



Frequently Asked Questions

We want to make it easy for you to manage your mortgage with us, so we have put together some of our frequently asked questions. If you have any questions that are not answered here, please do get in touch.

Q. How do I contact you?

A. We are always happy to help you with any queries or questions you may have. You can call us on 0345 350 3696 or email us at servicingteam@keystonepropertyfinance.co.uk.

If you would prefer to write to us, our address is Keystone Property Finance, 42 King Hill Avenue, Kings Hill, West Malling, ME19 4AJ.

For mortgages completed on or after the 15th of March 2021 call the number above. Any loans completed prior to this, please call 0345 877 8913.

We are open Monday to Friday, 8:30am – 5:30pm. Calls are monitored and recorded for training purposes. We are not open on Bank Holidays.

Q. I have just completed my mortgage, when is my first payment?

A. Your payment details will be confirmed to you in writing in your Welcome Letter. Your first payment date is usually the following month after your mortgage completed. However, it will depend on the date your mortgage completed and the payment date you have chosen.

Your Welcome Letter will be sent to the correspondence address we hold on file. We will endeavor to send this out as soon as possible, but this should be within 7 working days.

Q. Will my first payment be higher than my normal monthly payment?

A. Your first payment amount will be confirmed in your Welcome Letter along with the details of your subsequent monthly payments.

Your first payment may be higher as it includes your contractual monthly payment, plus any interest that has accrued between the date your mortgage completed and your preferred payment date. For example, if your mortgage completed on 30th January and you have requested your payments to be on the 1st of the month, you will not make a payment on the 1st February. Your 1st payment will be on 1st March, therefore as well as your regular monthly installment, you will be required to pay interest on 30th and 31st January. This additional interest will be included in your first monthly payment.

Q. How do I make my regular monthly payment?

A. The quickest and easiest way is by Direct Debit. In exceptional circumstances, you can also make a payment by bank transfer, standing order or you can call to make a payment using your debit card over the phone.

Please call us on **0345 350 3696** to obtain our bank account details for a manual payment or to make a debit card payment.

Q. Can I change the bank account my Direct Debit payment is taken from?

A. Yes, please call us on **0345 350 3696** to provide your new bank details or you can email us at **servicingteam@keystonepropertyfinance.co.uk**. We can also send you a Direct Debit Mandate to fill in and return to us if you would prefer. Prior to making any change, we will need to see a bank statement issued on the same account as the new direct debit dated within the last 3 months.

Please be aware that we will need at least 10 working days to amend the Direct Debit before your payment is due so we can make the change in time.

Q. How do I make an overpayment or capital reduction?

A. You can make lump sum and regular overpayments at any time, although these will incur an Early Repayment Charge if they exceed specified amounts. Please see "What happens if you want to make overpayments?" in your offer document for details of applicable Early Repayment Charges.

If you make any overpayments, we will reduce your mortgage balance immediately, and your monthly payments will be adjusted accordingly in line with your new outstanding balance.

We may ask you to provide evidence of the source of any funds you intend to use to make an overpayment. Call us on 0345 350 3696 if you would like to discuss your overpayment options in more detail. You can also email us at **servicingteam@keystonepropertyfinance.co.uk** to find out more.

Q. Can I get a copy of my annual statements from previous years?

A. Yes, we will be happy to provide any previous statements you require. Please call us on **0345 350 3696** or send us an email at **servicingteam@keystonepropertyfinance.co.uk**. Please be aware that there is a £25.00 fee for a duplicate statement.

Q. How do I find out how much is left to pay on my mortgage?

A. If you call us on 0345 350 3696 and pass our identification and verification checks, we will be able to give you a balance over the phone. We will also send you an annual statement, which will be produced around the anniversary of the completion of your mortgage. In addition, we can provide you with an ad-hoc statement at any time. Please be aware that there is a £25.00 charge for this service, which is payable when your request is made.

Q. What fees do you charge?

A. Our Tariff of Charges has all the information you need to know about our fees and charges. Please call us on **0345 350 3696** if you have any questions.

Q. Do you charge daily or monthly interest?

A. Our interest is charged daily.

Q. Can I redeem my mortgage early?

A. You can redeem your mortgage at any time. Please be aware that you may incur Early Repayment Charges if you pay your mortgage back before the agreed end date of the loan. Please refer to your offer letter for details of the early repayment charges for your loan.

