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## Lender Service Report (Buy-to-Let)



Last updated:

Mon, 16 Dec,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                           | 01 Mins 34 Secs | 01 Mins 44 Secs | Unknown         | 01 Mins 38 Secs         | 18.52 Working Days                 | 1 Working Days     | Mon, 09 Dec,2024                   |
| ALDERMORE                        | Unknown         | Unknown         | Unknown         | Unknown                 | 25 Working Days                    | 2 Working Days     | Fri, 13 Dec,2024                   |
| BANK OF IRELAND                  | Unknown         | Unknown         | 00 Mins 9 Secs  | Unknown                 | 9 Working Days                     | 12 Dec Received    | Mon, 16 Dec,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     | Mon, 16 Dec,2024                   |
| COVENTRY                         | 00 Mins 3 Secs  | 00 Mins 13 Secs | Unknown         | Unknown                 | 9 Working Days                     | 13 Dec Received    | Fri, 13 Dec,2024                   |
| DARLINGTON                       | Unknown         | Unknown         | Unknown         | Unknown                 | Unknown                            | 8 Working Days     | Mon, 16 Dec,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                            | 04 Dec Received    | Mon, 16 Dec,2024                   |
| FLEET MORTGAGES                  | Unknown         | Unknown         | Unknown         | Unknown                 | Unknown                            | 4 Working Days     | Tue, 03 Dec,2024                   |
| FOUNDATION HOME LOANS            | Unknown         | Unknown         | 01 Mins 21 Secs | Unknown                 | Unknown                            | 3 Working Days     | Mon, 09 Dec,2024                   |
| FURNESS BUILDING SOCIETY         | Unknown         | Unknown         | Unknown         | Unknown                 | 18 Working Days                    | 28 Nov Received    | Fri, 13 Dec,2024                   |
| GATEHOUSE BANK                   | Unknown         | Unknown         | Unknown         | Unknown                 | Unknown                            | 12 Dec Received    | Mon, 16 Dec,2024                   |
| HSBC UK                          | Unknown         | Unknown         | 00 Mins 50 Secs | Unknown                 | Unknown                            | 9 Working Days     | Mon, 16 Dec,2024                   |
| HANLEY                           | Unknown         | Unknown         | 00 Mins 16 Secs | Unknown                 | 16 Working Days                    | 7 Working Days     | Tue, 03 Dec,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                 | 15 Working Days                    | 2 Working Days     | Tue, 03 Dec,2024                   |
| KENSINGTON                       | Unknown         | 00 Mins 59 Secs | Unknown         | Unknown                 | 12 Working Days                    | 1 Working Days     | Mon, 16 Dec,2024                   |
| KENT RELIANCE                    | Unknown         | Unknown         | Unknown         | Unknown                 | 16 Working Days                    | 3 Working Days     | Mon, 16 Dec,2024                   |
| KEYSTONE PROPERTY FINANCE        | Unknown         | Unknown         | 00 Mins 14 Secs | 00 Mins 24 Secs         | Unknown                            | 6 Working Days     | Fri, 13 Dec,2024                   |

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|   | Case Updates    | Sales           | General         | Live Chat Response Time | Time to offer                      | Initial Assessment |                                    |
| LANDBAY                                 | Unknown         | Unknown         | Unknown         | Unknown                 | Unknown                            | 2 Working Days     | Mon, 20 Nov, 2023                  |
| LEEDS BUILDING SOCIETY                  | Unknown         | Unknown         | 00 Mins 50 Secs | Unknown                 | 11.1 Working Days                  | 2 Working Days     | Fri, 13 Dec, 2024                  |
| LENDINVEST                              | 00 Mins 15 Secs | Unknown         | Unknown         | 00 Mins 10 Secs         | 2 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                            | 13 Dec Received    | Mon, 16 Dec, 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 18 Secs | Unknown                 | 7 Working Days                     | 1 Working Days     | Mon, 16 Dec, 2024                  |
| THE NOTTINGHAM                          | Unknown         | Unknown         | Unknown         | Unknown                 | Unknown                            | 2 Working Days     | Fri, 29 Nov, 2024                  |
| PEPPER MONEY                            | 02 Mins 0 Secs  | 02 Mins 0 Secs  | 02 Mins 0 Secs  | N/A                     | Unknown                            | 11 Dec Received    | Mon, 16 Dec, 2024                  |
| CO-OPERATIVE BANK                       | 01 Mins 0 Secs  | 01 Mins 0 Secs  | Unknown         | Unknown                 | 7 Working Days                     | 1 Working Days     | Mon, 16 Dec, 2024                  |
| PRECISE MORTGAGES                       | Unknown         | Unknown         | Unknown         | Unknown                 | 17 Working Days                    | 2 Working Days     | Mon, 02 Dec, 2024                  |
| PRINCIPALITY                            | Unknown         | Unknown         | Unknown         | Unknown                 | 7 Working Days                     | 1 Working Days     | Mon, 16 Dec, 2024                  |
| SAFFRON BUILDING SOCIETY                | Unknown         | Unknown         | N/A             | Unknown                 | Unknown                            | 2 Working Days     | Mon, 23 Sep, 2024                  |
| SANTANDER                               | 00 Mins 4 Secs  | 00 Mins 34 Secs | Unknown         | Unknown                 | 9 Working Days                     | 2 Working Days     | Mon, 16 Dec, 2024                  |
| SKIPTON BUILDING SOCIETY                | Unknown         | Unknown         | 00 Mins 23 Secs | 00 Mins 15 Secs         | 8.4 Working Days                   | Working Days       | Mon, 16 Dec, 2024                  |
| SUFFOLK BUILDING SOCIETY                | Unknown         | Unknown         | Unknown         | Unknown                 | 5 Working Days                     | 5 Working Days     | Tue, 08 Oct, 2024                  |
| TSB                                     | 02 Mins 0 Secs  | 01 Mins 0 Secs  | Unknown         | Unknown                 | Unknown                            | 2 Working Days     | Mon, 16 Dec, 2024                  |
| THE MORTGAGE LENDER                     | Unknown         | Unknown         | 01 Mins 0 Secs  | Unknown                 | Unknown                            | 09 Dec Received    | Mon, 16 Dec, 2024                  |
| THE MORTGAGE WORKS                      | 01 Mins 0 Secs  | 01 Mins 0 Secs  | Unknown         | 02 Mins 0 Secs          | 12 Working Days                    | 1 Working Days     | Thu, 12 Dec, 2024                  |
| THE TIPTON AND COSELEY BUILDING SOCIETY | Unknown         | Unknown         | Unknown         | Unknown                 | Unknown                            | 3 Working Days     | Tue, 03 Dec, 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                 | 11 Working Days                    | 2 Working Days     | Fri, 13 Dec, 2024                  |
| ZEPHYR         | Unknown       | Unknown | Unknown | Unknown                 | Unknown                            | 2 Working Days     | Mon, 21 Oct, 2024                  |