



Commercial Investment Lending Criteria



Property
Finance.

Proudly different.

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Loan	
Minimum Loan	£40,000
Maximum Loan	Aggregated exposure limited to £25,000,000 subject to single asset and single tenant exposure being limited to £5,000,000.
Term	Minimum 2 years. Maximum 25 years.
Repayment Method	Interest only and capital repayment options are available. (Up to 70% LTV for Interest only on Commercial Property)
Maximum LTV	75%.

Refinance	
Re-mortgage Period	No minimum length since time of purchase.
Capital Raise	Considered for any legal purpose. Capital raises of more than £150,000 or when more than 50% equity is being removed that are not in keeping with profile should have a satisfactory explanation Ex-pats can be considered if funds are being used for a further purchase of a UK asset.
Repaying a bridge	Acceptable when the bridge was used to complete works or an auction purchase. In other scenarios we will need to understand the reason bridging finance was used.
To complete works	Minor works (Décor/internal fittings/general upkeep etc) to the security property are permitted where the value and structural integrity of the building will not be compromised.

Purchase																			
Purchase Price	The maximum loan is calculated against the lower of the purchase price and valuation. (See valuation methodology for clarity on what value is to be used).																		
Undervalue Purchase	<p>Subject to:</p> <ul style="list-style-type: none"> ■ Acceptable when the difference in purchase price and market value is within 20% and the seller is unrelated to our customer ■ If the difference in market value and purchase price is over 20% then further investigation will be required ■ If there is evidence of stressed position of the seller then we cannot proceed. <p>Family related transfers at nil or below market value are acceptable with an acceptable explanation for the transaction with evidence that the family member is not in a distressed financial situation. We will require:</p> <ul style="list-style-type: none"> ■ Mortgage history/credit search (at our discretion) ■ Letter of no interest ■ Clear bankruptcy search against outgoing owner ■ Declaration of Solvency ■ Indemnity policy <p>Transfers from associated Ltd companies at less than market value are unacceptable.</p> <p>Increase in value since vendor purchased – For purchases where there has been a substantial increase in value since purchase, we require a written explanation which should be referred to the valuer for comment and validation.</p> <p>When there is evidence of an option to purchase agreement and we can understand the reason for the for the purchase price being less than the Market valuer we can consider lending against the higher figure.</p>																		
Portfolio undervalue	Can be considered by exception when we lend no more than 75% of the value and 90% of purchase price. The minimum portfolio value should exceed £1.25m.																		
Deposit	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #c6e0e0;">Source</th> <th style="background-color: #c6e0e0;">Details</th> </tr> </thead> <tbody> <tr> <td>Personal Savings</td> <td>Evidence of build-up of funds</td> </tr> <tr> <td>Gift</td> <td>Acceptable subject to evidence that the third party will hold no interest on the security</td> </tr> <tr> <td>Directors Loan</td> <td>Acceptable subject to transfer at full MV</td> </tr> <tr> <td>Additional Borrowing</td> <td>Details of the loan offer should be obtained for an assessment to be made on affordability</td> </tr> <tr> <td>Vendor Deposits and 2nd Charges</td> <td>Not acceptable</td> </tr> <tr> <td>Builders Incentives</td> <td>LTV reduced by 5%</td> </tr> <tr> <td>Bounce Back loans</td> <td>Are an acceptable form of deposit with supporting evidence of funds within bank statements. These are subject to the loan being used for the benefit of the business.</td> </tr> <tr> <td>Mini-Bonds</td> <td>Not acceptable</td> </tr> </tbody> </table>	Source	Details	Personal Savings	Evidence of build-up of funds	Gift	Acceptable subject to evidence that the third party will hold no interest on the security	Directors Loan	Acceptable subject to transfer at full MV	Additional Borrowing	Details of the loan offer should be obtained for an assessment to be made on affordability	Vendor Deposits and 2nd Charges	Not acceptable	Builders Incentives	LTV reduced by 5%	Bounce Back loans	Are an acceptable form of deposit with supporting evidence of funds within bank statements. These are subject to the loan being used for the benefit of the business.	Mini-Bonds	Not acceptable
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Customers															
Age	Applicants (including beneficiaries and guarantors) must be a minimum of 21 years of age at the start of the mortgage and the youngest applicant must be no older than 80 years of age at the end of the mortgage term. Applicants older than 80 years at the end of the mortgage term should have a clear succession plan in place.														
Customer type	<ul style="list-style-type: none"> ■ Individuals (UK, EU and other foreign nationals residing in the UK, see ID section) ■ LTD Company (UK Incorporated) ■ PLC (UK Incorporated) ■ LLP (UK Incorporated) ■ Trusts (Minimum Loan size £1m new loans, Refinances case by case) ■ SIPPS (Minimum Loan size £1m) ■ Ex-pats 														
Ltd, LLP or PLC	For company applications where shareholding is owned by another company, it will be necessary to trace back the ultimate beneficial owners and obtain the relevant personal guarantees.														
Personal Guarantees	<p>As a minimum, a personal guarantee equal to 25% or £50,000 (whichever is higher) of the loan size will be required from all directors where they have more than a 25% shareholding.</p> <p>For Complex Commercial loans a personal guarantee equal to 100% of the loan size will be required.</p>														
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Customers continued

