



Self-Build update, Credit Policy update and Structural Reports

Self- build application update

Over the coming months, The Mortgage Store will be piloting a new approach to support your self-build customers who require stage payments. We understand that in some cases, construction may take longer than the 18 month timeframe currently allowed between the first and final stage drawdowns, as outlined in our current Cashback and Letter of Offer Terms and Conditions .

To better support these customers, we're introducing a pilot process for those who fall into Scenario 1 below. Customers who fall into Scenario 2 will still need to submit a new equity release application. This pilot is designed to offer greater flexibility where there are genuine reasons for delays, while maintaining the integrity of our application process.

Thanks again for your continued feedback, it really does make a difference. Your input helps us improve and make changes like this, so please keep it coming. We genuinely appreciate it!

Scenario 1: Mid build (Stages remain outstanding), 18-30 months since first drawdown

If funds are requested between 18 and 30 months from initial drawdown, the following actions must be taken:

Brokers should advise customers that updated documents will be required to progress further drawdown.

The following documents/information must be provided:

- 3 months non BOI bank statements (if BOI full account number to be provided)
- 2 most recent payslips
- New salary cert (If there has been a change in employment)
- An up-to-date credit report will be completed as part of the process.
- An up to date Architects report **and** letter from Architect outlining Explanation for delay.
- An update to date current total project cost and time to complete.
- Full breakdown of all works complete and paid, works completed yet to be paid and works outstanding yet to be paid.
- If an increase in costs are noted, we will require a full breakdown of same and funding statement.
- If your customer's personal circumstances have changed since their original application, please provide a full update e.g. changes to employment, children, financial commitments etc.

All documents and information will be sent for further credit assessment.

Scenario 2: Mid build (Stages remain outstanding), 30 months + post first drawdown

A new equity release application will be required and no further drawdowns will be allowed on expired application. **There will be no exceptions to this policy.** Please note, standard documentation requirements will apply for new applications as well as above requirements in relation to the architects report, funding etc.

Please contact your Relationship Manager if you have any further queries relating to this self build update.



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Credit Policy Update



The Mortgage Store is delighted to announce enhancements to our Credit Policy. These changes demonstrate our commitment to you and your customers. This update includes amendments to our allowable purposes for Equity Release applications. We have now included climate adaptation works to protect the security property as an acceptable purpose as part of the Equity Release proposition.

Please see the below details of the updates included in the Credit Policy attached in today's communication:

- Home improvements, including clearing of short-term debt related to home improvements and reimbursement of funds spent on home improvements in last 12 months. This includes Climate risk adaptation activities which protect the security property and are allowable under our equity release offering, see examples below (not exhaustive):
 - ❖ Flood Barriers: Installing removable or permanent barriers around doors, windows, and other openings to prevent water ingress.
 - ❖ Dry Flood-proofing: Sealing the exterior walls of the house to make them watertight, preventing water from entering the building.
 - ❖ Backflow Valves: Installing backflow prevention valves on sewer lines to prevent floodwaters from backing up into the house.
 - ❖ Gardens backing onto rivers to invest in river defence.
 - ❖ Permeable driveways targeted to driveways where surface water issues exist.
- Education costs
- Medical expenses
- Refund of parental gift received as part of original PDH application (original mortgage taken with Bank of Ireland)
- Gift to a child towards purchase of a family home
- Buy out co-owner of the security property
- Repay first home scheme (FHS) equity share.

Please refer to our current Credit Policy for more details or contact your Relationship Manager with any questions you may have.



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Structural Reports



Additional information required with Structural reports

If your customer's property needs renovation following a structural report, you must advise what essential works are required when submitting an application to us. When submitting a structural report, it should be fully reviewed by you before sending to The Mortgage Store for further assessment. Any essential works noted on a report may change the proposal significantly and these must be addressed prior to submitting the report to us.

When addressing essential works, use our Change in Proposal process for guidance as essential works may require a full change in funding with a potential retention needed to ensure works are complete.

See below documents that will be required if essential works are identified;

- Accompanying letter from surveyor outlining if works are essential or require immediate attention.
- Costings for essential works/works that require immediate attention (The costings should cover each item as per report and be familiar with our credit policy such as retention guidelines etc).
- Case message outlining works and how the clients plan to fund same (CIP funding statement as guidance).

For further information on this, please refer to The Mortgage Store Credit policy guide and/or your relationship manager for support.