STURGESS
MORTGAGE SOLUTIONS
RESPECTED | TRUSTED | RECOMMENDED

01792 399155
www.sturgessms.co.uk

Your Home Buying Journey

Every step from our first appointment to picking up the keys. The red steps are yours, they keep everything moving. The rest is on us.

PHASE 1 | BEFORE WE MEET

1

Complete your KeyChain questionnaire YOUR STEP

Before your first appointment we'll send you a KeyChain link. Complete the online questionnaire so we arrive at the meeting already knowing your circumstances, it means more time on advice and less on form-filling.

2

Upload your CheckMyFile report YOUR STEP

Sign up at checkmyfile.com, download your full credit report and upload it to KeyChain. It shows all the main credit agencies in one place, so there are no surprises when we approach a lender.

PHASE 2 | GETTING YOU READY TO OFFER

3

Initial appointment

We go through your income, deposit, credit history and goals, then research the whole market to see exactly what you can borrow and what it will cost. Our advice comes in two parts: part one is the mortgage that gets you the house, part two, every bit as important, is the Protection that keeps you in it.

4

Agreement in Principle (AIP)

We obtain an AIP from a lender and issue you a certificate, in writing, to present to estate agents. It shows you are serious, proceedable and ready to buy.

5

We make the offer for you

Found the one? Send us the link on WhatsApp and we'll discuss an offer strategy together, then WE deal with the agent on your behalf, backed by your AIP. As former estate agents we know exactly how to position it. Most brokers don't do this. We do.

PHASE 3 | THE APPLICATION

6

Documents via KeyChain YOUR STEP

Offer accepted? Back into KeyChain to upload everything the lender needs: ID, payslips, bank statements and so on. Upload them as soon as you can, we cannot submit your application without them.

7

Application meeting

With your documents in, we meet for the application discussion: we go through your mortgage and Protection recommendations together and explain the whole process step by step, so you know exactly what happens and when.

8

Submission to lender

Straight after the meeting we submit the full application and pay the lender's fees on your instruction, if applicable. From here the lender takes over the checks.

9

Valuation

The lender values the property to confirm it's worth what you're paying. This is for the lender's benefit, it is not a survey of the property's condition.

10

Underwriting

The lender's underwriters assess your documents, credit file and the valuation. If they need anything more, we handle it and keep you posted.

01792 399155
www.sturgessms.co.uk

11

Mortgage Offer issued

The lender formally approves your mortgage and issues the Offer. A copy goes to you and your solicitor. A big milestone, but not the finish line.

PHASE 4 | CHECKING THE PROPERTY PROPERLY

12

Mortgage Offer review meeting

We sit down together to go through the Offer line by line, confirm your Protection is set up ready for completion, and discuss your private survey options. The lender's valuation told you nothing about the property's condition, a private survey does. Once you've chosen the level, we instruct the surveyor for you as per our recommendation.

13

Send us the survey report YOUR STEP

As soon as the report lands, send it over to us. We'll go through it with you, flag anything that matters, and help you decide whether to proceed, renegotiate or walk away.

PHASE 5 | THE LEGAL WORK

14

Happy? Pay for your searches YOUR STEP

This order is deliberate: we do not pay the solicitor until a satisfactory survey is back, so you never spend legal fees on a property you might walk away from. Happy to proceed? Pay your solicitor for the searches. Solicitors will not order searches until they are paid, so every day this waits is a day added to your completion date.

15

Searches are carried out

Searches are checks on the property and area: the Local Authority search (planning and road issues), drainage and water, and environmental (flooding and contamination). Depending on the council these take 2 to 6 weeks, usually the longest single wait in the process.

16

Enquiries and contract pack

Your solicitor reviews the searches, raises enquiries with the seller's solicitor, and gets the contract pack ready. They'll ask you to sign the contract and transfer your deposit.

17

Exchange of Contracts

Contracts are exchanged between solicitors and the deal becomes legally binding on both sides. Your completion date is fixed and neither party can back out without serious cost. Buildings insurance needs to be in place from this point, we'll have this arranged for you.

18

Completion day

Your solicitor draws down the mortgage funds and sends them to the seller's side. Once received, the keys are released. The house is yours.

The golden rule

Almost every delayed purchase comes down to one of the red steps sitting in someone's inbox. Documents, survey report, search payment: turn them around the day they arrive and your purchase stays on track.

If you're stuck at any step, send us a screenshot on **WhatsApp** and we can talk you through it.

01792 399155
www.sturgessms.co.uk

Hints and Tips

Learned from thousands of purchases. Follow these and yours will be one of the smooth ones.

No new credit until you have the keys

No car finance, no sofa on finance, no new credit cards. Lenders re-check your credit before completion and new borrowing can change everything.

Thinking of changing jobs? Talk to us first

Even a better-paid new job can cause problems because of probation periods. Rarely a dealbreaker, but tell us before it happens, not after.

Keep your bank statements clean

Lenders read them line by line. Avoid gambling transactions and large unexplained deposits, and flag anything unusual to us upfront.

Gifted deposit? Tell us on day one

The person gifting needs to provide ID and sign a gift letter. Simple when done early, a delay when it surfaces late.

Budget beyond the deposit

Survey, solicitor, searches and removals all cost money. Keep a buffer back rather than putting every last pound into the deposit.

Don't give notice on your rental until Exchange

Completion dates aren't guaranteed until contracts have exchanged. The same goes for removals: pencil them in, confirm at Exchange.

No news is usually good news

Solicitors don't give a running commentary, silence usually means progress. We chase every case weekly and tell you when anything needs you.

Be the fastest person in the chain

Your purchase moves at the pace of the slowest person in the chain. Turn everything around same day and the hold-up will never be you.

Don't move your deposit around

Keep your deposit in the account we've evidenced to the lender. Moving money around before completion creates paperwork nobody needs.

Ask us, not the estate agent

The agent works for the seller, not for you. Questions about your mortgage, timings or what happens next come straight to us.

AND ONE THING NOBODY ELSE DOES

We keep watching your rate, right up to completion

Most brokers submit your application and move on. We don't. If rates drop between your Mortgage Offer and completion day, we check whether a cheaper deal is available and switch you onto it wherever possible, saving you money before you've even collected the keys.

You don't need to ask. You don't need to watch the market. We do it for every single client, on every single case.

Questions about any of this? Send us a message on **WhatsApp** or call 01792 399155.