Experience	Commercial and semi commercial	1 BTL owned for 1 year+ AND FRI lease in place with 2 or more years to run before break/expiry AND single commercial tenant OR 2 years relevant sector experience. If unclear, client interview to understand plan to manage the property
	Serviced offices or multi-let units on licences, Vacant commercial	2 years relevant sector experience supported by client interview to understand plan to manage the property
	Ex-pats	At least 2 UK investments properties for a minimum of 12 months and at least 1 applicant to have a minimum income of £50,000
	Portfolio Landlords	Successful track record of owning relevant properties in the same sector
Outside Portfolio	The customers outside portfolio will be reviewed to assess long term affordability. A stress rate of 5.5% will be applied and the rental must cover a minimum of 125%. The overall gearing of the outside portfolio must not be over 75%.	
ID and Residence		
Residential Status	<p>Applications are acceptable from UK nationals residing in the UK and EU/EEA and other foreign nationals residing in the UK. Ex-pats (UK nationals living or working outside of the UK) are acceptable subject to ex-pat experience.</p> <p>Applications from foreign nationals residing outside of the UK where there is no joint UK based joint applicant cannot be accepted.</p>	
Proof of Address and ID	<p>Shawbrook uses an automated system for identity and address verification, if this fails or the applicant resides abroad, acceptable evidence will be required.</p> <p>All customers must provide certified signature ID.</p> <p>(See Documents & Conditions Checklist).</p>	
ILA	<p>We will require the following to have independent legal advice:</p> <ul style="list-style-type: none"> ■ Customers or occupiers over 70 ■ A customer who will not benefit from the proceeds of the advance. ■ A customer who is on the mortgage application but not named on the title. 	

Affordability

The loan must meet the minimum debt service cover ratios (DSCR) in order to confirm affordability:

		5+ year fixed rate on 10+ year + term only			All variable term loans and all fixed rate up to 5 years total term		
		Payrate DSCR Cover			Stress rate DSCR cover		
Property type	Product type	Personal application	Ltd company application	Stress rate	Personal application	Ltd company application	Stress rate + product margin
Semi-Commercial	CI2	145%	130%	Pay Rate Only	130%		All in rate + stress rate of 1%
Commercial	CI1	130% or 150%*					

* 150% applicable to services offices, or Multi Let units on licences

The following information may be used to assess affordability and calculate the Debt Service Cover Ratio:

Security Type	What we accept	What do we use
Commercial	Valuer confirmation of market rent or Passing rental	Whichever is the lower
Semi-Commercial	Valuer confirmation of market rent or Passing rental	Whichever is the lower
Multi-Unit Block	Valuer confirmation of market rent or Passing rental	Whichever is the lower
OPCO Propco	Accounts to Evidence a profit after deductions and addbacks. These should reflect the rental paid between the parties.	The Lower of the market rental or the passing rental from the Commercial Lease
Serviced offices or multi-let units on licences.	Valuer confirmation of the adjusted net market rent or net passing rent.	Whichever is the lower
		Adjusted net market rent – considers the cost that the landlord will incur being: <ul style="list-style-type: none"> ■ Management costs ■ Licencing costs ■ Repair ■ Maintenance costs ■ Insurance

