

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 (Residential)



Last updated:

Mon, 13 Nov,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	03 Mins 13 Secs	03 Mins 34 Secs	Unknown	06 Mins 17 Secs	15.33 Working Days	3 Received	Mon, 06 Nov,2023
ALDERMORE	Unknown	Unknown	Unknown	Unknown	17 Working Days	4 Working Days	Mon, 13 Nov,2023
BANK OF IRELAND	Unknown	Unknown	02 Mins 59 Secs	Unknown	22 Working Days	09 November Received	Mon, 13 Nov,2023
BARCLAYS	Unknown	Unknown	Unknown	Unknown	10 Working Days	2 Working Days	Mon, 17 Jul,2023
BLUESTONE	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	3 Working Days	Tue, 07 Nov,2023
BUCKINGHAMSHIRE BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	12 Working Days	5 Working Days	Mon, 07 Aug,2023
THE CAMBRIDGE BUILDING SOCIETY	Unknown	Unknown	01 Mins 0 Secs	Unknown	5 Working Days	2 Working Days	Mon, 03 Jul,2023
CHORLEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	15 Working Days	Unknown	Mon, 18 Jul,2022
CLYDESDALE BANK	Unknown	Unknown	Unknown	Unknown	14 Working Days	2 November Received	Fri, 03 Nov,2023
COVENTRY	00 Mins 12 Secs	00 Mins 2 Secs	Unknown	Unknown	9 Working Days	10 November Received	Mon, 13 Nov,2023
DARLINGTON	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Mon, 06 Nov,2023
DUDLEY	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Mon, 16 Oct,2023
THE FAMILY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	9 November Received	Mon, 13 Nov,2023
FOUNDATION HOME LOANS	Unknown	Unknown	00 Mins 23 Secs	Unknown	Unknown	1 Working Days	Tue, 07 Nov,2023
FURNESS BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	23 Working Days	07 November Received	Wed, 08 Nov,2023
GATEHOUSE BANK	Unknown	Unknown	Unknown	Unknown	Unknown	10 November Received	Mon, 13 Nov,2023
HSBC UK	Unknown	Unknown	01 Mins 25 Secs	Unknown	Unknown	2 Working Days	Mon, 13 Nov,2023
HANLEY	Unknown	Unknown	Unknown	Unknown	Unknown	6 Working Days	Mon, 18 Jul,2022
H&R	Unknown	00 Mins 4 Secs	Unknown	00 Mins 4 Secs	22 Working Days	8 Working Days	Mon, 31 Jul,2023
HODGE	Unknown	Unknown	Unknown	Unknown	18 Working Days	1 Working Days	Mon, 18 Sep,2023
KENSINGTON	Unknown	00 Mins 31 Secs	Unknown	Unknown	9 Working Days	1 Working Days	Mon, 06 Nov,2023
KENT RELIANCE	Unknown	Unknown	Unknown	Unknown	16 Working Days	3 Working Days	Mon, 13 Nov,2023
LEEDS BUILDING SOCIETY	Unknown	Unknown	00 Mins 56 Secs	Unknown	11.2 Working Days	1.5 Working Days	Thu, 09 Nov,2023

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LIVE MORE	Unknown	Unknown	04 Mins 0 Secs	Unknown	21 Working Days	4 Working Days	Mon, 06 Nov, 2023
MPOWERED	Unknown	Unknown	Unknown	Unknown	13 Working Days	3 Working Days	Thu, 17 Aug, 2023
MARSDEN BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	Unknown	Thu, 02 Nov, 2023
MELTON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	28 Working Days	3 Working Days	Mon, 06 Feb, 2023
METRO BANK	Unknown	Unknown	00 Mins 20 Secs	Unknown	Unknown	9 November Received	Mon, 13 Nov, 2023
NATIONWIDE	00 Mins 8 Secs	00 Mins 22 Secs	Unknown	02 Mins 37 Secs	10 Working Days	3 Working Days	Fri, 10 Nov, 2023
NATWEST	Unknown	Unknown	04 Mins 0 Secs	10 Mins 0 Secs	Unknown	Unknown	Mon, 18 Sep, 2023
NEWBURY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Tue, 17 Oct, 2023
NEWCASTLE	Unknown	Unknown	00 Mins 5 Secs	Unknown	11.5 Working Days	1 Working Days	Wed, 08 Nov, 2023
NORTON HOME LOANS	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	Unknown	23 Working Days	1 Working Days	Mon, 25 Jul, 2022
THE NOTTINGHAM	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Fri, 03 Nov, 2023
PEPPER MONEY	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	N/A	Unknown	10 November Received	Mon, 13 Nov, 2023
CO-OPERATIVE BANK	05 Mins 0 Secs	05 Mins 0 Secs	05 Mins 0 Secs	Unknown	Unknown	10 November Received	Mon, 13 Nov, 2023
PRECISE MORTGAGES	00 Mins 6 Secs	Unknown	Unknown	Unknown	21 Working Days	2 Working Days	Mon, 13 Nov, 2023
PRINCIPALITY	Unknown	Unknown	Unknown	Unknown	7 Working Days	10 November Received	Mon, 13 Nov, 2023
SAFFRON BUILDING SOCIETY	Unknown	Unknown	N/A	Unknown	Unknown	4 Working Days	#REF!
SANTANDER	00 Mins 12 Secs	01 Mins 6 Secs	Unknown	Unknown	5 Working Days	1 Working Days	Mon, 16 Oct, 2023
SCOTTISH BUILDING SOCIETY	Unknown	Unknown	00 Mins 30 Secs	N/A	27 Working Days	5 Working Days	Wed, 26 Jul, 2023
SKIPTON BUILDING SOCIETY	Unknown	Unknown	00 Mins 37 Secs	00 Mins 50 Secs	8.6 Working Days	1 Working Days	Mon, 13 Nov, 2023
SUFFOLK BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	2 Working Days	Tue, 30 May, 2023
TSB	03 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	7 Working Days	Mon, 13 Nov, 2023
THE MORTGAGE LENDER	Unknown	Unknown	01 Mins 30 Secs	Unknown	Unknown	4 Working Days	Wed, 08 Nov, 2023
THE TIPTON AND COSELEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Mon, 17 Jul, 2023

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UNITED TRUST BANK	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	N/A	2 Working Days	3 Working Days	Mon, 22 Aug, 2022
VERNON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	7 Working Days	Mon, 09 Jan, 2023
VIDA HOMELOANS	Unknown	Unknown	Unknown	N/A	Unknown	3 Working Days	Mon, 25 Sep, 2023
VIRGIN MONEY	Unknown	Unknown	Unknown	Unknown	2 Working Days	9 Working Days	Fri, 10 Nov, 2023
THE WEST BROM	Unknown	Unknown	00 Mins 39 Secs	Unknown	16.46 Working Days	2 Working Days	Mon, 13 Nov, 2023