

# THE MYMO MORTGAGES PROPERTY & FINANCE GUIDE

Helping you build financial confidence and long-term property  
success

2025 Edition

## Contents

Part 1 – Welcome and Market Foundations.....	3
1. Welcome to MyMo Mortgages .....	3
2. Understanding the UK Mortgage Market .....	3
Part 2 – Buying Your First Home .....	4
3. First-Time Buyer Guide .....	4
4. Shared Ownership Explained .....	6
Part 3 – Managing and Improving Your Mortgage .....	8
5. The Remortgage Process .....	8
6. The Home Purchase Process .....	10
Part 4 – Legal Foundations of Property Ownership .....	11
7. Freehold vs Leasehold.....	11
8. Conveyancing Explained.....	12
Part 5 – Specialist Mortgage Solutions .....	14
9. Bridging Loans .....	14
10. Second Charge Mortgages .....	16
Part 6 – The Landlord’s Complete Guide .....	18
11. Becoming a Successful Landlord .....	18
1. Understand Your Role .....	18
2. Legal Requirements .....	19
3. Buy-to-Let Mortgages.....	19
4. Landlord Costs to Budget For .....	19
5. Yield and Return Analysis .....	20
6. Managing Your Portfolio.....	20
7. Taxation Overview (2025 rules) .....	20
8. Growing Your Portfolio.....	21
9. Common Mistakes.....	21
10. Exit Strategy .....	21
Part 7 – Long-Term Property Strategy & Final Guidance .....	22
12. Exit Strategies & Long-Term Wealth Planning .....	22
1. Why Plan Your Exit .....	22
2. Timing and Market Cycles.....	22

3. Using Equity Strategically .....	22
4. Diversification .....	23
5. Inter-Generational Planning.....	23
6. Professional Reviews .....	23
7. Ethical and Sustainable Investment .....	23
13. Summary of Best Practices .....	23
Appendices .....	24
Appendix A – Glossary of Common Mortgage Terms .....	24
Appendix B – Document Checklist .....	25
Appendix C – Useful Contacts .....	25
Appendix D – Disclaimer & Copyright .....	26



## **The MyMo Mortgages Property & Finance Guide**

*Helping you build financial confidence and long-term property success*

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## **Part 1 – Welcome and Market Foundations**

### **1. Welcome to MyMo Mortgages**

Buying or refinancing property is one of the most important financial commitments you'll ever make. At MyMo Mortgages, we believe good mortgage advice is not a one-off transaction but a continuing partnership. Our mission is to guide clients through every stage of their property journey with honesty, structure, and education.

Our role is to:

- Explain complex options in clear, practical language.
- Match you with products that suit both your short-term affordability and long-term goals.
- Remain available long after completion to review your position, rates, and protection needs.

### **2. Understanding the UK Mortgage Market**

The UK mortgage industry operates through multiple layers of lenders and regulation. Knowing who does what helps borrowers make informed decisions.

#### **Lender types**

<b>Lender</b>	<b>Typical Features</b>
High-street banks	Widest range of standard residential products; predictable underwriting.
Building societies	Often flexible with unusual income or property types.
Specialist or intermediary-only lenders	Used for complex, self-employed, or buy-to-let cases.
Bridging / development lenders	Short-term or project-based lending, usually interest-only.

### Regulation

Most residential mortgages are regulated by the Financial Conduct Authority (FCA). Buy-to-let and commercial lending are generally not, although many lenders apply the same consumer-protection standards voluntarily.

### Product categories

- **Fixed-rate mortgages** – Interest stays constant for 2–10 years.
- **Tracker / Variable** – Follows the Bank of England base rate plus a margin.
- **Discounted variable** – Tracks a lender's own standard variable rate (SVR).
- **Offset** – Links savings to your mortgage balance to reduce interest.

## Part 2 – Buying Your First Home

### 3. First-Time Buyer Guide

#### What defines a first-time buyer

You qualify if you have never owned property anywhere in the world and are purchasing a main residence in the UK. Being a first-time buyer often grants access to special rates, lower deposit requirements, and Government support schemes.