Affordability continued	
Vacant Units	<p>Where the property is part or fully vacant on completion, the borrower must evidence sufficient outside income to meet the loan payments.</p> <p>If the property is to be let to multiple tenants on licences and there is no trading history available, net market rent is used to calculate affordability. However, it will be a requirement that enough units are let on completion to generate sufficient income to cover the loan payments.</p>
Capital and Interest	<p>Loan amounts will be calculated on an interest only basis although for borrowers who wish to have a Capital & Interest loan this can be accommodated subject to evidence of supporting income to cover the difference.</p>
Outside income	<p>Should the rental income from the security provide less than the required minimum ICR then outside income can be used to support ICR requirements. The use of outside income is subject to a minimum 110% ICR being received from the property.</p> <p>Acceptable Proof of Income (see Document & Conditions checklist) is required together with an asset and liability statement and an Income and expenditure statement.</p> <p>For portfolio landlords we will sense check that the income top up has not been used on other loans within the portfolio to avoid double counting.</p> <p>When assessing expenditure, the following is deducted from the net income position:</p> <ul style="list-style-type: none"> ■ Credit commitments – this should include all mortgages (which should be stressed accordingly), credit cards, finance agreements and loans. The declared amounts should be checked against available sources such as bank statements and credit search data ■ Essential living costs – to include food, utilities, council tax, phone bills, ground rent, service charge, essential travel and childcare. These should be declared by the borrower in their I&E ■ Other committed expenditure – such as school fees, child maintenance
Security	
Security Summary	<p>Shawbrook must have 1st legal charge.</p> <p>Commercial and Semi-commercial property let or intended to be let third parties are acceptable.</p> <p>For semi-commercial properties the residential element is to be self-contained unless one occupant occupies the whole security.</p> <p>Semi-commercial properties are defined the residential part being greater than 50% of the total value of the site. All other properties will be considered Commercial.</p>
Location	<p>England, Scotland, Wales.</p>
Tenure	<p>Freehold and Feuhold (in Scotland) acceptable.</p> <p>Leasehold with minimum 50 years remaining at the end of the mortgage term is acceptable.</p>
Demand for Sale	<p>Unless stated differently within this criteria, 75% LTV Interest Only is permitted on all security when sales are achievable within 12 months.</p>
Demand for Letting	<p>Unless stated differently within this criteria, 75% LTV Interest Only is permitted on all security when letting is achievable within 12 months.</p>

Leases	An acceptable commercial lease should be in place for all tenanted commercial investment property. Licences are acceptable for multi-let commercial property subject to the customer having the required experience.
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Flats

Freehold blocks or flats above commercial	Semi-commercial blocks with multiple flats above can be considered subject to usual criteria. Blocks over 5 storeys must have a lift and cladded blocks are unacceptable. Individual flats within cladded blocks or entire cladded blocks of flats are unacceptable without a satisfactory EWS1 form.
Size of Flats	Minimum size for flats is 30 square metres. When we are lending on blocks of flats, if the individual flats are less than 30 square metres, aggregated individual values cannot be used, only the investment block value can be used.
Ex-Local Authority Flats	Acceptable up to 65% LTV in blocks up to 4 storeys subject to sales demand being achievable within 12 months Acceptable up to 65% LTV in a block of more than 4 storeys in Greater London subject to sales demand being achievable within 12 months. Individual flats within cladded blocks or entire cladded blocks of flats are unacceptable without a satisfactory EWS1 form.

HMO

Size	Small HMO defined as those having up to 6 Occupants maximum 75% LTV Interest Only subject to sales demand being achievable within 12 months. Large HMO defined as those having greater than 6 Occupants maximum 75% LTV Interest Only subject to sales demand being achievable within 12 months.
Licences	Refinances - All HMO refinances will be subject to the customer having an HMO licence (when a licence is applicable) or where recent works have been completed the property being confirmed as viable for an HMO licence by the valuer. Purchases - All HMO purchases will be subject to the Valuation report confirming the property is a viable HMO.

