale enquiry pack and forward you a customer survey link to enable you to provide feedback on the service you have received.

Your solicitor will review the pack and forward a copy to your buyer's solicitor to review.

At this point, the buyer's solicitor as part of the sale, may raise further enquiries.

## Further enquiries step-by-step process

As part of your sale process, your buyer's solicitor will likely raise further enquiries to aid your sale, following review of the management pack.

We do not charge an admin fee to respond to further enquiries, however, we ask that your solicitor reviews the pack, **in full**, before they raise these.

To ensure that we are following the correct protocol, we request that all enquiries are sent to us by your solicitor, who we will correspond with direct. This also ensures a more streamlined process with less chance of duplication, which may cause delays with your sale.



### Shared Ownership

If you are selling a **Shared Ownership** property, all further enquiries should be sent via your solicitor, to the Resale acting solicitor, who will review and refer any enquiries they are unable to respond to the pre-sale enquiry team and/or L&Q's internal teams.



### Leasehold property or an Owner Occupier

If you are selling a **Leasehold** property or are an **Owner Occupier** (with services), all further enquiries should be sent via your solicitor, to the pre-sale enquiry team, who will review and refer any enquiries they are unable to respond to, L&Q's internal teams.



The pre-sale enquiry team will review any further enquiries, we aim to respond to your acting solicitor within 10 working days; however, the team may have to refer to L&Q's internal teams for further clarification/information. We would have to adhere to their individual response times which can range from 5-15 working days.

We endeavour to provide your solicitor with a response as soon as possible, we are aware that your sale can be affected and delayed if responses are not dealt with in a timely manner.

We ask that your solicitor avoids any duplication of emails as this can cause unnecessary delays.



On the day of completion, your solicitor will need to provide the Homeownership Completions team with your buyers solicitor contact details, along with the buyers information form, provided in the pre-sale enquiry pack, please provide this information to **homeownershipteamcompletions@lqgroup.org.uk**

# Licence to Assign step-by-step process

## What is a Licence to Assign?

A document that the landlord, leaseholder and assignee enter into, in order to give consent to the assignment.

As part of your sale process your solicitor will need to ensure that you enter into a Licence to assign, for shared ownership properties this would be dealt with by L&Q's acting solicitor instructed by the Resale team. For Leaseholders this would be dealt with through our pre-sale enquiry team [presaleenquiries@lqgroup.org.uk](mailto:presaleenquiries@lqgroup.org.uk)

Your solicitor should email the pre-sale enquiry team to request our requirements, we will get in touch with your solicitor to let them know our admin fee, how to make a payment of our admin fee & open a Licence to assign case.



Please refer to the **Homeowner Admin Fees** document for full list of admin fees. Your acting solicitor can make payment of the admin fee, this payment can be made via BACS. If you wish to make payment of the admin fee, you are required to make a card payment over the telephone, 0208 189 7465 Option 2, Option 1 to make this payment via Debit/Credit Card.

**Important:** We would recommend that you advise your solicitor if you are making payment yourself, to avoid duplicate payments.

Please note - If payment is made via BACS, it can take between 2-5 working days to clear in our bank account. We are unable to proceed until we can confirm funds have cleared in our bank account.



### Shared Ownership

If you are selling a shared ownership property, your Licence to Assign should be sent via your solicitor, to L&Q's acting solicitor directly, who will process this and advise on fees.



### Leasehold Property or an Owner Occupier

If you are selling a leasehold property, your Licence to assign should be sent via your acting solicitor, to the pre-sale enquiry team.

For Leasehold sales, once cleared funds have been received, the pre-sale enquiry team will forward a draft Licence to assign (LTA) to your solicitor.

We kindly ask that the draft LTA is sent to us as a word file to enable us to make any amendments (if required). If the document is sent in any other format, it will delay the process and will be returned to your solicitor.

Please request that your solicitor forwards the most up to date title register, together with a copy of the Lease, along with the completed LTA.

Your solicitor must not amend any of the contents throughout the LTA, we will not approve amendments to any fundamental clause/s contained in a Lease.



Upon receipt of the LTA from your solicitor, the team will review and approve the document.

As the LTA is a legal document, it will need to be executed (signed) by an authorised signatory.

Execution of the LTA can take up to five working days.



Once the document has been executed, a copy of the signed LTA will be sent to your acting solicitor by email and post.