

When will you pay this charge?

If you are unable to pay your mortgage

These are the most common charges you may have to pay if you fail to keep up with your mortgage payments. Some charges, for example those covering unpaid/returned Direct Debits or cheques, occur at the early stages of your inability to pay (arrears). Other charges, for example, relating to our repossession of the property, may apply later in the process and will be dependent on your circumstances.

Name of charge	What this charge is for	How much is this charge?
Unpaid/ Returned Direct Debit or cheque	Payable when your nominated bank rejects a Direct Debit collection, or your payment by cheque is returned unpaid by your bank.	£10 Direct Debit £30 Cheque
Arrears fee	You may be charged when specific events happen in the management of your account when you are in arrears. This covers charges in respect of your account if you fall behind with your payments.	£25
Arrears statement	A statement issued each time your mortgage account falls into arrears.	No fee
Property check/ Reconnection visit	Charged if we need to verify occupancy or condition of the property, or when your case has been referred to a field collector to re-engage with us.	£60
Ground rent/ Service charge	Payable should it become necessary for us to pay these on your behalf.	£50
Field Collector visit	Charged when your case has been referred to a field collector for a home visit.	£96
Reconnect field visit	Charged when no visit is undertaken and refused to discuss and/or engage with us.	£12
Cancelling a Field Collector visit	Payable if you fail to respond to requests from a Field Collector to make an appointment, or you cancel or fail to keep an appointment.	£48
Transfer to legal	Administration and preparation when referring a case for receivership or litigation.	£75
Property repossession	Possession management department administration fee. If it is necessary to repossess your property we will also charge the costs in connection with selling your property as well as insuring it. These costs will vary for each property.	£400

Name of charge	What this charge is for	How much is this charge?
Further legal costs	If we need to take further legal action, the costs of our action, including payments to professional third parties such as Solicitors or Law of Property Act receivers, will be added to your mortgage account.	Case specific

Notes:

This is the current Tariff of Mortgage Arrears Charges and is valid from March 2021. This tariff provides details of the fees that may be payable in connection with the administration of any mortgage arrears and is not personal to you. Inclusion of a specific fee within this tariff should not be taken to mean that the service detailed will be either relevant or available to all mortgage account holders. The terms and conditions that apply to your mortgage explain the circumstances when a fee may be payable. All fees are subject to change and where applicable include VAT at the current rate. The rate of VAT may be subject to change from time to time. We reserve the right to charge further non-administrative fees applicable for products or services.

This document can be made available in Braille, large print or audio upon request.

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

Mortgages are subject to status. Written Mortgage Illustrations are available on request. Borrowers must be 18 or over unless otherwise stated.

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