HALIFAX

It's a people thing

Valuation appeal process improvements





What's new?

We've simplified the process for applications when you wish to appeal a valuation result.

There are now two valuation appeal forms; one for purchase



Key details

- For purchases there is no change and comparable sales evidence is required
- For remortgages, further advances and product transfers answer three questions around

applications and one for remortgages, further advances and product transfers. Both forms are editable PDFs to make it easier to submit an appeal.

For purchase applications we will require details of three comparable property sales, but for remortgages (or further advance and product transfers) we will no longer require comparable evidence and instead we will now ask three questions to understand more about the property.

Our support team will review the answers to these three questions and if they decide an appeal can be considered the Remote Valuation Assist process will be used so the customer can provide our surveyors with photographs of their property.

structural changes, home improvements (non-decorative) and any ongoing renovation works

- When Remote Valuation Assist can be used the customer will receive two text messages, the first to explain the process and second with links so they can upload photographs of the property
- The customer has 48 hours to complete this request and our surveyors e.surv will consider the answers to the questions, together with the property photos provided
- The outcome of all appeals will be communicated to you. It is not possible to further appeal this decision



More information

On some browsers PDF forms may display differently and the ability to edit these may not fully work. In this situation you can try using a different browser, or to save the form and open it using Adobe Acrobat Reader.

Otherwise you can print and manually complete these forms.

Please see the Valuation appeal process section on our website Valuation Information page for more information.

Find out more about Halifax Intermediaries and our commitments to our brokers.