

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 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 26 Secs	01 Mins 10 Secs	Unknown	01 Mins 58 Secs	16.21 Working Days	1 Working Days	Mon, 06 Jan, 2025
ALDERMORE	Unknown	Unknown	Unknown	Unknown	31 Working Days	4 Working Days	Fri, 10 Jan, 2025
BANK OF IRELAND	Unknown	Unknown	00 Mins 9 Secs	Unknown	9 Working Days	09 Jan Received	Mon, 13 Jan, 2025
BARCLAYS	Unknown	Unknown	Unknown	Unknown	10 Working Days	3 Working Days	Wed, 17 Jul, 2024
BLUESTONE	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	2.5 Working Days	Mon, 13 Jan, 2025
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	17 Working Days	3 Working Days	Tue, 07 Jan, 2025
COVENTRY	00 Mins 1 Secs	00 Mins 8 Secs	Unknown	Unknown	9 Working Days	08 Jan Received	Mon, 13 Jan, 2025
DARLINGTON	Unknown	Unknown	Unknown	Unknown	Unknown	5 Working Days	Mon, 13 Jan, 2025
DUDLEY	Unknown	Unknown	Unknown	Unknown	3 Working Days	2 Working Days	Mon, 13 Jan, 2025
THE FAMILY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	07 Jan Received	Mon, 13 Jan, 2025
FOUNDATION HOME LOANS	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	3 Working Days	Fri, 10 Jan, 2025
FURNESS BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	18 Working Days	23 Dec Received	Mon, 13 Jan, 2025
GATEHOUSE BANK	Unknown	Unknown	Unknown	Unknown	Unknown	08 Jan Received	Fri, 10 Jan, 2025
HSBC UK	Unknown	Unknown	01 Mins 16 Secs	Unknown	Unknown	2 Working Days	Mon, 13 Jan, 2025
HANLEY	Unknown	Unknown	00 Mins 10 Secs	Unknown	26 Working Days	6 Working Days	Mon, 13 Jan, 2025
H&R	Unknown	00 Mins 4 Secs	Unknown	00 Mins 4 Secs	Working Days	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 40 Secs	Unknown	Unknown	14 Working Days	1 Working Days	Mon, 13 Jan, 2025
KENT RELIANCE	Unknown	Unknown	Unknown	Unknown	16 Working Days	3 Working Days	Mon, 13 Jan, 2025
LEEDS BUILDING SOCIETY	Unknown	Unknown	00 Mins 8 Secs	Unknown	11.6 Working Days	1 Working Days	Mon, 13 Jan, 2025

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LIVE MORE	Unknown	Unknown	00 Mins 28 Secs	Unknown	11 Working Days	3 Working Days	Mon, 06 Jan, 2025
MPOWERED	Unknown	Unknown	Unknown	Unknown	6 Working Days	1 Working Days	Mon, 18 Nov, 2024
MARSDEN BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	1 Working Days	Thu, 09 Jan, 2025
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	10 Jan Received	Mon, 13 Jan, 2025
NATIONWIDE	01 Mins 0 Secs	01 Mins 0 Secs		01 Mins 0 Secs	12 Working Days	2 Working Days	Fri, 10 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 13 Secs	Unknown	9 Working Days	1 Working Days	Mon, 13 Jan, 2025
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	2 Working Days	Fri, 29 Nov, 2024
PEPPER MONEY	02 Mins 0 Secs	02 Mins 0 Secs	02 Mins 0 Secs	N/A	Unknown	1 Working Days	Mon, 13 Jan, 2025
PERENNA BANK	00 Mins 59 Secs	Unknown	00 Mins 59 Secs	01 Mins 13 Secs	9 Working Days	1 Jan Received	
CO-OPERATIVE BANK	01 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	3 Working Days	Mon, 13 Jan, 2025
PRECISE MORTGAGES	Unknown	Unknown	Unknown	Unknown	17 Working Days	2 Working Days	Mon, 13 Jan, 2025
PRINCIPALITY	Unknown	Unknown	Unknown	Unknown	8 Working Days	1 Working Days	Thu, 09 Jan, 2025
SAFFRON BUILDING SOCIETY	Unknown	Unknown	N/A	Unknown	Unknown	2 Working Days	#REF!
SANTANDER	00 Mins 18 Secs	01 Mins 15 Secs		Unknown	8 Working Days	1 Working Days	Mon, 23 Sep, 2024
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	01 Mins 11 Secs	01 Mins 27 Secs	10.4 Working Days	Working Days	Mon, 13 Jan, 2025
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	1 Working Days	Mon, 13 Jan, 2025
THE MORTGAGE LENDER	Unknown	Unknown	01 Mins 0 Secs	Unknown	Unknown	07 Jan Received	Mon, 13 Jan, 2025

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THE TIPTON AND COSELEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Tue, 03 Dec, 2024
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	2 Working Days	2 Working Days	Mon, 12 Aug, 2024
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, 10 Jan, 2025
THE WEST BROM	Unknown	Unknown	00 Mins 19 Secs	Unknown	15.29 Working Days	1 Working Days	Sun, 12 Jan, 2025