Unacceptable Security

- Agricultural Properties/land
- Equestrian Centres
- Grade 1 Listed/Grade A (Scotland)
- Kennels & Catteries
- Places of worship
- Amusement Arcades
- Petrol /Ex-Petrol stations
- Car Showrooms
- Gymnasiums
- Land
- Religious meeting places
- Caravan sites
- Fishing lakes
- Holiday lets in holiday/sports parks
- Nightclubs
- Shopping Centres
- Casino's
- Football /Sports Clubs
- Holiday parks
- Nursing/care homes
- Social clubs
- Cladded blocks of flats or individual flat in cladded blocks
- Development sites
- Freehold flats
- Hostels
- Offices used by religious groups
- Educational facilities
- Golf clubs
- Waste transfer sites
- Pubs
- Properties with no valid EPC rating or rating

below E (unless exempt)

OPCO PROPCO	
	<p>When the client or a direct family member occupy the property, we can consider as commercial Investment basis. (Interest only available)</p> <p>The latest Accounts from the Operating Company should show a profit after deductions and addbacks. These should reflect the rental that is paid between the two parties and be in line with market rental. The accounts assessment to be on the most recent trading performance and not blended over a 2-year period as this may reflect a pre Covid performance. Consideration to be given to the sector and if the performance is sustainable.</p> <p>A formal lease is required to be in place at completion. Licences and short term lets are not acceptable. A copy of the commercial lease between the two parties will be required with passing rent being in line with market rent confirmed by the surveyor.</p> <p>The property value will be considered on a Vacant possession basis with reletting and resale demand within 12 months being required.</p> <p>We require, as a minimum, the provision of 12 months trading accounts to support the application. The applicant must have a minimum 2-year trading history.</p> <p>70% LTV IO, 75% with 5% amortisation max 5 years</p> <p>Minimum loan size £300,000</p> <p>We cannot consider lending on</p> <ul style="list-style-type: none">• Retail units• Public Houses
Other	
Flying/Creeping Freehold	The maximum amount of flying or creeping freehold that we can consider is 15%.
Second Charge	When taking 1 st charge Commercial or Semi Commercial security, 2 nd charges are acceptable on residential property up to 70% LTV (Taking into account the 1 st charge balance) with a minimum of £25,000 equity being attributed to the 2 nd charge property; Subject to maximum loan of 100% of the lower of the value or purchase price of the 1 st charge security.
Subsequent Charges	Required when: <ul style="list-style-type: none">■ The customer owns additional neighbouring property which shares the same access way, rights of support and services as the security property (this would be common in terraced housing or neighbouring parcels of land). These subsequent charges to be registered on the neighbouring properties/land do not need to be first ranking charges.■ We are offered long leasehold security and the customer or a related company/person owns the freehold. In these cases a charge over the freehold is also required.

Solar Panel	Acceptable subject to valuer commentary and terms of the lease arrangement (when solar panels owned by third party).		
Japanese Knotweed	These can be considered on a case by case basis subject to evidence of implementation of a professional treatment plan with insurance backed guarantee.		
Concentration by Volume	Shawbrook consider property postcode on a case by case basis being considerate to the customers Shawbrook and non-Shawbrook portfolio.		
Regulation	<p>Shawbrook cannot consider applications that may be deemed as regulated transactions. These also include:</p> <ul style="list-style-type: none"> ■ The Customer intends to reside in the property taken as security and the residential element of the security (including associated land) forms more than 40% of the total floor area of the entire security (including land). ■ Applications where our customer or a relative of the customer resides at the security at the point of completion; or where they have resided at the security in the last 12 months and intend to move back there in the future ■ Ex-pat applications if the customer intends to move into the security upon their return to the UK ■ Applications when the current vendor will occupy the security after completion, and this equates to more than 40% ■ HMO accommodation where a family member or the customer resides 		
Non-Standard Construction	<ul style="list-style-type: none"> ■ Any Prefabricated Reinforced Concrete (PRC) dwelling which has not been repaired under the PRC (Homes) Ltd licensed repair scheme is unacceptable. ■ Wimpey No-fines are acceptable, other no-fines systems are unacceptable ■ Laing Easiform built after 1945 are acceptable ■ Steel Framed Dwellings are acceptable if readily marketable and mortgageable ■ Large Panel Systems (LPS) are unacceptable ■ Timber Framed Dwellings built prior to 1970 are unacceptable, properties built after 1970 but without brick/rendered block external facings are considered on their individual merits ■ Mundic properties are acceptable only if a Concrete Screening Test has been prepared strictly in accordance with the latest RICS Guidance and the concrete has been classified as A or A/B. Suspect concrete purpose-built and converted flats will not be considered acceptable, unless the entire block has been tested and the concrete classified as A or A/B 		
Modern Methods of Constructions	<p>The following sustainable construction types are acceptable for buildings constructed 2010 or later:</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ■ Structural Insulated Panels (SIPs) ■ Insulated Concrete Formwork (ICF) ■ ThermoPlan ■ Kingspan TEK Haus ■ Beco Wallform </td> <td style="vertical-align: top; padding-left: 20px;"> <ul style="list-style-type: none"> ■ Cidark P3 System ■ Durisol Block ■ Rockwool Duo Slab ■ Hemcrete/Hempcrete ■ HufHaus </td> </tr> </table> <p>Suitable warranty documentation and architects sign off (including details of that architects PII) are required. Other modern/sustainable methods of construction can be considered on a case by case basis.</p>	<ul style="list-style-type: none"> ■ Structural Insulated Panels (SIPs) ■ Insulated Concrete Formwork (ICF) ■ ThermoPlan ■ Kingspan TEK Haus ■ Beco Wallform 	<ul style="list-style-type: none"> ■ Cidark P3 System ■ Durisol Block ■ Rockwool Duo Slab ■ Hemcrete/Hempcrete ■ HufHaus
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Valuation

