


Our Latest Service Levels



Application to offer




Offer turnaround

The offers issued in the last five working days took an average of

15 days


Applications in process



Application in Principle (AIP)

We aim to review all AIP's on receipt and provide an outcome for 85% of cases on the same day and 100% by the next working day


1 day



Review supporting documents

We aim to check supporting documents received on the same day


1 day



Review of new applications

We aim to review new applications received the same day

1 day




Valuation instructed

We aim to instruct a valuation same day in receipt of your application and arrangement fee

1 day


Answering your calls



New intermediary enquiries

The percentage of intermediary calls answered

90%



New intermediary enquiries

Our average call waiting times show how long it has taken us to handle your enquiry

15.4 secs