

# 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.