

Frequently Asked Questions

If you can't find the answer to your query call our Existing Customer Helpline on 0845 199 2222.

Redeeming your mortgage

What are 'Projected Solicitors Costs' included in my settlement statement?

These are predicted costs provided to us by the external solicitors acting on our behalf. They are over estimated to cover any works that may be undertaken within that month in order to redeem your account. If no further work is undertaken at the time the account is redeemed, this amount is refunded back to you.

When does my Early Redemption Charge period end?

Please refer to your Mortgage Offer. The paragraph entitled 'Early Repayment' will have full details.

What are 'Amount Payable over the Remaining Term' and 'Early Settlement Rebate' on my settlement statement?

Amount Payable over remaining term is the amount advanced, plus all interest to the end of the term of your loan. Early Settlement Rebate is the amount of interest credited back due to early settlement of your loan.

Please note that 1 months interest is charged for the early settlement of your loan, this is calculated and deducted from the rebate amount.

What happens with Early Redemption Charges if the borrower is deceased?

In this situation the charges will be waived.

Do you accept Redemption monies by cheque?

We do accept cheques. However if the account is charged daily interest a further 3 days daily rate must be supplied to allow time for the cheque to clear.

How do I Telegraphically Transfer redemption monies?

You need to go to your own bank with the account details supplied on the redemption statement. Your bank will then forward the funds onto us.

Why do I have to wait 30 days for my refund after redemption?

We refund any overpayments after 30 days to ensure that the account has redeemed successfully.

Why does this month's Redemption figure differ from last month?

A redemption figure produced at a later date will include interest accrued up to the new redemption date, and possibly other fees that have been debited to the account since the last figure was issued.



Can I use the Redemption Statement beyond the date it is valid?

The Notes that accompany the redemption statement will advise you when the figure is valid to and in what circumstances you can add additional interest.

Overpayments

What is the maximum Lump Sum Overpayment I can make before incurring Early Redemption Charges?

This will depend on whether you have a mortgage with Flexible Features or not. Please contact our Existing Customer Helpline on 0845 199 2222 or alternatively refer to your mortgage offer for further information.

Can I pay extra off the mortgage?

This will depend on whether you have a mortgage with Flexible Features or not. Please contact our Existing Customer Helpline on 0845 199 2222 for more information.

Deeds queries

Why am I being charged a fee for the deeds to be sent out?

The fee covers the administration costs of obtaining the deeds from storage and releasing to the nominated firm of solicitors by way of either Royal Mail recorded delivery or Hayes DX Service.

Do I have to pay the deeds release fee now - will it stay on my account?

The deeds release fee is requested at the time of the deeds being dispatched, if you choose not to pay the fee immediately this amount will remain on your mortgage balance.

Can you give me information about the boundaries of my property?

Providing the details are held with the original deeds we can supply copies of plans and boundaries upon receipt of a written request. If we do not hold the required details we will provide a leaflet regarding boundaries from HM Land Registry which will show you where you can find the required information.

How do I go about adding/removing my partner from the deeds?

A transfer of equity is a legally recognised process and Kensington will consider all submitted applications.

Is there a charge for copies of my deeds?

No.

Payment queries

Can I change my regular payment date?

Payments are always taken on the last working day of the month and this cannot currently be amended.

Why can't we set up a Direct Debit in the name of a third party?

The money used to make the regular payments must come from a person named on the mortgage. Having the direct debit in the name of the mortgagees is the only way to ensure this is the case.

When is the new Bank of England interest rate going to be reflected in my mortgage payments?

Not all accounts are based on the Bank of England Base Rate. For further information on your account please contact our Existing Customer Helpline on 0845 199 2222.

Does interest charge daily or monthly to my account?

Your interest calculation method will depend on your product. Please refer to your Mortgage Offer for further details.



Mortgages

