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)

Mortgage Brain

Last updated:

Tue, 17 Nov,2026

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	02 Mins 50 Secs	02 Mins 3 Secs	Unknown	00 Mins 48 Secs	12 Working Days	3 Working Days	Mon, 09 Nov,2026
ALDERMORE	Unknown	Unknown	Unknown	Unknown	2 Working Days	3 Working Days	Thu, 12 Nov,2026
BANK OF IRELAND	Unknown	Unknown	00 Mins 30 Secs	Unknown	11 Working Days	13 Nov Received	Mon, 16 Nov,2026
BARCLAYS	Unknown	Unknown	Unknown	00 Mins 30 Secs	8 Unknown	1 Working Days	Mon, 16 Nov,2026
BLUESTONE	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	12 Nov Received	Mon, 16 Nov,2026
BUCKINGHAMSHIRE BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	20 Working Days	2 Working Days	Mon, 07 Sep,2026
THE CAMBRIDGE BUILDING SOCIETY	Unknown	Unknown	01 Mins 0 Secs	Unknown	5 Working Days	3 Working Days	Mon, 16 Nov,2026
CHORLEY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	15 Working Days	Unknown	Mon, 18 Jul,2022
CLYDESDALE BANK	Unknown	Unknown	Unknown	Unknown	6 Working Days	Unknown	Mon, 09 Nov,2026
COVENTRY	00 Mins 24 Secs	00 Mins 57 Secs	Unknown	Unknown	8 Working Days	11 Nov Received	Mon, 16 Nov,2026
DARLINGTON	Unknown	Unknown	Unknown	Unknown	Unknown	10 Working Days	Tue, 10 Nov,2026
DUDLEY	Unknown	Unknown	Unknown	Unknown	Unknown	09 Nov Received	Mon, 16 Nov,2026
THE FAMILY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	13 Nov Received	Mon, 16 Nov,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	12 Working Days	10 Nov Received	Tue, 17 Nov,2026
GATEHOUSE BANK	Unknown	Unknown	Unknown	Unknown	11 Working Days	11 Nov Received	Mon, 16 Nov,2026
HSBC UK	Unknown	Unknown	04 Mins 18 Secs	Unknown	Unknown	8 Working Days	Tue, 17 Nov,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	13 Working Days	1 Working Days	Mon, 16 Nov,2026
KENSINGTON	Unknown	00 Mins 32 Secs	Unknown	Unknown	10 Working Days	1 Working Days	Mon, 16 Nov,2026
LEEDS BUILDING SOCIETY	Unknown	Unknown	00 Mins 39 Secs	Unknown	11.5 Working Days	1.5 Working Days	Tue, 17 Nov,2026
LIVE MORE	Unknown	Unknown	Unknown	Unknown	5 Working Days	1 Working Days	Mon, 09 Nov,2026

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)

Mortgage Brain

Last updated:

Tue, 17 Nov,2026

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	
MARSDEN BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	3 Working Days	Fri, 09 Oct,2026
MELTON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	24 Working Days	5 Working Days	Mon, 16 Nov,2026
METRO BANK	Unknown	Unknown	00 Mins 30 Secs	Unknown	Unknown	16 Nov Received	Mon, 16 Nov,2026
NATIONWIDE	Unknown	Unknown		Unknown	9 Working Days	1 Working Days	Mon, 16 Nov,2026
NATWEST	Unknown	Unknown	Unknown	Unknown	8 Working Days	2 Working Days	Mon, 24 Aug,2026
NEWBURY BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Tue, 05 May,2026
NEWCASTLE	Unknown	Unknown	01 Mins 0 Secs	Unknown	9 Working Days	1 Working Days	Mon, 16 Nov,2026
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	16 Working Days	5 Working Days	Mon, 16 Nov,2026
PEPPER MONEY	02 Mins 0 Secs	02 Mins 0 Secs	02 Mins 0 Secs	N/A	Unknown	13 Nov Received	Tue, 17 Nov,2026
PERENNA BANK	00 Mins 46 Secs	00 Mins 46 Secs	00 Mins 46 Secs	Unknown	9.68 Working Days	Unknown	
CO-OPERATIVE BANK	04 Mins 0 Secs	04 Mins 0 Secs	Unknown	Unknown	Unknown	2 Working Days	Tue, 17 Nov,2026
PRECISE MORTGAGES	Unknown	Unknown	Unknown	Unknown	Unknown	2 Working Days	Mon, 19 Oct,2026
PRINCIPALITY	Unknown	Unknown	Unknown	Unknown	10 Working Days	2 Working Days	Mon, 16 Nov,2026
SAFFRON BUILDING SOCIETY	Unknown	Unknown	N/A	Unknown	Unknown	3 Working Days	#REF!
SANTANDER	00 Mins 3 Secs	00 Mins 21 Secs		Unknown	6 Working Days	1 Working Days	Thu, 03 Sep,2026
SCOTTISH BUILDING SOCIETY	Unknown	Unknown	Unknown	N/A	12 Working Days	Unknown	Sun, 12 Jul,2026
SKIPTON BUILDING SOCIETY	Unknown	Unknown	01 Mins 51 Secs	00 Mins 37 Secs	9.7 Working Days	4 Working Days	Tue, 17 Nov,2026
SUFFOLK BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	Unknown	5 Working Days	Mon, 24 Aug,2026
TSB	02 Mins 0 Secs	01 Mins 0 Secs	Unknown	Unknown	Unknown	3 Working Days	Mon, 16 Nov,2026
THE MORTGAGE LENDER	Unknown	Unknown	01 Mins 0 Secs	Unknown	Unknown	11 Nov Received	Tue, 17 Nov,2026
THE TIPTON AND COSELEY BUILDING SOCIETY	00 Mins 12 Secs	Unknown	Unknown	00 Mins 5 Secs	2 Working Days	2 Working Days	Tue, 28 Jul,2026
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

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)

Mortgage Brain

Last updated:

Tue, 17 Nov,2026

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	
VERNON BUILDING SOCIETY	Unknown	Unknown	Unknown	Unknown	2 Working Days	3 Working Days	Mon, 16 Nov,2026
VIDA HOMELOANS	Unknown	Unknown	Unknown	N/A	Unknown	3 Working Days	Mon, 09 Feb,2026
VIRGIN MONEY	Unknown	Unknown	Unknown	Unknown	9 Working Days	1 Working Days	Fri, 13 Nov,2026
THE WEST BROM	Unknown	Unknown	00 Mins 28 Secs	Unknown	17.67 Working Days	3 Working Days	Mon, 16 Nov,2026