



## **Pricing & Service Information**

### **Mortgages and Remortgages**

A mortgage or re-mortgage occurs either when a mortgage is placed on a property which has no mortgage or you redeem the existing mortgage and take out a mortgage with a new lender. Our mortgage and remortgage price information applies only if you are using a mainstream or High Street Lender. If you have a mortgage offer with a non-mainstream or more niche lender, then our fees will be higher.

It is important to note that you cannot normally remortgage unless you have owned the property for a period of six months. If you wish the remortgage to go through within the six months period you must check with your lender as to whether this is possible.

The information is based on a number of assumptions and particular the fee assumes that:

- this is a standard transaction
- the transaction is concluded in a timely manner and no unforeseen complication arise
- all parties to the transaction are co-operative and there is no unreasonable delay from third parties providing documentation

There may be circumstances when other costs may be incurred due to particular circumstances of your particular transaction, but we will advise you if this becomes the case and will tell you about any additional costs when the arise.

| <b>Mortgage Value</b>                                            | <b>Fees and Disbursements (+20% VAT)</b>                                                                                                                                                                     |
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| £0 to £500,000                                                   | Legal fee £650 (+£130)<br>Search fees £300<br>HM Land Registry <b>document</b> fee £6.00<br>Registration Fee ranges from £20 - £680 (depending on value)<br>Electronic money transfer fee £35 plus VAT of £7 |
| £500,000 +                                                       | Legal fee £850 (+£170)<br>Search fees £300<br>HM Land Registry <b>document</b> fee £6.00<br>Registration Fee ranges from £20 - £680 (depending on value)<br>Electronic money transfer fee £35 plus VAT of £7 |
| The experience of the people who may carry out the work for you: | <b><u>Meet the Team</u></b><br>Visit: <a href="https://www.kitsonboyce.co.uk/service/residential-property/">https://www.kitsonboyce.co.uk/service/residential-property/</a>                                  |

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| <p>The typical timescales and key stages of the purchase transaction</p> | <p><b><u>TIMINGS AND STAGES</u></b></p> <p>How long it will take from the offer being made until the remortgage is completed and registered will depend on a number of factors. On average the process takes between 4-8 weeks.</p> <p>It can be quicker or slower, depending on the parties involved.</p> <p><b><u>STAGES OF THE PROCESS</u></b></p> <p>The precise stages involved in the purchase of a residential property vary according to the circumstances but will typically include:</p> <ul style="list-style-type: none"> <li>○ Obtaining ID</li> <li>○ Obtaining details from you as to the whereabouts of your Title Deeds (if applicable). If you have a mortgage on the property, it is likely that the title deeds will be with your lender. If this is the case, we will require the details of your lender as well as your account number.</li> <li>○ Investigating the title of the property and obtaining a redemption figure for your existing mortgage</li> <li>○ We may need to carry out a Local Authority Search. This will entirely depend upon whether your new lender requires a search to be undertaken</li> <li>○ Considering the mortgage company's instructions to us and considering the terms and conditions of your mortgage to ensure that they are complied with</li> <li>○ Preparing the mortgage and other documents and obtaining your signatures to them where appropriate</li> <li>○ Reporting to the mortgage company and obtaining the mortgage advance</li> <li>○ Completing the re-mortgage. This is the date when the old mortgage will be repaid and the new mortgage will commence.</li> <li>○ Registering the transaction at the Land Registry;</li> <li>○ Forwarding the title documents to the mortgage company and accounting to you for any money held on your behalf.</li> </ul> |
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## Complaints information

You can always give us your feedback.

If you wish to complain about our service, please contact Peter Lewis, our Client Care Partner on 01803 206210 or at [peter.lewis@kitsonboyce.co.uk](mailto:peter.lewis@kitsonboyce.co.uk).

We have a complaints handling procedure, which you can read on our website here: <https://www.kitsonboyce.co.uk/complaints/>.

You can always send your complaints to the **Legal Ombudsman**. They can be contacted at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). Please read the conditions carefully.

If you are not satisfied with the outcome of these processes, you can take up the matter with the **Solicitors Regulation Authority**. They can be contacted at [sra@complaints.org.uk](mailto:sra@complaints.org.uk).