#### Key affordability principles

Lenders assess affordability using verified income and committed expenses.

Example:

- Combined gross income = £45,000
- Maximum loan ( $4.5 \times$  income)  $\approx$  £202,500

- Deposit 10 % = £22,500
- Purchase = £225,000

They will also stress-test affordability at a higher notional interest rate (for example 8 %) to ensure sustainability if rates rise.

### Deposit and savings strategy

Most lenders accept 5–10 % deposits. Larger deposits lower both risk and interest cost. Saving through a **Lifetime ISA** can yield a 25 % Government bonus (maximum £1,000 per year).

### Documents you'll need

1. Passport / driving licence
2. Proof of address (utility bill ≤ 3 months old)
3. 3 months' payslips and P60 / SA302s if self-employed
4. Bank statements showing salary and outgoings
5. Recent credit report

### The 7-Stage Mortgage Process

1. **Initial consultation** – establish goals and budget.
2. **Decision in Principle** – lender performs soft credit check.
3. **Property search & offer** – estate agent accepts your offer subject to mortgage.
4. **Full application** – submit documents and valuation fee.
5. **Underwriting & valuation** – lender confirms affordability and property value.
6. **Mortgage offer & conveyancing** – legal checks and contracts exchanged.
7. **Completion** – funds released, you receive keys, and repayments start.

Typical timescale: 6 – 10 weeks.

### Government schemes (2025)

Scheme	Summary
<b>Mortgage Guarantee Scheme</b>	95 % LTV mortgages supported by Government guarantee (properties ≤ £600 k).
<b>Shared Ownership</b>	Purchase 25–75 % share + rent remainder to housing association.

Scheme	Summary
<b>First Homes Scheme</b>	New-build homes 30–50 % below market value for local first-time buyers.
<b>Lifetime ISA</b>	25 % bonus on savings up to £4,000 per year toward your first home ( $\leq$ £450 k price cap).

### Common pitfalls

- Forgetting solicitor and moving costs.
- Making large credit purchases before completion.
- Relying solely on comparison sites rather than full-market advice.

### Case Example

*Anna and James*, both on £28 k salaries, saved £20 k. With 10 % deposit and 4.49 % 5-year fix, repayments on £180 k loan were ~£1,000 / month. They completed within 8 weeks after securing a Decision in Principle through MyMo Mortgages.

## 4. Shared Ownership Explained

### Overview

Shared Ownership helps buyers who cannot afford to purchase a property outright. You buy a percentage of a property (25–75 %) and pay rent on the remaining share to a housing association or developer.

### How it works

Example: Property £240 k. Buyer purchases 50 % (£120 k) via mortgage and deposit; pays rent on remaining £120 k share, typically 2.75 % p.a. → £275 / month.

### Eligibility

- Household income  $\leq$  £80 k (£90 k London).
- First-time buyer or previous homeowner unable to buy now.
- Purchasing a main residence.

### Tenure and lease

You hold a **leasehold interest**, normally 125 years. The lease sets out rent reviews (often RPI + 0.5–2 %), service charges, and repair obligations.

### Staircasing

You can later purchase additional shares – typically 10 % at a time – until you own 100 %. Each step requires a valuation and legal fees.

Example: If the property's value rises to £260 k and you buy an extra 25 % share, you pay £65 k plus costs.

## Reselling

When selling, you must usually offer the property back to the housing association for 8 weeks before marketing it publicly.

## Advantages

- Lower deposit and initial mortgage.
- Access to new-build homes.
- Ability to increase ownership gradually.

## Disadvantages

- Rent and service charges continue until full ownership.
- Limited lenders and valuation requirements.
- More complex conveyancing and future costs for staircasing.