If you are interested in redeeming your mortgage with us, you can call us on **0345 350 3696** or email us at servicingteam@keystonepropertyfinance.co.uk to request a redemption statement. If your solicitor is requesting a redemption statement, this must be on their official letter headed paper and we will need confirmation from yourself that we can disclose that information.

Q. Do I have Early Repayment Charges?

A. Please see your Mortgage Offer for details of any Early Repayment Charges that apply to your mortgage advance, as these will be specific to the mortgage product that you chose.

If you can't find your Mortgage Offer, please call us on **0345 350 3696** or email us at servicingteam@keystonepropertyfinance.co.uk if you would like to discuss this further.

Q. What happens to my payments at the end of the initial rate period?

A. Before you reach the end of your initial offer period, we will write to you to let you know what this means for your future payments. Please do call us on **0345 350 3696** if you have any questions.

Q. Can I change the payment type of my mortgage?

A. Subject to additional Underwriting checks, we can consider changing your payment type from Capital and Interest to Interest only or vice versa. Please email us with your proposals at servicingteam@keystonepropertyfinance.co.uk.

Q. What is the difference between a Capital Repayment Mortgage and an Interest Only Mortgage?

A. With a Capital Repayment mortgage, you pay back both the interest on your mortgage and some of the loan itself every month.

With an Interest Only mortgage, you only pay back the interest on your loan. This means your monthly payments are much lower. However, please be aware that you will still need to pay off the loan at the end of the mortgage term. You must keep us updated if your repayment method plan changes during the term of your loan.

Q. Can I take a payment holiday?

A. We do not offer payment holidays on any of our mortgages, you will need to make your payments by Direct Debit each month as they fall due.

Q. Is my mortgage portable?

A. Your mortgage is not 'portable' so you cannot transfer your mortgage product or the terms of your current mortgage, to a new mortgage on a different property.

Q. How can I get advice about my mortgage?

A. Your mortgage broker will be able to offer you advice about your mortgage. MoneyHelper also publishes several guides about Buy-to-Let mortgages which are available for free on their website: <https://www.moneyhelper.org.uk>.

Q. Can I change my address?

A. Yes, please call us on **0345 350 3696** to update your address. Please be aware that we will need to speak with all parties wishing to change their address. If you would prefer to provide a written request, it will need to be signed by all parties who would like their address to be updated.

Q. How do I request a partial release?

A. We can consider your request, however we will request full information around the transaction and your request will be subject to underwriting. There could be a valuation required and any fees for this service would be payable by yourself along with our solicitor fees.

Q. How do I request a lease extension?

A. We can consider these requests on a case-by-case basis. Any fees will be charged in accordance with our Tariff of Charges.

Q. Do you accept Second Charge requests?

A. We do not currently consent to Second Charge requests.

Q. What happens if there is a change to the Company Directors?

A. The directors named on the mortgage must match the directors named at Companies House at all times throughout the mortgage. If changes to a director of the company are planned, the new director must call us so we can undertake appropriate checks. We will also need certified proof of their ID and proof of their address.

Please note, if you are removed as a director, your personal guarantee will remain in place.

Q. How do I make a complaint?

A. We always strive to provide our customers with a high level of service. However, we do, on occasions fall short of our high standards. If you are dissatisfied and wish to raise a complaint, we will work with you to find a suitable resolution and improve our service for the future. Please see Our Complaints Process for further details.

Q. I need specialist advice about my debts, who can help?

A. There are lots of ways you can get specialist help. Please see the below organisations that can provide you with free advice and support:

- **Money Helper** – free and impartial money advice, set up by the government– 0800 138 7777
- **Citizens Advice** – advice on issues such as debt management and welfare benefits - 0800 144 8848
- **StepChange** – free, impartial debt advice - 0800 138 1111
- **National Debtline** – free, impartial debt advice - 0808 808 4000
- **Cruse** – Support during bereavement - cruse.org.uk – 0808 808 1677
- **Samaritans** – emotional and mental health support - 116 123
- **Mind** – emotional and mental health support – 0300 123 3393

Your property may be repossessed if you do not keep up payments on your mortgage.