

You Said. We did.

As a direct result of feedback from our broker survey in March, along with our commitment to improve our customer experience, we have implemented a number of changes to improve our service to you.



Our **product transfer** service is now fully available to intermediaries with a **dedicated page** on our website detailing the application process and FAQ's



We have changed the way we assess rental income for a **Holiday Let** and we are now able to consider **80%** as a maximum occupancy rate

Top **3** things you liked about us

- Service
- Criteria
- Flexibility



We have launched a new **Buy to Let Hub** on our **website** with lots of useful information about our **niche proposition**



We've also launched two handy new **calculators** enabling you to determine the **maximum loan** amount available to your customer or the **minimum rental income** required



You can access all of our **BTL documents** and **application forms** from the hub



We have updated our lending criteria to allow lending on **modern methods of construction** properties



Our **Shared Ownership** product range now includes a new **fixed rate** product as well as our discounted rate product. Both are available up to **95%** of the share being purchased

Got a minute? Look out for our next survey in September

Your feedback is important to us. We are committed to continually improving the experience for you and your customer



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