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.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

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 environmental 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

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We'll ask about the environmental aspects of your project, how you intend to finance it and how much you need to borrow. If, having assessed your needs and preferences, we feel we can help, we'll recommend a suitable mortgage product for you and send you a personal mortgage illustration and a mortgage application form. See **What we lend on** for information on the environmental aspects we favour and **About you** 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 with all supporting information.

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 **Your property, your project**. Also don't forget to include the necessary fees – we can't proceed without these.



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step 4 We'll begin processing as soon as it arrives!

We will start processing your application within 48 hours of receiving 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 **Your property, your project**.

step 5 We'll then issue the mortgage offer to you and your solicitor

Subject to a satisfactory affordability assessment and valuation of the property, we can normally issue a formal Offer of Loan within four weeks of receiving your application form.

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. We will also send a copy of your Offer to our insurance brokers (if we are arranging the property insurance).

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 and satisfied all special conditions, we then release funds to the solicitor, in return for being granted a first charge over the property.

Now the fun starts...!

"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

Ecology Building Society

T 01535 650 770 F 01535 650 780 W www.ecology.co.uk E mortgages@ecology.co.uk f facebook.com/EcologyBS @ EcologyBS

Ecology Building Society 7 Belton Road Silsden Keighley West Yorkshire BD20 OEE

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