

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:

Fri, 03 Jan, 2025

| 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 | 00 Mins 9 Secs | 00 Mins 10 Secs | Unknown | 00 Mins 17 Secs | 17 Working Days | 1 Working Days | Mon, 23 Dec, 2024 |
| ALDERMORE | Unknown | Unknown | Unknown | Unknown | 23 Working Days | 1 Working Days | Thu, 02 Jan, 2025 |
| BANK OF IRELAND | Unknown | Unknown | 00 Mins 7 Secs | Unknown | 9 Working Days | 02 Jan Received | Fri, 03 Jan, 2025 |
| BARCLAYS | Unknown | Unknown | Unknown | Unknown | 21 Working Days | 3 Working Days | Mon, 17 Jul, 2023 |
| BUCKINGHAMSHIRE BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | 20 Working Days | 5 Working Days | Fri, 03 Jan, 2025 |
| 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 | Tue, 31 Dec, 2024 |
| COVENTRY | 00 Mins 10 Secs | 00 Mins 12 Secs | Unknown | Unknown | 9 Working Days | 03 Jan Received | Fri, 03 Jan, 2025 |
| DARLINGTON | Unknown | Unknown | Unknown | Unknown | Unknown | 6 Working Days | Fri, 03 Jan, 2025 |
| DUDLEY | Unknown | Unknown | Unknown | Unknown | 6 Working Days | 2 Working Days | Fri, 03 Jan, 2025 |
| THE FAMILY BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | Unknown | 16 Dec Received | Fri, 03 Jan, 2025 |
| FLEET MORTGAGES | Unknown | Unknown | Unknown | Unknown | Unknown | 4 Working Days | Tue, 03 Dec, 2024 |
| FOUNDATION HOME LOANS | Unknown | Unknown | 00 Mins 12 Secs | Unknown | Unknown | 5 Working Days | Thu, 02 Jan, 2025 |
| FURNESS BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | 18 Working Days | 13 Dec Received | Mon, 30 Dec, 2024 |
| GATEHOUSE BANK | Unknown | Unknown | Unknown | Unknown | Unknown | 27 Dec Received | Fri, 03 Jan, 2025 |
| HSBC UK | Unknown | Unknown | 01 Mins 10 Secs | Unknown | Unknown | 9 Working Days | Mon, 23 Dec, 2024 |
| HANLEY | Unknown | Unknown | 00 Mins 25 Secs | Unknown | 29 Working Days | 9 Working Days | Fri, 03 Jan, 2025 |
| 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 38 Secs | Unknown | Unknown | 12 Working Days | 1 Working Days | Mon, 23 Dec, 2024 |
| KENT RELIANCE | Unknown | Unknown | Unknown | Unknown | 16 Working Days | 3 Working Days | Fri, 03 Jan, 2025 |
| KEYSTONE PROPERTY FINANCE | Unknown | Unknown | 00 Mins 11 Secs | 00 Mins 24 Secs | Unknown | 7 Working Days | Thu, 02 Jan, 2025 |

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:

Fri, 03 Jan, 2025

| 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 | |
| LANDBAY | Unknown | Unknown | Unknown | Unknown | Unknown | 2 Working Days | Mon, 20 Nov,2023 |
| LEEDS BUILDING SOCIETY | Unknown | Unknown | 00 Mins 40 Secs | Unknown | 14.3 Working Days | 2 Working Days | Tue, 31 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 | 31 Dec Received | Fri, 03 Jan,2025 |
| 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 35 Secs | Unknown | 9 Working Days | 1 Working Days | Fri, 03 Jan,2025 |
| 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 | 30 Dec Received | Fri, 03 Jan,2025 |
| CO-OPERATIVE BANK | 01 Mins 0 Secs | 01 Mins 0 Secs | Unknown | Unknown | Unknown | 1 Working Days | Fri, 03 Jan,2025 |
| PRECISE MORTGAGES | Unknown | Unknown | Unknown | Unknown | 17 Working Days | 2 Working Days | Fri, 03 Jan,2025 |
| PRINCIPALITY | Unknown | Unknown | Unknown | Unknown | 8 Working Days | 1 Working Days | Tue, 31 Dec,2024 |
| SAFFRON BUILDING SOCIETY | Unknown | Unknown | N/A | Unknown | Unknown | 2 Working Days | Mon, 23 Sep,2024 |
| SANTANDER | 00 Mins 10 Secs | 00 Mins 12 Secs | Unknown | Unknown | 8 Working Days | 1 Working Days | Fri, 03 Jan,2025 |
| SKIPTON BUILDING SOCIETY | Unknown | Unknown | 00 Mins 10 Secs | 00 Mins 4 Secs | 8.9 Working Days | Working Days | Fri, 03 Jan,2025 |
| SUFFOLK BUILDING SOCIETY | Unknown | Unknown | Unknown | Unknown | 5 Working Days | 5 Working Days | Tue, 08 Oct,2024 |
| TSB | 01 Mins 0 Secs | 01 Mins 0 Secs | Unknown | Unknown | Unknown | 1 Working Days | Fri, 03 Jan,2025 |
| THE MORTGAGE LENDER | Unknown | Unknown | 01 Mins 0 Secs | Unknown | Unknown | 20 Dec Received | Fri, 03 Jan,2025 |
| 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 |

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:

Fri, 03 Jan, 2025

| 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 | |
| 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 | Thu, 02 Jan, 2025 |
| ZEPHYR | Unknown | Unknown | Unknown | Unknown | Unknown | 2 Working Days | Mon, 21 Oct, 2024 |