

Please note: This information is intended to provide intermediaries with a single view of lenders current service standards, the data is updated every Monday (except bank holidays). Some lenders may provide additional service information that is not displayed

Lender Service Report (Buy-to-Let)



Last updated:

Tues, 30 May, 2023

| Lender | Waiting Times | | | | Processing (as reported by lender) | | Information last updated by lender |
|----------------------------------|-----------------|-----------------|-----------------|-------------------------|------------------------------------|---------------------|------------------------------------|
| | Case Updates | Sales | General | Live Chat Response Time | Time to offer | Initial Assessment | |
| ACCORD | Unknown | 14 Mins 43 Secs | 03 Mins 0 Secs | 13 Mins 43 Secs | 14.73 Working Days | 3 Working Days | Tue, 30 May, 2023 |
| ALDERMORE | Unknown | Unknown | Unknown | Unknown | Unknown | 7 Working Days | Tue, 30 May, 2023 |
| BANK OF IRELAND | Unknown | Unknown | 10 Mins 7 Secs | Unknown | 15 Working Days | 19 May Received | Tue, 30 May, 2023 |
| BARCLAYS | Unknown | Unknown | Unknown | Unknown | 19 Unknown | 2 Working Days | Mon, 15 May, 2023 |
| BLUESTONE | Unknown | Unknown | 00 Mins 30 Secs | Unknown | Unknown | 2 Working Days | Tue, 30 May, 2023 |
| BUCKINGHAMSHIRE BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | 12 Working Days | 2 Working Days | Mon, 18 Jul, 2022 |
| THE CAMBRIDGE BUILDING SOCIETY | Unknown | Unknown | 01 Mins 0 Secs | Unknown | 3 Working Days | 2 Received | Tue, 30 May, 2023 |
| CHORLEY BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | 15 Working Days | Unknown | Mon, 18 Jul, 2022 |
| CLYDESDALE BANK | Unknown | Unknown | Unknown | Unknown | 22 Working Days | 10 May Received | Wed, 24 May, 2023 |
| COVENTRY | 00 Mins 21 Secs | 00 Mins 10 Secs | Unknown | Unknown | 15 Working Days | 25 May Received | Tue, 30 May, 2023 |
| DARLINGTON | Unknown | Unknown | Unknown | Unknown | Unknown | 7 Working Days | Thu, 18 May, 2023 |
| DUDLEY | Unknown | Unknown | Unknown | Unknown | 5 Working Days | Unknown | Tue, 02 May, 2023 |
| THE FAMILY BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | Unknown | 25 May Received | Tue, 30 May, 2023 |
| FLEET MORTGAGES | Unknown | Unknown | Unknown | Unknown | Unknown | 6 Working Days | Tue, 30 May, 2023 |
| FOUNDATION HOME LOANS | Unknown | Unknown | 00 Mins 30 Secs | Unknown | Unknown | 1 Working Days | Mon, 22 May, 2023 |
| FURNESS BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | 23 Working Days | 15 May Received | Tue, 23 May, 2023 |
| GATEHOUSE BANK | Unknown | Unknown | Unknown | Unknown | Unknown | 7 November Received | Fri, 11 Nov, 2022 |
| HSBC UK | Unknown | Unknown | 01 Mins 19 Secs | Unknown | Unknown | 4 Working Days | Tue, 30 May, 2023 |
| HANLEY | Unknown | Unknown | Unknown | Unknown | Unknown | 6 Working Days | Mon, 18 Jul, 2022 |
| H&R | Unknown | 00 Mins 4 Secs | Unknown | 00 Mins 15 Secs | 20 Working Days | 6 Working Days | Mon, 24 Apr, 2023 |
| HODGE | Unknown | Unknown | Unknown | Unknown | 16 Working Days | 1 Working Days | Mon, 22 May, 2023 |
| KENSINGTON | Unknown | 00 Mins 28 Secs | Unknown | Unknown | 10 Working Days | 1 Working Days | Mon, 22 May, 2023 |
| KENT RELIANCE | Unknown | Unknown | Unknown | Unknown | 16 Working Days | 5 Working Days | Tue, 30 May, 2023 |

