

What some of our customers think about us

"I have always been very satisfied with the people dealing with home loans. They seem to find all the data quickly and accurately, are always flexible and have a nice manner"

"Finally we wish to place on record the excellent service provided by the Home Loans Unit following the transfer of responsibility by the former Greater London Council, where our loan was originally negotiated"

"I would like to say a big thank you for the help given to me, I am an OAP on my own but know I can ring for help"

"The staff have been very helpful, courteous and very efficient. They are a credit to the council administration"

"Although the council have had many problems with us. They have always been very understanding and very helpful"

"The service, professional and friendly advice and information, when required was always appreciated and respected. A wonderful team. (I feel as if I'm losing a friend and adviser)."

"In the meantime I would like to thank your department for their efforts and assistance over the years that my mortgage was payable to you. Whatever the query or communication, I have always been treated with respect, understanding and helpfulness"

Home Loans Unit

MORTGAGE ADMINISTRATION SERVICES

The London Borough of Richmond Upon Thames Home Loans Unit is exclusively dedicated to delivering a high quality, comprehensive mortgage administration service.

It was established in 1988 to provide an efficient and professional mortgage administration service to former Greater London Council mortgagors and to account to the 33 London boroughs for the distribution of income generated. The Unit has also administered Richmond Council mortgages since 1992 and Hammersmith and Fulham Council mortgages since December 1997.

WHY CHOOSE US TO ADMINISTER YOUR LOANS ?

- Our overall approach is to provide a quality, comprehensive and cost-effective mortgage administration service.
- The service we provide is a personal service and our customer care is paramount.
- We would be looking towards a partnership arrangement for a delivery of service that would be ideally suited to your needs and to meet the requirements of Best Value.
- The Unit provides all aspects of mortgage administration and maintains accurate records of each of its borrower's accounts with full details of all transactions and balances.
- We have built an excellent rapport with our established borrowers and are familiar with many of their histories.
- The quality of our work rests on the long experience of our staff and their relationships with our mortgagors. We believe the continuity and strength of this would be a major element in our approach to any new contract.
- The Unit has invested in its systems and continually updates all its operations, functioning within the framework of current Council policies and utilising existing Council support services.
- All correspondence is sent using client's own headed paper, which would be included as part of our contract.
- Income is maximised by keeping arrears owed to a minimum. All arrears cases are monitored on a monthly basis. As a last resort, when absolutely necessary, we can take appropriate legal action.
- Home visits can be made where necessary.
- The Unit has facilities for deeds & files storage.
- The Unit operates from its office in Twickenham. There are full facilities for interviewing customers and the office is easily accessible by public transport. The Civic Centre is situated close to Twickenham Station with frequent services to and from London Waterloo/Clapham Junction.

† LOAN TYPES

We are familiar in dealing with different loan types and lending criteria. The Unit deals with many 'Right to Buy' and private residential mortgages as well as managing a number of equity share and Housing Trust/Association loans.

† MAINTENANCE OF CUSTOMER ACCOUNTS

All correspondence is kept on an individual file for each borrower. Files are immediately updated whenever there is a telephone call or new correspondence and are maintained in good order. Computer system mortgage account details are readily accessible and are immediately updated, when required.

† TECHNOLOGY

The Unit's financial records are held on the Cygnus loan administration computer system, which is provided by Gemini Consultants Ltd. All system reports are customised to individual Local Authority requirements and are produced at regular end of period rests, but can also be supplied on an ad hoc basis, if required.

† EXPERIENCED STAFF

The Unit employs specialist staff who have undertaken this work for the London Borough of Richmond Upon Thames since November 1988, delivering a local government style administration with a service ethos.

The combined experience of the team spans over 90 years. Before joining the Unit, staff gained experience of mortgage administration from working with the GLC, banks, building societies and the London Borough of Richmond Upon Thames.

All have received training in customer care, communication skills, and the Council's computerised systems. In addition many have relevant training qualifications in mortgage administration, welfare benefits, debt counselling and financial and people management.

† DEALING WITH ARREARS

Income is maximised by keeping arrears owed to a minimum. Where arrears occur, contact is made with borrowers to ensure that payments are either brought up to date or that agreeable arrangements to pay are made. Accounts that are in arrears are monitored on a monthly basis in order that arrangements are satisfactorily adhered to. Close scrutiny is maintained to ensure reductions in the percentage of arrears.

Many borrowers are on low incomes and the need to manage debt successfully is in the interest of the borrowers and their lenders alike. The Unit is sensitive in dealing with debt management and has good knowledge of statutory requirements for Income Support and Housing Benefits as well as referral to other agencies.

It is sometimes necessary and unavoidable to institute legal proceedings and we are keen to afford our borrowers every opportunity to avoid repossession by agreeing and accepting special payment arrangements. Should it become absolutely necessary to institute legal action, a number of the Unit's staff are experienced in initiating possession proceedings and attending court.

† LEGAL SUPPORT

The Home Loans Unit provides a service to effect the legal administration and requirements of mortgages in : redemption, further advances, equity share sales, transfer of equity, deeds of covenant, registration of death notices, deeds of postponement, deeds of substituted security, deed of rectification, statutory declarations, boundary enquiries, general title enquiries and service charge loan agreements.

We will process all paperwork needed for court proceedings and take any subsequent enforcement action.

† PERFORMANCE STANDARDS

The mortgage administration service is a personal service and customer care is paramount. The Unit meets the Council's standards for customer care.

We are open to personal callers each working day between 9.00 am and 5.00 pm. Those who are unable to come to us can have a home visit arranged upon request, where practicable. This is important where a significant number of borrowers are elderly or disabled. Visits will be made within five working days of request.

The Unit continually carries out customer surveys and values all comments from its customers that may lead to service improvements. Every effort is made to implement beneficial changes to practices and procedures and to update systems.

† AGENCY WORK - INSURANCE.

The Unit currently collects household insurance premiums from its borrowers and a similar service can be arranged for premium collection in respect of yours.

† CONTRACT ADMINISTRATION

Our contract can be administered in accordance with your specifications and performance standards.

If you would like to know more about our services
or to arrange a visit, please contact the
Home Loans Manager

Frances Kavanagh on (020) 8891 7942