

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, 25 Mar,2024

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	04 Mins 32 Secs	01 Mins 50 Secs	Unknown	02 Mins 15 Secs	13.75 Working Days	1 Working Days	Mon, 18 Mar,2024
ALDERMORE	Unknown	Unknown	Unknown	Unknown	21 Working Days	9 Working Days	Fri, 22 Mar,2024
BANK OF IRELAND	Unknown	Unknown	02 Mins 5 Secs	Unknown	12 Working Days	21 March Received	Mon, 25 Mar,2024
BARCLAYS	Unknown	Unknown	Unknown	Unknown	10 Working Days	2 Working Days	Mon, 17 Jul,2023
BLUESTONE	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	2 Working Days	Thu, 15 Feb,2024
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	15 Working Days	5 Working Days	Thu, 22 Feb,2024
COVENTRY	00 Mins 1 Secs	00 Mins 45 Secs	Unknown	00 Mins 11 Secs	12 Working Days	21 March Received	Mon, 25 Mar,2024
DARLINGTON	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Mon, 25 Mar,2024
DUDLEY	Unknown	Unknown	Unknown	Unknown	Unknown	4 Working Days	Mon, 25 Mar,2024
THE FAMILY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	08 March Received	Mon, 25 Mar,2024
FOUNDATION HOME LOANS	Unknown	Unknown	00 Mins 25 Secs	Unknown	Unknown	1 Working Days	Mon, 18 Mar,2024
FURNESS BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	18 Working Days	19 March Received	Thu, 21 Mar,2024
GATEHOUSE BANK	Unknown	Unknown	Unknown	Unknown	Unknown	22 March Received	Mon, 25 Mar,2024
HSBC UK	Unknown	Unknown	01 Mins 1 Secs	Unknown	Unknown	6 Working Days	Mon, 25 Mar,2024
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	12 Working Days	1 Working Days	Mon, 05 Feb,2024
KENSINGTON	Unknown	01 Mins 34 Secs	Unknown	Unknown	8 Working Days	1 Working Days	Mon, 18 Mar,2024
KENT RELIANCE	Unknown	Unknown	Unknown	Unknown	16 Working Days	3 Working Days	Mon, 25 Mar,2024
LEEDS BUILDING SOCIETY	Unknown	Unknown	00 Mins 19 Secs	Unknown	13.7 Working Days	2 Working Days	Wed, 20 Mar,2024

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LIVE MORE	Unknown	Unknown	01 Mins 19 Secs	Unknown	17 Working Days	4 Working Days	Mon, 18 Mar,2024
MPOWERED	Unknown	Unknown	Unknown	Unknown	3 Working Days	1 Working Days	Mon, 25 Mar,2024
MARSDEN BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	2 Working Days	Wed, 20 Mar,2024
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	20 March Received	Mon, 25 Mar,2024
NATIONWIDE	00 Mins 4 Secs	02 Mins 6 Secs		01 Mins 23 Secs	9 Working Days	2 Working Days	Fri, 22 Mar,2024
NATWEST	Unknown	Unknown	01 Mins 0 Secs	10 Mins 0 Secs	Unknown	Unknown	Tue, 16 Jan,2024
NEWBURY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Wed, 06 Mar,2024
NEWCASTLE	Unknown	Unknown	05 Mins 49 Secs	Unknown	10 Working Days	3 Working Days	Mon, 25 Mar,2024
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	Tue, 13 Feb,2024
PEPPER MONEY	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	N/A	Unknown	1 Working Days	Mon, 25 Mar,2024
CO-OPERATIVE BANK	25 Mins 0 Secs	05 Mins 0 Secs	Unknown	Unknown	Unknown	5 Working Days	Fri, 22 Mar,2024
PRECISE MORTGAGES	Unknown	Unknown	Unknown	Unknown	20 Working Days	2 Working Days	Wed, 20 Mar,2024
PRINCIPALITY	Unknown	Unknown	Unknown	Unknown	9 Working Days	2 Working Days	Fri, 22 Mar,2024
SAFFRON BUILDING SOCIETY	Unknown	Unknown	N/A	Unknown	Unknown	7 Working Days	#REF!
SANTANDER	00 Mins 49 Secs	01 Mins 40 Secs	Unknown	Unknown	13 Working Days	3 Working Days	Tue, 19 Dec,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	02 Mins 17 Secs	01 Mins 5 Secs	9.9 Working Days	1 Working Days	Mon, 25 Mar,2024
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	5 Working Days	Mon, 25 Mar,2024
THE MORTGAGE LENDER	Unknown	Unknown	02 Mins 0 Secs	Unknown	Unknown	3 Working Days	Fri, 22 Mar,2024
THE TIPTON AND COSELEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Mon, 04 Dec,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, 26 Feb,2024
VIRGIN MONEY	Unknown	Unknown	Unknown	Unknown	10 Working Days	2 Working Days	Fri, 22 Mar,2024
THE WEST BROM	Unknown	Unknown	00 Mins 12 Secs	Unknown	10.72 Working Days	1 Working Days	Mon, 25 Mar,2024