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| KEYSTONE PROPERTY FINANCE | Unknown | Unknown | 00 Mins 14 Secs | 00 Mins 24 Secs | Unknown | 23 May Received | Mon, 29 May,2023 |
| LANDBAY | Unknown | Unknown | Unknown | Unknown | Unknown | 2 Working Days | Mon, 09 Jan,2023 |
| LEEDS BUILDING SOCIETY | Unknown | Unknown | 00 Mins 36 Secs | Unknown | 15.4 Working Days | 2 Working Days | Tue, 30 May,2023 |
| LENDINVEST | 00 Mins 6 Secs | 00 Mins 6 Secs | Unknown | Unknown | Unknown | 1 Working Days | Fri, 09 Dec,2022 |
| MPOWERED | Unknown | Unknown | Unknown | Unknown | 8 Working Days | 1 Working Days | Tue, 30 May,2023 |
| MELTON BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | 24 Working Days | 3 Working Days | Mon, 06 Feb,2023 |
| METRO BANK | Unknown | Unknown | 00 Mins 20 Secs | Unknown | Unknown | 2 Working Days | Mon, 22 May,2023 |
| NATWEST | Unknown | Unknown | 14 Mins 0 Secs | 28 Mins 0 Secs | Unknown | Unknown | Tue, 30 May,2023 |
| NEWBURY BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | Unknown | 6 Working Days | Wed, 03 May,2023 |
| NEWCASTLE | Unknown | Unknown | 00 Mins 35 Secs | Unknown | 13.9 Working Days | 2 Working Days | Wed, 24 May,2023 |
| THE NOTTINGHAM | Unknown | Unknown | Unknown | Unknown | Unknown | 3 Working Days | Fri, 19 May,2023 |
| PEPPER MONEY | 01 Mins 0 Secs | 01 Mins 0 Secs | 01 Mins 0 Secs | N/A | Unknown | 26 May Received | Tue, 30 May,2023 |
| PLATFORM | 05 Mins 0 Secs | 05 Mins 0 Secs | Unknown | Unknown | Unknown | 25 May Received | Fri, 26 May,2023 |
| PRECISE MORTGAGES | 00 Mins 7 Secs | Unknown | Unknown | Unknown | 18 Working Days | 3 Working Days | Tue, 30 May,2023 |
| PRINCIPALITY | Unknown | Unknown | Unknown | Unknown | 10 Working Days | 19 May Received | Fri, 26 May,2023 |
| SAFFRON BUILDING SOCIETY | Unknown | Unknown | N/A | Unknown | Unknown | 5 Working Days | Tue, 30 May,2023 |
| SANTANDER | 01 Mins 8 Secs | 02 Mins 19 Secs | Unknown | Unknown | 8 Working Days | 1 Working Days | Tue, 30 May,2023 |
| SKIPTON BUILDING SOCIETY | Unknown | Unknown | 00 Mins 48 Secs | 01 Mins 0 Secs | 8.3 Working Days | 1 Working Days | Tue, 30 May,2023 |
| SUFFOLK BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | 2 Working Days | 2 Working Days | Tue, 30 May,2023 |
| TSB | 01 Mins 0 Secs | 01 Mins 0 Secs | Unknown | Unknown | Unknown | 3 Working Days | Fri, 26 May,2023 |
| THE MORTGAGE LENDER | Unknown | Unknown | 02 Mins 0 Secs | Unknown | Unknown | 1 Working Days | Mon, 22 May,2023 |
| THE MORTGAGE WORKS | 00 Mins 17 Secs | 04 Mins 57 Secs | Unknown | 10 Mins 47 Secs | 12 Working Days | 1 Working Days | Fri, 26 May,2023 |
| THE TIPTON AND COSELEY BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | Unknown | 6 Working Days | Tue, 18 Apr,2023 |

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| VERNON BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | Unknown | 7 Working Days | Mon, 09 Jan, 2023 |
| VIDA HOMELOANS | Unknown | Unknown | Unknown | N/A | Unknown | 2 Working Days | Mon, 26 Sep, 2022 |
| VIRGIN MONEY | Unknown | Unknown | Unknown | Unknown | 11 Working Days | 2 Working Days | Fri, 26 May, 2023 |
| ZEPHYR | Unknown | Unknown | 00 Mins 30 Secs | Unknown | Unknown | 2 Working Days | Mon, 16 Jan, 2023 |