

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:

Mon, 18 Nov,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	03 Mins 10 Secs	02 Mins 15 Secs	Unknown	02 Mins 28 Secs	19.12 Working Days	3 Working Days	Mon, 04 Nov,2024
ALDERMORE	Unknown	Unknown	\	Unknown	25 Working Days	2 Working Days	Mon, 18 Nov,2024
BANK OF IRELAND	Unknown	Unknown	00 Mins 10 Secs	Unknown	9 Working Days	15 Nov Received	Mon, 18 Nov,2024
BARCLAYS	Unknown	Unknown	Unknown	Unknown	21 Working Days	2 Working Days	Mon, 17 Jul,2023
BUCKINGHAMSHIRE BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	15 Working Days	5 Working Days	Mon, 04 Nov,2024
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	3 Working Days	Fri, 15 Nov,2024
COVENTRY	00 Mins 1 Secs	00 Mins 4 Secs	Unknown	Unknown	9 Working Days	15 Nov Received	Mon, 18 Nov,2024
DARLINGTON	Unknown	Unknown	Unknown	Unknown	Unknown	5 Working Days	Mon, 18 Nov,2024
DUDLEY	Unknown	Unknown	Unknown	Unknown	4 Working Days	2 Working Days	Mon, 21 Oct,2024
THE FAMILY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	06 Nov Received	Mon, 18 Nov,2024
FLEET MORTGAGES	Unknown	Unknown	Unknown	Unknown	Unknown	6 Working Days	Mon, 04 Nov,2024
FOUNDATION HOME LOANS	Unknown	Unknown	00 Mins 42 Secs	Unknown	Unknown	3 Working Days	Mon, 18 Nov,2024
FURNESS BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	18 Working Days	05 Nov Received	Thu, 14 Nov,2024
GATEHOUSE BANK	Unknown	Unknown	Unknown	Unknown	Unknown	13 Nov Received	Mon, 18 Nov,2024
HSBC UK	Unknown	Unknown	01 Mins 53 Secs	Unknown	Unknown	6 Working Days	Mon, 18 Nov,2024
HANLEY	Unknown	Unknown	Unknown	Unknown	16 Working Days	3 Working Days	Mon, 09 Sep,2024
H&R	Unknown	00 Mins 4 Secs	Unknown	00 Mins 4 Secs	20 Working Days	6 Working Days	Mon, 21 Oct,2024
HODGE	Unknown	Unknown	Unknown	Unknown	18 Working Days	2 Working Days	Mon, 18 Nov,2024
KENSINGTON	Unknown	01 Mins 22 Secs	Unknown	Unknown	12 Working Days	1 Working Days	Mon, 18 Nov,2024
KENT RELIANCE	Unknown	Unknown	Unknown	Unknown	16 Working Days	3 Working Days	Mon, 18 Nov,2024
KEYSTONE PROPERTY FINANCE	Unknown	Unknown	00 Mins 15 Secs	00 Mins 24 Secs	Unknown	5 Working Days	Fri, 15 Nov,2024

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LANDBAY	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Mon, 20 Nov,2023
LEEDS BUILDING SOCIETY	Unknown	Unknown	00 Mins 34 Secs	Unknown	14.6 Working Days	1.5 Working Days	Mon, 18 Nov,2024
LENDINVEST	00 Mins 15 Secs	Unknown	Unknown	00 Mins 10 Secs	3 Working Days	2 Working Days	Mon, 07 Oct,2024
MPOWERED	Unknown	Unknown	Unknown	Unknown	6 Working Days	1 Working Days	Mon, 18 Nov,2024
MELTON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	7 Working Days	2 Working Days	Mon, 21 Oct,2024
METRO BANK	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	15 Nov Received	Mon, 18 Nov,2024
NATWEST	Unknown	Unknown	07 Mins 0 Secs	04 Mins 0 Secs	Unknown	Unknown	Mon, 21 Oct,2024
NEWBURY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Tue, 12 Nov,2024
NEWCASTLE	Unknown	Unknown	00 Mins 34 Secs	Unknown	9 Working Days	1 Working Days	Mon, 18 Nov,2024
THE NOTTINGHAM	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Thu, 10 Oct,2024
PEPPER MONEY	02 Mins 0 Secs	02 Mins 0 Secs	02 Mins 0 Secs	N/A	Unknown	14 Nov Received	Mon, 18 Nov,2024
CO-OPERATIVE BANK	03 Mins 0 Secs	03 Mins 0 Secs	Unknown	Unknown	Unknown	1 Working Days	Fri, 15 Nov,2024
PRECISE MORTGAGES	Unknown	Unknown	Unknown	Unknown	17 Working Days	2 Working Days	Tue, 29 Oct,2024
PRINCIPALITY	Unknown	Unknown	Unknown	Unknown	9 Working Days	1 Working Days	Mon, 18 Nov,2024
SAFFRON BUILDING SOCIETY	Unknown	Unknown	N/A	Unknown	Unknown	2 Working Days	Mon, 23 Sep,2024
SANTANDER	00 Mins 38 Secs	01 Mins 37 Secs	Unknown	Unknown	9 Working Days	2 Working Days	Mon, 18 Nov,2024
SKIPTON BUILDING SOCIETY	Unknown	Unknown	00 Mins 23 Secs	00 Mins 41 Secs	9 Working Days	1 Working Days	Mon, 18 Nov,2024
SUFFOLK BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	5 Working Days	5 Working Days	Tue, 08 Oct,2024
TSB	03 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	3 Working Days	Mon, 18 Nov,2024
THE MORTGAGE LENDER	Unknown	Unknown	01 Mins 0 Secs	Unknown	Unknown	11 Nov Received	Mon, 18 Nov,2024
THE MORTGAGE WORKS	01 Mins 0 Secs	03 Mins 0 Secs	Unknown	04 Mins 0 Secs	11 Working Days	1 Working Days	Fri, 15 Nov,2024
THE TIPTON AND COSELEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	5 Working Days	Mon, 04 Nov,2024
VERNON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	2 Working Days	Mon, 12 Aug,2024

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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, 15 Nov,2024
ZEPHYR	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Mon, 21 Oct,2024