## Typical Cost Example

Component	Amount (£)	Notes
50 % share purchase	120 000	Mortgage + deposit
Rent on remainder (2.75 %)	275 / month	Review annually
Service charge	90 / month	Maintenance & insurance
Total monthly cost	~£990	Comparable to private rent

## Practical Tips

- Budget for staircasing and lease renewal later.
- Keep a copy of your lease and review rent clauses.
- Always use a solicitor experienced in shared ownership transactions.



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## Part 3 – Managing and Improving Your Mortgage

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### 5. The Remortgage Process

#### What Is Remortgaging?

Remortgaging means switching your existing mortgage to a new deal — either with your current lender (a *product transfer*) or a different one.

People typically remortgage to secure a better rate, release equity, or consolidate debt.

Remortgaging does *not* mean moving home; it simply replaces one loan with another secured on the same property.

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#### Why People Remortgage

1. **Your fixed rate is ending** – most lenders revert to a higher Standard Variable Rate (SVR).
  2. **To lower monthly payments** – by moving to a more competitive product.
  3. **To release equity** – for home improvements, further investment, or personal use.
  4. **To change terms** – such as shortening or extending the mortgage duration.
  5. **Debt consolidation** – rolling existing loans into one mortgage for simplicity.
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#### The Remortgage Steps

1. **Initial Review**  
Gather details of your current deal — remaining balance, term, rate, and early repayment charges (ERCs).
2. **Market Comparison**  
Your adviser sources options from the whole market and explains cost differences, product fees, and lender criteria.
3. **Decision in Principle (DIP)**  
Confirms borrowing capacity and credit standing.
4. **Application and Valuation**  
The chosen lender assesses affordability and arranges a property valuation (often automated).

### 5. Mortgage Offer

Once approved, a formal offer is issued — typically valid for 3–6 months.

### 6. Legal Work and Completion

Solicitors redeem your old loan, register the new one, and confirm completion.

Typical timeframe: 4–8 weeks depending on lender and legal process.

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### Example – Equity Release through Remortgage

Item	Detail
Property value	£400,000
Current mortgage	£200,000
New mortgage (75 % LTV)	£300,000
Equity released	£100,000

The client releases £100,000 for renovation, while staying within acceptable loan-to-value limits.

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### Costs to Consider

- **Lender fees:** arrangement or booking fees (typically £0–£999).
- **Legal and valuation fees:** some lenders offer free legals for remortgages.
- **Early repayment charges:** check before leaving your current deal.

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### When to Start the Process

Begin the review **3–6 months** before your fixed rate ends. This allows time to secure a new rate before defaulting to SVR.

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### Key Benefit

Even a 1% lower rate on a £250,000 mortgage can save over £2,000 per year.

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## 6. The Home Purchase Process

### Step 1 – Preparation

Before viewing properties, determine your affordability with an adviser and secure a **Decision in Principle (DIP)**.

This shows estate agents you are a serious buyer.

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### Step 2 – Making an Offer

When your offer is accepted, request the **Memorandum of Sale** from the estate agent, which confirms details of the buyer, seller, solicitors, and agreed price.

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### Step 3 – Full Mortgage Application

Your adviser submits the full application with proof of income, ID, and deposit evidence. Lenders typically take 2–4 weeks to issue a **formal mortgage offer**.

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### Step 4 – Valuation and Underwriting

The lender commissions a valuation to confirm the property is suitable security. They will also check affordability under “stress test” conditions (e.g. 8 % interest).

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### Step 5 – Conveyancing and Legal Checks

Your solicitor conducts searches and reviews contracts to ensure there are no legal or environmental issues affecting ownership.

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### Step 6 – Exchange of Contracts

When all parties are ready, contracts are exchanged and you pay your deposit (usually 10 %).

At this point, the purchase becomes legally binding.

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### Step 7 – Completion

Funds are transferred from the lender to the seller’s solicitor.

You receive your keys and the property officially becomes yours.

Typical duration: 8–12 weeks from offer to completion.

