

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, 12 Jan, 2026

### Waiting Times

#### Processing (as reported by lender)

Time to offer

Initial Assessment

Information last updated by lender

Lender	Case Updates	Sales	General	Live Chat Response Time	Processing (as reported by lender)	Time to offer	Initial Assessment	Information last updated by lender
ACCORD	01 Mins 29 Secs	02 Mins 20 Secs	Unknown	03 Mins 10 Secs	14 Working Days	1 Working Days		Mon, 05 Jan,2026
ALDERMORE	Unknown	Unknown	Unknown	Unknown	25 Working Days	7 January Received		Fri, 09 Jan,2026
BANK OF IRELAND	Unknown	Unknown	00 Mins 1 Secs	Unknown	7 Working Days	12 January Received		Mon, 12 Jan,2026
BARCLAYS	Unknown	Unknown	Unknown	Unknown	10 Working Days	3 Working Days		Wed, 17 Jul,2024
BLUESTONE	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	1 Working Days		Mon, 12 Jan,2026
BUCKINGHAMSHIRE BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	23 Working Days	2 Working Days		Mon, 12 Jan,2026
THE CAMBRIDGE BUILDING SOCIETY	Unknown	Unknown	01 Mins 0 Secs	Unknown	5 Working Days	4 Working Days		Mon, 12 Jan,2026
CHORLEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	15 Working Days	Unknown		Mon, 18 Jul,2022
CLYDESDALE BANK	Unknown	Unknown	Unknown	Unknown	15 Working Days	3 Working Days		Mon, 12 Jan,2026
COVENTRY	00 Mins 2 Secs	00 Mins 7 Secs	Unknown	Unknown	11 Working Days	9 January Received		Mon, 12 Jan,2026
DARLINGTON	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days		Mon, 12 Jan,2026
DUDLEY	Unknown	Unknown	Unknown	Unknown	3 Working Days	2 Working Days		Mon, 12 Jan,2026
THE FAMILY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	2 January Received		Mon, 12 Jan,2026
FOUNDATION HOME LOANS	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	1 Working Days		Mon, 27 Oct,2025
FURNESS BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	18 Working Days	9 January Received		Mon, 12 Jan,2026
GATEHOUSE BANK	Unknown	Unknown	Unknown	Unknown	Unknown	8 January Received		Mon, 12 Jan,2026
HSBC UK	Unknown	Unknown	00 Mins 25 Secs	Unknown	Unknown	2 Working Days		Mon, 12 Jan,2026
HANLEY	Unknown	Unknown	00 Mins 15 Secs	Unknown	15 Working Days	2 Working Days		Mon, 21 Oct,2024
H&R	Unknown	00 Mins 4 Secs	Unknown	00 Mins 4 Secs	Unknown	Unknown		#REF!
HODGE	Unknown	Unknown	Unknown	Unknown	15 Working Days	1 Working Days		Mon, 12 Jan,2026
KENSINGTON	Unknown	00 Mins 28 Secs	Unknown	Unknown	14 Working Days	2 Working Days		Mon, 12 Jan,2026
LEEDS BUILDING SOCIETY	Unknown	Unknown	00 Mins 3 Secs	Unknown	7.3 Working Days	1 Working Days		Mon, 12 Jan,2026
LIVE MORE	Unknown	Unknown	00 Mins 14 Secs	Unknown	15 Working Days	1 Working Days		Fri, 19 Dec,2025

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MARSDEN BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	Fri, 19 Dec, 2025
MELTON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	15 Working Days	Tue, 26 Aug, 2025
METRO BANK	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	9 January Received
NATIONWIDE	Unknown	Unknown		Unknown	12 Working Days	2 Working Days
NATWEST	Unknown	Unknown	01 Mins 0 Secs	01 Mins 0 Secs	2 Working Days	4 Working Days
NEWBURY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	3 Working Days
NEWCASTLE	Unknown	Unknown	01 Mins 0 Secs	Unknown	14 Working Days	1 Working Days
NORTON HOME LOANS	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	Unknown	23 Working Days	1 Working Days
THE NOTTINGHAM	Unknown	Unknown	Unknown	Unknown	15 Working Days	1 Working Days
PEPPER MONEY	02 Mins 0 Secs	02 Mins 0 Secs	02 Mins 0 Secs	N/A	Unknown	12 January Received
PERENNA BANK	01 Mins 8 Secs	01 Mins 8 Secs	01 Mins 8 Secs	01 Mins 24 Secs	7.6 Working Days	Unknown
CO-OPERATIVE BANK	01 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	2 Working Days
PRECISE MORTGAGES	Unknown	Unknown	Unknown	Unknown	20 Working Days	2 Working Days
PRINCIPALITY	Unknown	Unknown	Unknown	Unknown	14 Working Days	1 Working Days
SAFFRON BUILDING SOCIETY	Unknown	Unknown	N/A	Unknown	Unknown	2 Working Days
SANTANDER	00 Mins 3 Secs	00 Mins 34 Secs		Unknown	8 Working Days	1 Working Days
SCOTTISH BUILDING SOCIETY	Unknown	Unknown	00 Mins 30 Secs	N/A	27 Working Days	5 Working Days
SKIPTON BUILDING SOCIETY	Unknown	Unknown	00 Mins 50 Secs	01 Mins 40 Secs	11.03 Working Days	Unknown
SUFFOLK BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	5 Working Days
TSB	01 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	1 Working Days
THE MORTGAGE LENDER	Unknown	Unknown	01 Mins 0 Secs	Unknown	Unknown	9 January Received
THE TIPTON AND COSELEY BUILDING SOCIETY	00 Mins 11 Secs	Unknown	Unknown	00 Mins 4 Secs	2 Working Days	2 Working Days
UNITED TRUST BANK	01 Mins 0 Secs	01 Mins 0 Secs	01 Mins 0 Secs	N/A	2 Working Days	3 Working Days

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Lender	Case Updates	Sales	General	Live Chat Response Time	3 Working Days	2 Working Days	Mon, 03 Nov,2025
VERNON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	3 Working Days	2 Working Days	Mon, 03 Nov,2025
VIDA HOMELOANS	Unknown	Unknown	Unknown	N/A	Unknown	4 Working Days	Tue, 15 Jul,2025
VIRGIN MONEY	Unknown	Unknown	Unknown	Unknown	11 Working Days	1 Working Days	Fri, 09 Jan,2026
THE WEST BROM	Unknown	Unknown	04 Mins 19 Secs	Unknown	18.1 Working Days	1 Working Days	Mon, 12 Jan,2026