

# Your guide

## to administration charges

### **A guide to administration charges for Equity Loan customers**

Because it's important that the public investment in your home is protected, you need to ask us to approve any changes you'd like to make to your mortgage arrangements or any alterations you'd like to make to your home. To cover our administration costs in providing these services, we'll ask you to pay the appropriate charge as set out below.

(All charges include VAT.)

### **Remortgaging and further advances – £95 (plus legal costs)**

When you apply for a remortgage or further advance, your lender will need our permission. We will be responsible for checking and approving the mortgage offer, the mortgage valuation and mortgage redemption statement. This will happen when you want to change to a better mortgage deal or raise money to make improvements to your home.

### **Repaying your Equity Loan or selling your home – £130 (plus valuation fee)**

This applies when you decide to repay the Equity Loan (buying or selling the share). These fees will cover our administration costs while we arrange the valuation and the staircasing or selling process. We will release our legal charge by signing and sealing and returning the legal charge certificate.

(If you want to pay off your original Equity Loan, you go through a process known as 'staircasing'. This results in you owning 100%

of your home and us releasing our legal charge on the property. You must also repay the equity loan if you want to sell the property.)

### **Approving simple improvements – £65**

This involves checking and providing written approval for improvements.

You are allowed to make minor alterations to your home at any time, but we need to check your proposals and give you our written permission. You will also need to give us invoices, receipts or quotes for the proposed work.

We will keep these details on file, which will benefit you when you decide to staircase or repay the equity loan.

### **Approving complicated improvements – £130**

This is the same as above, but may involve a visit from a surveyor or approving building plans (or both).

With larger, more complicated improvements such as extensions or loft conversions, we may need to arrange for our surveyor to visit you. We may need to approve your building plans and make sure that they keep to current building regulations. You will also need the local authority's planning permission if this applies.

## **Transfers, licences to assign and lease extensions – £95 (plus legal costs)**

These changes apply when you need us to provide approval by signing and sealing the licence to assign, transferring documents or making changes to leases.

If you are the named owner and want to sell your home or alter the names at any time, we will need to assign the lease (change the ownership), provide approval and transfer documents over to the relevant names.

## **How do I pay?**

Pay by debit or credit card, by calling us on 0844 406 9000 Ex 6955

We will process your enquiry within five working days when we receive all the documents we need.

## **Why do I have to pay an admin fee & what happens if I decide to withdraw my application?**

Rather than charge an annual management fee, as we do for our shared owners, we charge equity loan customers an individual administration fee per transaction. This covers our business costs in enabling us to provide the resources required to process your request.

The reason that we charge an individual cost is to ensure we only charge you for the service you require. Therefore if you pay your admin fee and then decide to withdraw your application this will be non-refundable.

## **Contact us**

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