

MORTGAGES

THE FAMILY BUILDING SOCIETY

“The Family Building Society were professional, understanding and supportive”



COLIN (68) AND PAT (68) MARRIED

THIS MORTGAGE WILL BE
SECURED ON YOUR HOME

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

Family Building Society
Ebbisham House, 30 Church Street,
Epsom, Surrey, KT17 4NL

FAMILYBUILDINGSOCIETY.CO.UK

Family Building Society is a trading name of National Counties Building Society which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Colin and Pat are originally from Stoke-on-Trent but have moved a few times over the years, including when they ran a hotel and a B&B in Torquay, Devon. In 1992 they moved back to Stoke and bought their house with a repayment mortgage.

Unfortunately, Colin was made redundant, so to reduce their outgoings, they switched to an interest-only mortgage in 2002. The plan was always to pay off the capital by using Colin's mum's estate when she passed away. As it turned out, Colin had his mum for a lot longer than expected which meant that the couple had to rethink their repayment plans.

They knew they needed to remortgage before their interest-only mortgage came to an end in 2019, but didn't want to have to sell their house to pay back the loan. The move back to Stoke had worked out nicely for them and they'd put down a lot of roots there. Their children and grandchildren live about 30 miles away, the couple are both involved in their local community, so they really needed some help to stay put.

Disappointingly, Colin and Pat's interest-only high street lender wouldn't lend to people in retirement. The couple were both aged 68 at the time. When they approached another lender, they did make some progress with their application but there was a shortfall in what they needed to borrow. They tried a third lender but this fell apart half way through as again, they wouldn't lend enough. Being turned down three times was really worrying for the couple, as they knew they had to get another mortgage deal in place and time was running out.

“We wanted to find a mortgage company that would lend us enough and wouldn't turn us down just because of our age. “

Colin came across Family Building Society whilst reading an online article about how buildings societies are often able to help older borrowers. He got in touch with a view to taking out a

repayment mortgage to start repaying their loan without having to sell their home.

Colin knew that at some point his mum would pass away and that the money would then be available to pay off the interest-only mortgage. This was understandably a very difficult position for him to be in.

“Obviously you want to have your mum hang on with you as long as possible, but Peter was very good, professional and understood our situation.”

Peter Cook, one of our in-house mortgage advisers, was able to help by offering them a 5 year fixed rate mortgage.

If the couple hadn't been able to get another mortgage, the worst case scenario would have been to sell their house to pay off the mortgage. Clearly this wasn't what they wanted as they had been settled in their home for the last 16 years.

Sadly, Colin's Mum passed away in late 2018. Colin and Pat were then able to pay off their new Family Building Society mortgage in full.

“It was very timely, there were no delays in the process and Peter was very professional. The mortgage application moved along at a nice pace and there was no difficulty at all.”

Colin and Pat were so pleased to get something in place in the short term. As part of the service we provided, Peter introduced Colin and Pat to Cavendish Online who helped them find a life insurance policy to cover any future shortfall in repayments if either of them died before the end of the term. We were delighted to be able to help Colin and Pat when other lenders couldn't.

“I wouldn't hesitate to recommend the Family Building Society as you've been a big help to us by allowing us to stay in our home. It was a big worry and you were able to give us a lot of reassurance.”