

# 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](mailto:homeownershipteamcompletions@lqgroup.org.uk)