A Bank appointed valuation report addressed to the Bank from the pre-approved panel of surveyors with sufficient PI cover must be held or an Automated Valuation Model (AVM) if the AVM criteria is met.

Validity of Report	Valuations are valid for 6 months.																	
Qualifications	Fellow of the Royal Institution of Chartered Surveyors (FRICS) Member of the Royal Institution of Chartered Surveyors (MRICS)																	
Automated Valuations	<p>AVMs can be considered for security when the following standards are met:</p> <ul style="list-style-type: none"> ■ Single-unit residential property and small HMOs valued on a single dwelling basis ■ Maximum value: £2m in London and the South East, £1m elsewhere ■ Maximum LTV and minimum confidence levels for capital value shall be in accordance with the table below ■ England, Wales, Scotland ■ No property above or adjoining commercial premises ■ Freehold or minimum unexpired 85-years leasehold ■ Security shall not be a flat in a converted building ■ Flats in blocks up to 4 storeys (for flats in blocks of more than 4 storeys a full valuation report is required) ■ No new-build property built within last 24 months ■ Report is valid for 6 months <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Max LTV</th> <th>Minimum Confidence Levels (value)</th> <th>Minimum Confidence Level (rental)</th> </tr> </thead> <tbody> <tr> <td>75%</td> <td>≥5.0</td> <td>4.0</td> </tr> <tr> <td>65%-74%</td> <td>4.0 – 4.9</td> <td>4.0</td> </tr> <tr> <td>55%- 64%</td> <td>3.0 – 3.9</td> <td>4.0</td> </tr> <tr> <td>Up to 55%</td> <td>Min 3.0</td> <td>4.0</td> </tr> </tbody> </table> <p>LTV calculated against the corresponding CL i.e. 4.9CL = 74% LTV Rental Confidence between 4-4.9 require a second automated verification</p>			Max LTV	Minimum Confidence Levels (value)	Minimum Confidence Level (rental)	75%	≥5.0	4.0	65%-74%	4.0 – 4.9	4.0	55%- 64%	3.0 – 3.9	4.0	Up to 55%	Min 3.0	4.0
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Valuation Methodology	Security Type	What value we use																
	Commercial and Semi-Commercial Property	The lower of Market value (MV) or Vacant Possession (VP) value																
	Single Residential Flat/House	Open Market Value confirmed by the surveyor or an AVM.																
	Block of Flats (up to 10)	Individual values of the flats can be used on an aggregated basis subject to individual leaseholds sales demand being within 12 months.																
	Block of Flats (11 and more)	Investment block value must be used.																
	Small HMO (up to 6 tenants)	If the property is being used as an HMO, but the works to convert it back to a single-family dwelling are minimal, then a single dwelling value based on direct comparable evidence will be used.																

		If the property has been extensively adapted to meet HMO legislation (e.g. changes to room sizes or added en-suite facilities) then valuer will reflect the premium element either by yield-based investment valuation or purchase price plus costs of works approach.
	Small HMO (up to 6 tenants) in an Article 4 Direction area	Yield-based investment valuation: valuer will consider comparable yields in the area and gross rental. Given that Article 4 Direction is in place, the property must hold C4 planning use.
	Large HMO (7 and more tenants)	Yield-based investment valuation: valuer will consider comparable yields in the area and gross rental. Planning must be in place for the property to be used as a large HMO (Sui Generis).

