



the application process

a step-by-step guide

This leaflet is about the general process your mortgage application will take.

If you've any questions at any stage of the process, call our friendly mortgage team to discuss your needs. We do not operate a call centre – you can speak to someone who will know about your application.



step 1
Call us for a chat to see if we can help

First of all, call us to discuss your project. We like to have a preliminary chat about your project before we send you an application form, to ensure your project fits our lending criteria. This way we can assess whether we'll be able to help – before you have to fill out any forms.

step 2
If we can, we'll send you an application form

We'll ask about the environmental aspects of your project, how you intend to finance it and how much you need to borrow. If we feel we can help, we'll send you a personal mortgage illustration and a mortgage application form. See the **What we lend on?** leaflet for information on the environmental aspects we favour and the **About you** leaflet for details of how much you can borrow.

step 3
Be sure to read the illustration and return the completed form

Read the illustration carefully and when you're ready to proceed, complete and return the application form, and the C-Change specification sheet as appropriate.

We're not like any other lender – we're interested in both you and your property. So please complete the form as fully as possible – we are particularly interested in the ecological features. Make sure you provide detailed costs and plans for any works you intend to undertake, along with confirmation of any planning permission or consent which may be required – as described in the **Your property, your project** leaflet. Also don't forget to include the necessary fees – we can't proceed without these.

step 4

We'll begin processing as soon as it arrives!

We will start processing your application the day we receive it. We write off for references and arrange a valuation on your behalf. If the property requires work, we'll provide the valuer with copies of your costings and plans, from which to assess the estimated completed property valuation. Please see the section **Valuations and more detailed inspections** in the **Your property, your project** leaflet.

If having received your application, it is clearly apparent that we cannot proceed, we'll return your fees and any original documentation straightaway.

step 5

We'll then issue the mortgage offer to you and your solicitor

Assuming we receive satisfactory references for each applicant and a valuation report that confirms the expected value of the property, we are able to make a formal mortgage offer – this can normally be done within 4 weeks of receiving your application form.

We'll send a copy of the offer to your solicitors and our insurance brokers (if we are arranging the property insurance). The offer may include special conditions which are particular to you and your property. We ask your solicitor to carry out the legal formalities such as obtaining the Searches and preparing the documentation.

step 6

The funds are released!

We normally use the same solicitor as you (making the transaction more efficient and less expensive from your point of view). Once the solicitor has confirmed Title to the property, we then release funds to the solicitor in return for being granted a first charge over the property.

Now the fun starts...!

Our standard of service

The Financial Services Authority has laid down detailed rules about residential mortgages. The policy adopted by the Society under these rules is not to offer you formal advice about our products but to provide you with full information about the particular type of residential mortgage we have available so you can decide if it is what you require. We follow a similar approach in relation to our mortgages where the Financial Services Authority's rules do not apply.

**“Ecology
Building Society
managed to
make it easy –
from the forms
you fill in right
through to the
final decision”**

Robert Howe
Ecology Building
Society member



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