




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)						 Mortgage Brain
Last updated:	Waiting Times				Processing (as reported by lender)		Information last updated by lender
Mon, 14 Jul,2025					Time to offer	Initial Assessment	
Lender	Case Updates	Sales	General	Live Chat Response Time			
ACCORD	02 Mins 37 Secs	02 Mins 54 Secs	Unknown	02 Mins 30 Secs	16.33 Working Days	2 Working Days	Mon, 07 Jul,2025
ALDERMORE	Unknown	Unknown	Unknown	Unknown	23 Working Days	7 July Working Days	Mon, 14 Jul,2025
BANK OF IRELAND	Unknown	Unknown	00 Mins 32 Secs	Unknown	13 Working Days	7 July Received	Tue, 15 Jul,2025
BARCLAYS	Unknown	Unknown	Unknown	Unknown	21 Working Days	3 Working Days	Wed, 17 Jul,2024
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	4 Working Days	Tue, 15 Jul,2025
CHORLEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	15 Working Days	Unknown	Mon, 18 Jul,2022
CLYDESDALE BANK	Unknown	Unknown	Unknown	Unknown	16 Working Days	2 Working Days	Thu, 10 Jul,2025
COVENTRY	00 Mins 9 Secs	00 Mins 14 Secs	Unknown	Unknown	10 Working Days	14 July Received	Tue, 15 Jul,2025
DARLINGTON	Unknown	Unknown	Unknown	Unknown	Unknown	7 Working Days	Tue, 15 Jul,2025
DUDLEY	Unknown	Unknown	Unknown	Unknown	7 Working Days	7 Working Days	Tue, 15 Jul,2025
THE FAMILY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	14 July Received	Tue, 15 Jul,2025
FLEET MORTGAGES	Unknown	Unknown	Unknown	Unknown	Unknown	5 Working Days	Tue, 15 Jul,2025
FOUNDATION HOME LOANS	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	2 Working Days	Wed, 09 Jul,2025
FURNESS BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	18 Working Days	25 June Received	Mon, 14 Jul,2025
GATEHOUSE BANK	Unknown	Unknown	Unknown	Unknown	Unknown	11 July Received	Tue, 15 Jul,2025
HSBC UK	Unknown	Unknown	10 Mins 0 Secs	Unknown	Unknown	3 Working Days	Tue, 15 Jul,2025
HANLEY	Unknown	Unknown	Unknown	Unknown	9 Working Days	3 Working Days	Mon, 05 May,2025
H&R	Unknown	00 Mins 4 Secs	Unknown	00 Mins 4 Secs	Unknown	Unknown	Mon, 21 Oct,2024
HODGE	Unknown	Unknown	Unknown	Unknown	19 Working Days	3 Working Days	Tue, 15 Jul,2025
KENSINGTON	Unknown	02 Mins 1 Secs	Unknown	Unknown	13 Working Days	1 Working Days	Mon, 14 Jul,2025
KENT RELIANCE	Unknown	Unknown	Unknown	Unknown	16 Working Days	4 Working Days	Tue, 15 Jul,2025
KEYSTONE PROPERTY FINANCE	Unknown	Unknown	00 Mins 12 Secs	00 Mins 24 Secs	Unknown	5 Working Days	Mon, 14 Jul,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

Last updated:  Mon, 14 Jul,2025	Lender Service Report (Buy-to-Let)						 Mortgage Brain
	Waiting Times				Processing (as reported by lender)		Information last updated by lender
					Time to offer	Initial Assessment	
Lender	Case Updates	Sales	General	Live Chat Response Time			
LANDBAY	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Mon, 20 Nov,2023
LEEDS BUILDING SOCIETY	Unknown	Unknown	00 Mins 17 Secs	Unknown	12.4 Working Days	1 Working Days	Tue, 15 Jul,2025
LENDINVEST	00 Mins 15 Secs	Unknown	Unknown	00 Mins 10 Secs	1 Working Days	2 Working Days	Fri, 11 Jul,2025
MPOWERED	Unknown	Unknown	Unknown	Unknown	6 Working Days	2 Working Days	Mon, 16 Jun,2025
MELTON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	7 Working Days	5 Working Days	Tue, 06 May,2025
METRO BANK	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	14 July Received	Tue, 15 Jul,2025
NATWEST	Unknown	Unknown	01 Mins 0 Secs	01 Mins 0 Secs	2 Working Days	4 Working Days	Tue, 15 Jul,2025
NEWBURY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days	Fri, 06 Jun,2025
NEWCASTLE	Unknown	Unknown	01 Mins 0 Secs	Unknown	9 Working Days	1 Working Days	Fri, 11 Jul,2025
THE NOTTINGHAM	Unknown	Unknown	Unknown	Unknown	15 Working Days	2 Working Days	Mon, 16 Jun,2025
PEPPER MONEY	02 Mins 0 Secs	02 Mins 0 Secs	02 Mins 0 Secs	N/A	Unknown	14 July Received	Tue, 15 Jul,2025
CO-OPERATIVE BANK	01 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	1 Working Days	Tue, 15 Jul,2025
PRECISE MORTGAGES	Unknown	Unknown	Unknown	Unknown	17 Working Days	3 Working Days	Mon, 02 Jun,2025
PRINCIPALITY	Unknown	Unknown	Unknown	Unknown	8 Working Days	4 Working Days	Tue, 15 Jul,2025
SAFFRON BUILDING SOCIETY	Unknown	Unknown	N/A	Unknown	Unknown	2 Working Days	Mon, 23 Sep,2024
SANTANDER	00 Mins 3 Secs	00 Mins 57 Secs	Unknown	Unknown	7 Working Days	1 Working Days	Tue, 15 Jul,2025
SKIPTON BUILDING SOCIETY	Unknown	Unknown	00 Mins 44 Secs	00 Mins 3 Secs	13.6 Working Days	Unknown	Mon, 14 Jul,2025
SUFFOLK BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	5 Working Days	Tue, 15 Jul,2025
TSB	02 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	3 Working Days	Mon, 14 Jul,2025
THE MORTGAGE LENDER	Unknown	Unknown	01 Mins 0 Secs	Unknown	Unknown	9 July Received	Tue, 15 Jul,2025
THE MORTGAGE WORKS	Unknown	Unknown	Unknown	Unknown	11 Working Days	1 Working Days	Mon, 30 Jun,2025
THE TIPTON AND COSELEY BUILDING SOCIETY	00 Mins 13 Secs	Unknown	Unknown	00 Mins 4 Secs	2 Working Days	2 Working Days	Mon, 07 Apr,2025
VERNON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 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							
Last updated:  Mon, 14 Jul,2025	Lender Service Report (Buy-to-Let)						 Mortgage Brain
	Waiting Times				Processing (as reported by lender)		Information last updated by lender
					Time to offer	Initial Assessment	
Lender	Case Updates	Sales	General	Live Chat Response Time			
VIDA HOMELOANS	Unknown	Unknown	Unknown	N/A	Unknown	4 Working Days	Tue, 15 Jul,2025
VIRGIN MONEY	Unknown	Unknown	Unknown	Unknown	8 Working Days	2 Working Days	Fri, 27 Jun,2025
ZEPHYR	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Mon, 21 Oct,2024