



Intermediaries

New Build Service Enhancements

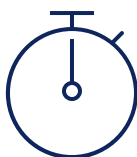
by Paul Thornton, National New Build Manager

We've listened to your feedback, and I'm proud to introduce you to our operations team solely focused on New Build. Where we'll be prioritising New Build applications from today, 9 September.



New Build Service Guarantee

For all New Build applications where the applicant(s) are "employed", we guarantee that we'll work all documents by the next working day*.



Giving you comfort that once the valuation report is approved, the case will move to offer.

We also have our dedicated New Build Specialist Team that can support you and your clients up to and including completion.

* Subject to applications being fully packaged. Cases referred to Underwriters are excluded.

Documentation

To help us achieve our New Build Service Guarantee, we'll need your support:



- Please upload any case requirement documents to our portal as soon as you've submitted the application.
- **Only send us what is requested. If additional documents are uploaded by you, these will be checked as well.** Bank statements and additional income details are our main examples. So, to speed up your application, please just send us what we ask for.

Products

At TSB, we recognise the benefits that come with buying a property with an EPC rating of A or B. That's why we've created a dedicated product range for your clients.



£250 Cashback is available on all A and B rated New Build purchases. This is in addition to any other product cashback offered. E.G. Our >85% LTV Purchase range.

Meaning your clients could receive up to £750 cashback on completion of their New Build purchase.

Criteria

- Maximum LTV of up to 95% for houses and bungalows.
- Maximum LTV of up to 85% for flats and maisonettes.
- Maximum LTI of up to 5.50 times income – See the affordability section for more details.
- 180 day offer period with two options to extend of 28 Days and/or 180-days.
- Cash incentives up to 5% of the property value accepted.



Affordability

Income	LTV	New Build Income Multiple
More than £75,000	≤90%	5.50 times income
	>90%	4.49 times income
£60,001 - £75,000	≤85%	5.00 times income
	>85%	4.49 times income
Less than or equal to £60,000	≤95%	4.49 times income

Escalations

For any questions, we'll be with you every step of the journey:



- Our field BDM's return calls within three working hours.
- We have a UK-based TBDM Team who are available M – F, 9am – 5pm on 0330 123 3291.
- Our New Build Specialist Team can be contacted via your separate regional case management number by selecting option 2.

For any urgent issues, you can also contact me directly on:

E | paul.thornton@tsb.co.uk

T | 07818528325



Intermediaries

Meet your New Build Team



Jacqueline Smith



Camerin Fearon



Althea Dolores Bell



Paula Bounos



Amar Lohia



Karen Fletcher



Molly Spong



Frances List