### Practical Example

Sarah and David, buying a £300,000 home with a 10 % deposit, obtained a 5-year fixed rate at 4.49 %. Their monthly repayment is around £1,500. The process took nine weeks from DIP to completion, including valuation and solicitor searches.

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## Part 4 – Legal Foundations of Property Ownership

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### 7. Freehold vs Leasehold

#### Freehold Ownership

You own both the building and the land it sits on outright.

- You are responsible for all maintenance.
- No ground rent or service charges.
- You can usually alter or extend the property freely (subject to planning permission).

Most houses in the UK are freehold.

Example: A detached house bought for £400,000 gives the buyer complete control over the land and structure.

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#### Leasehold Ownership

You own the property for a fixed term but not the land.

A landlord (freeholder) owns the land and common areas.

This is most common with flats and some new-build houses.

#### Key terms:

- **Lease length:** typically 99–999 years.
  - **Ground rent:** annual fee paid to the freeholder (often £100–£250+).
  - **Service charges:** for maintenance of shared areas, lifts, insurance, etc.
  - **Permission:** required for major alterations or subletting.
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### Example

A flat purchased for £250,000 with a 125-year lease. The owner pays £200 annual ground rent and £1,200 yearly service charge.

If the lease falls below **80 years**, extending it becomes expensive, and many lenders may refuse mortgages.

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### Buying the Freehold or Extending a Lease

- Leaseholders can collectively buy the freehold (enfranchisement).
  - Alternatively, extend the lease by 90 years (statutory route).  
Legal and valuation costs apply, but it preserves property value and mortgageability.
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### Summary Table

Feature	Freehold	Leasehold
Ownership	Land & property	Property only
Term	Unlimited	Fixed (e.g. 125 years)
Ground rent / service charge	None	Payable
Maintenance	Owner	Shared responsibility
Common use areas	N/A	Managed by freeholder
Resale value risk	Low	Increases as lease shortens

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## 8. Conveyancing Explained

### What Is Conveyancing?

Conveyancing is the legal process of transferring property ownership from seller to buyer.

A solicitor or licensed conveyancer performs searches, reviews contracts, and manages the exchange of funds.

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### Stages of Conveyancing

**1. Instruction**

You appoint a solicitor and provide ID, proof of address, and property details.

**2. Draft Contract Pack**

The seller's solicitor sends the draft contract, title deeds, and property information forms.

**3. Searches**

- Local authority (planning, road adoption)
- Drainage and water
- Environmental (contamination, flooding)
- Land Registry title check

**4. Enquiries**

The buyer's solicitor raises questions about any issues or missing documentation.

**5. Mortgage Offer and Report**

Once your lender's offer is received, your solicitor checks conditions and reports to you.

**6. Exchange of Contracts**

Both parties sign identical contracts and agree a completion date. You pay the deposit.

**7. Completion**

On the agreed date, funds are transferred and the keys are released.

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**Typical Timeframe**

8–12 weeks from offer to completion, though leasehold transactions often take longer.

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**Costs**

Type	Average Range
Legal fees	£900–£1,500
Search fees	£250–£400
Bank transfer & ID checks	£40–£60

Type	Average Range
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Land Registry registration	£100–£400
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Leasehold and shared ownership cases typically cost more due to extra paperwork.

### Best Practice

- Choose a solicitor experienced with your property type.
- Respond quickly to document requests.
- Keep communication open between broker, solicitor, and estate agent to avoid delays.

### Example

For a £300,000 purchase, total legal and search costs were £1,250. The buyer's solicitor identified a minor boundary issue, resolved it pre-exchange, and completed within ten weeks.

## Part 5 – Specialist Mortgage Solutions

### 9. Bridging Loans

#### What Is a Bridging Loan?

A **bridging loan** is a **short-term, interest-only loan** used to “bridge the gap” between two property transactions — most commonly between buying a new property and selling an existing one.

It's designed as a **temporary solution**, usually lasting **6 to 18 months**, and is secured against property or land.

