LANDBAY®

Case study

Rapid turnaround to an incorrect purchase application for two new build flats

Property Type:
New build flats

Location:
Edgware, London

Product:
Remortgage

Challenge

We had two 'New Build' purchase applications submitted. However, after the case went 'to offer', we found that the client already owned the properties and developed via an SPV.

We knew the client had a bad experience with their previous broker, as the properties had been undervalued.

Solution

We immediately let the broker know we needed to change the applications to remortgages. Once agreed, we prioritised the case and went straight back to underwriting. Additional searches were quickly undertaken and were able to offer the next day.

Outcome

The broker was highly impressed with our rapid response and turnaround and stressed how happy this client was with our service. We were also sent a hamper as a token of their thanks!

> "From the brokers perspective lenders can be very longwinded at times, but our experiences with Landbay have been absolutely brilliant, especially Jasmin Locke. She responds very quickly and is always available to help. She makes the overall process so smooth and easy and is definitely a reason for us to return to Landbay. I would recommend Jasmin and Landbay to anybody."

Call our team on
020 7096 2700
Landbay.co.uk