Specialist Reports			
Report	Note	Requirements	Qualifications
Structural	Where the valuer has confirmed evidence of ongoing movement.	<ul style="list-style-type: none"> ■ Structural engineers report If movement noted <ul style="list-style-type: none"> ■ 100% retention ■ Reinspection ■ Insurance backed guarantee 	FIStruct.E or C. Eng or MIStruct.E

Dry Rot	Where the valuer has confirmed the possibility of or evidence of Dry Rot.	<ul style="list-style-type: none"> ■ Dry Rot report If Dry Rot noted <ul style="list-style-type: none"> ■ 100% retention ■ Reinspection ■ Insurance backed guarantee 	PCA
Wall Tie	Where the valuer has confirmed that there is evidence of possible wall tie failure.	<ul style="list-style-type: none"> ■ Cavity Wall tie report If evidence of failure <ul style="list-style-type: none"> ■ 100% retention ■ Reinspection ■ Insurance backed guarantee 	FIStruct.E or C. Eng or MIStruct.E
Environmental	Where the valuer has confirmed that there is evidence of possible contamination or other environmental issues.	<ul style="list-style-type: none"> ■ Desktop environmental report ■ If the report confirms that there is evidence of contamination or that further in-depth environmental reports required we cannot consider lending 	Enviroscreen or similar
Roofing	Where the valuer makes comment that the roof is not watertight or where it is recommended that the roof requires immediate overhaul.	<ul style="list-style-type: none"> ■ Estimate for works ■ 100% retention ■ Reinspection ■ Insurance backed guarantee 	
	Where the valuer makes other comments relating to the roof which are not referring to its structural integrity or water tightness but which need specialist comment.	<ul style="list-style-type: none"> ■ Roofing report ■ Confirmation from valuer valuation not affected ■ Lend against before works valuation 	
Building Survey	If a property has a number of outstanding repairs the valuer may make a recommendation for a detailed survey.	<ul style="list-style-type: none"> ■ Building survey report ■ Depending on level of works a full retention and reinspection maybe required 	MRICS or FRICS
Damp Rot, Wood Infestation and Defective Gas or Electrical Installation	Where the valuer makes reference to these defects or the need for specialist reports.	Reports are only required before formal offer if the level of works / suggested retention equates to more than 3% of the Property value. The valuer must confirm the security is marketable in its current condition and we must work against the current value. If there are no further derogatory comments than a copy of the report is not required before completion.	PCA, Gas Safe, NICEIC
EPCs	Where the valuer refers that there is no current EPC or that the current rating is sub-standard (below E).	Confirmation from applicant as to the proposal to ensure the property meets the required standards.	

COVID-19

Off-Panel Valuations	Not acceptable.
Valuation and Offer Extensions	These cases will be re-underwritten rather than automatically extended.

Payment Holiday

New Lending & Product Switches

- Where a customer requests any additional lending or a fundamental change to product, this will not be considered until they have completed their payment holiday and made at least two subsequent payments in full after the holiday expired
- If a customer does not wish to wait until the end of the agreed payment holiday and are only part way through, they will need to cancel the payment holiday and make up any payments that have been deferred before we can consider any additional lending
- They must also evidence sustainability of income during the holiday period via bank statements/up to date proof of income. Until this is provided, we cannot proceed or consider an application
- Where a customer is requesting both additional lending and a payment holiday, they will need to select one of these options only – not both

If the client has requested a payment holiday from another lender, we can still consider lending to them if we are satisfied with their reasons for needing the payment holiday and the below requirements are met:-

- Clear CAIS/Insight data confirming no late payments and that the accounts have been performing as agreed with the current lender
- If a payment holiday with another lender is in place, or has been previously, we will not require them to make up payments to the other lender
- If there were any receipt of rentals during the payment holiday, we would require bank statements to support the build-up of cash reserves and evidence acceptable levels of voids. We understand that clients entered into payment holidays for various reasons in order to support their property portfolio
- Standard portfolio assessment / stressing via eTech and due diligence needs to meet our standard criteria
- Where other lenders are incorrectly reporting arrears on genuine holiday payments, we will need evidence of the error and that the customer is in an agreed payment holiday. The evidence must be supplied from the lender to confirm this.