#### Common Uses

1. **Downsizing or Upsizing** – purchasing a new home before your current one sells.
2. **Auction Purchases** – where completion is required within 28 days.
3. **Chain Breaks** – preventing collapse of a purchase chain.

4. **Property Renovation or Conversion** – funding works before long-term refinancing.
5. **Land Acquisition** – buying development sites quickly.

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### How It Works

- Loan is secured on your current property (or multiple properties).
- Interest is typically **rolled up** (added to the balance) instead of paid monthly.
- When your sale or exit event occurs, you repay the full amount plus interest and fees.

### Example:

Sarah is buying a £500,000 bungalow but hasn't sold her £350,000 house. She takes a bridging loan for £300,000 secured against her current home (60 % LTV). Once her house sells two months later, she repays the loan in full.

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### Interest Calculation Example

- Loan: £300,000
- Interest rate: 0.75 % per month
- Term: 6 months
- Interest =  $£300,000 \times 0.0075 \times 6 = £13,500$
- Total repayment = £313,500 (plus arrangement and legal fees).

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### Key Costs

Fee Type	Typical Range
Arrangement fee	1–2 % of loan
Exit fee	0–1 %
Valuation fee	£300–£1,000+
Legal fees	£800–£2,000

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### Exit Strategies



Bridging lenders always require a clear exit plan, such as:

- Sale of an existing property.
- Long-term mortgage refinance (after renovation).
- Developer sale or completion of a project.

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### Advantages

- ✓ Quick access to funds (completion in 5–10 working days).
- ✓ Flexible — suitable for short-term cash flow gaps.
- ✓ Often interest-only with rolled-up payments.

### Risks

- ⚠ Higher interest costs than traditional mortgages.
- ⚠ Must have a credible repayment plan.
- ⚠ If the exit fails (e.g., your property doesn't sell), default interest may apply.

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### Example Scenario – Downsizing Bridge

Mr. and Mrs. Evans, aged 62, want to move from a £700,000 home (mortgage-free) to a £450,000 flat.

They need funds before the sale completes.

They borrow £300,000 via a bridging loan (secured against their house), complete the flat purchase, then repay the bridge once their house sale finalises two months later.

They pay £4,500 interest and £2,000 in fees — much less than losing the property they wanted.

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### Typical Borrowing Ranges

- Loan amount: £50,000 – £25 million
- Term: 1 – 18 months
- LTV: up to 75 % (residential), 65 % (commercial)

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## 10. Second Charge Mortgages

### What Are They?

A **second charge mortgage** (also called a *secured loan*) allows you to borrow additional funds while keeping your existing mortgage in place.

It's "second" because the new lender has secondary legal rights to your property after your main mortgage provider.

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### When to Consider a Second Charge

1. Your current mortgage has **high early repayment charges (ERCs)**.
2. You are on a **competitive fixed rate** and don't want to lose it.
3. You need to raise funds for **home improvements, debt consolidation, or business investment**.
4. Your **main lender refused additional borrowing**, but you still have available equity.

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### Example

- Property value: £400,000
- Main mortgage: £200,000
- LTV: 50 %
- You borrow a £75,000 second charge (new total £275,000 = 68.7 % LTV).

You keep your existing mortgage rate, but pay a separate monthly payment on the new loan.

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### Costs and Rates

- Rates usually 6–11 % depending on credit and loan size.
- Terms from 3 to 25 years.
- Arrangement fees of 2–4 %.

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### Advantages

- ✓ Keep your existing low-rate mortgage.
- ✓ Raise funds without full remortgage.
- ✓ Useful for self-employed or credit-repair borrowers.

## Drawbacks

- △ Higher interest rate than standard mortgages.
- △ Additional legal charge on your home.
- △ Must manage two payments.

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## Case Example

Jane's property is worth £500,000 with a £250,000 mortgage at 2.1 %.

Her lender would charge £6,000 in ERCs to remortgage.

Instead, she takes a £75,000 second charge at 7.9 % for ten years — funding an extension while keeping her main deal intact.

