Onward

STAIRCASING

- Make enquiry
- Complete Staircasing Request Form
- Pay for valuation
- Submit Request Form

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- Process Staircasing Request Form
- Confirm valuation payment received
- Instruct valuer

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- Carry out valuation
- Send report to Onward

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- Produce Offer Notice
- Issue to customer

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- Consider offer
- Make decision

← NOT PROCEEDING
- Inform Onward

↓

- Close file

↓ PROCEEDING
- Inform Onward
- Instruct solicitor

↓

- Instruct solicitor

↓

- Legal process

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LEASE EXTENSION COMPLETE

- Customer
- Onward
- Valuer
- Solicitors