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## Typical Second-Charge Uses

Purpose	Comment
Home improvement	Conservatories, extensions, refurbishments
Debt consolidation	Replacing multiple high-interest loans
Business investment	Funding start-ups or property deposits
Tax or school fees	Short-term structured borrowing

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# Part 6 – The Landlord's Complete Guide

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## 11. Becoming a Successful Landlord

### 1. Understand Your Role

A landlord is not simply an investor — you are a regulated service provider with legal, financial, and ethical responsibilities.

You must:

- Keep the property safe and habitable.
- Protect tenant deposits.
- Follow tenancy laws and licensing rules.

- Maintain clear communication and records.

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## 2. Legal Requirements

Area	Requirement
Deposit protection	Must use an approved scheme (DPS, TDS, or MyDeposits) within 30 days.
Right to Rent	Check tenants' legal status to rent in the UK.
Safety checks	Annual Gas Safety Certificate (CP12), 5-year Electrical Installation Condition Report (EICR).
EPC	Minimum rating E.
Smoke & CO alarms	Mandatory in all rented properties.

Failure to comply can result in fines, rent repayment orders, or prosecution.

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## 3. Buy-to-Let Mortgages

Buy-to-let (BTL) mortgages are based on **rental coverage**, not personal income.

Lenders assess using the **Interest Coverage Ratio (ICR)**:

Example (basic-rate taxpayer):

- Mortgage rate: 5 %
- Stress rate: 5.5 %
- Required ICR: 125 %
- Max loan =  $(\text{Rent} \div 1.25) \div 0.055$

If rent = £1,250, maximum loan =  $£18,181 \div 0.055 \approx £330,000$ .

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## 4. Landlord Costs to Budget For

- Mortgage interest
- Letting agent fees (10–15 %)
- Maintenance and insurance
- Ground rent & service charge (for flats)

- Safety checks and licences
- Periods of vacancy (“voids”)

## 5. Yield and Return Analysis

Calculation Formula	Example
<b>Gross yield</b> (Annual rent ÷ Property value) × 100	£12,000 ÷ £250,000 = 4.8 %
<b>Net yield</b> (Annual rent – Costs) ÷ Property value × 100	(£12,000 – £2,000) ÷ £250,000 = 4.0 %
<b>ROI</b> (Net annual income ÷ Total invested cash) × 100	(£10,000 ÷ £75,000) = 13.3 %

## 6. Managing Your Portfolio

A professional landlord tracks cash flow, capital growth, and tax efficiency. Consider creating a spreadsheet or using portfolio management software.

Keep:

- Tenancy agreements
- Inventory lists
- Safety certificates
- Mortgage renewal calendar

## 7. Taxation Overview (2025 rules)

- **Rental income** taxed as personal income.
- **Mortgage interest** deductible only at 20 % basic-rate credit (Section 24).
- **Limited companies** can offset full interest but pay **Corporation Tax (25 %)**.
- **Capital Gains Tax (CGT)** when selling property:
  - 18 % (basic rate), 24 % (higher rate).
- **Stamp Duty surcharge:** +3 % for additional properties.

*Always seek professional tax advice before restructuring or incorporating your portfolio.*

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## 8. Growing Your Portfolio

Options include:

- Releasing equity to fund deposits on further purchases.
- Using special purpose vehicles (SPVs) for company-owned properties.
- Diversifying into HMOs, holiday lets, or mixed-use assets.
- Partnering with investors under joint ventures.

Example:

John owns 2 rentals valued at £600,000 total.

With 75 % LTV, equity = £150,000.

He remortgages to release £100,000 and purchases a third flat, increasing total income by £900/month.

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## 9. Common Mistakes

- ✗ Ignoring tax implications of ownership structure.
  - ✗ Underestimating maintenance and void costs.
  - ✗ Not reviewing mortgage rates regularly.
  - ✗ Poor tenant screening.
- 

## 10. Exit Strategy

Plan ahead:

- Decide whether to sell, refinance, or gift property.
  - Consider timing around market cycles and tax allowances.
  - Keep a rolling 3–5-year plan for cash flow and capital reinvestment.
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### Summary Checklist for Landlords

- ✓ Safety certificates in place
- ✓ Deposit protected
- ✓ EPC valid
- ✓ Licences obtained

- ✓ Tenancy agreement compliant
- ✓ Mortgage terms reviewed annually

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## Part 7 – Long-Term Property Strategy & Final Guidance

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### 12. Exit Strategies & Long-Term Wealth Planning

#### 1. Why Plan Your Exit

Every property or finance strategy needs an eventual destination.

Exit planning protects profits, limits tax exposure, and allows smooth transition between properties or generations.

Common goals:

- Selling at market peak to realise capital gain.
- Refinancing to release equity for new ventures.
- Passing wealth efficiently to family.
- Moving portfolios into company or trust structures.

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#### 2. Timing and Market Cycles

UK property values move in multi-year cycles influenced by Bank of England base rates, inflation, and supply.

Successful investors monitor these indicators and adjust leverage before rates rise.

##### **Example**

If you remortgage at 4.25 % while rates are low, you lock certainty; waiting until base rises to 6 % could add £300 per month on a £300 k loan.

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#### 3. Using Equity Strategically

Equity release lets you expand without new cash savings.

If a property bought for £200 k is now £300 k and you owe £150 k, you can refinance at 75 % LTV = £225 k, freeing £75 k to invest elsewhere.

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## 4. Diversification

Balance across locations and types:

- Residential BTL (steady rent)
  - HMOs (higher yield, more admin)
  - Holiday lets (seasonal income)
  - Commercial units (long leases, index-linked rent)
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## 5. Inter-Generational Planning

Plan ownership transfers early. Options include:

- **Joint ownership (Tenants in Common)** for flexible inheritance shares.
  - **Trusts or SPVs** for multi-party ownership.
  - **Life insurance in trust** to cover IHT liability.
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## 6. Professional Reviews

Re-evaluate annually with your broker, accountant, and solicitor:

- Recheck mortgage rates and LTVs.
  - Audit legal documents and insurance.
  - Update tenancy agreements and EPCs.
  - Assess tax changes or corporate reporting.
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## 7. Ethical and Sustainable Investment

Modern landlords face ESG expectations.

Energy-efficient upgrades (EPC C targets by 2030) and fair-rent practices increase long-term value and tenant retention.

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## 13. Summary of Best Practices

Theme	Best Practice	Why It Matters
Mortgage Planning	Review rates 6 months before expiry	Avoids SVR penalties



Theme	Best Practice	Why It Matters
Documentation	Keep digital and paper copies securely	FCA and AML compliance
Communication	Maintain updates with broker and solicitor	Prevents delays
Financial Buffer	Reserve 3-6 months rent per property	Covers voids and repairs
Professional Advice	Use qualified CeMAP-level advisers	Ensures regulated guidance

## Appendices

### Appendix A – Glossary of Common Mortgage Terms

#### **AIP / DIP (Agreement in Principle)**

Preliminary confirmation of borrowing power after a soft credit check.

#### **APRC (Annual Percentage Rate of Charge)**

Total cost of borrowing including fees expressed annually.

#### **Base Rate**

Set by the Bank of England; most tracker rates follow it.

#### **BTL (Buy-to-Let)**

Mortgage for property you rent out to tenants.

#### **Conveyancing**

Legal transfer of property ownership.

#### **Equity**

Property value minus mortgage balance.

#### **Fixed Rate**

Interest remains constant for set term.

#### **LTV (Loan-to-Value)**

$\text{Loan} \div \text{property value} \times 100$ .

#### **Offset Mortgage**

Links savings to loan balance to reduce interest.

**Stress Test Rate**

Higher rate used by lenders to check affordability.

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## Appendix B – Document Checklist

**For All Applicants**

- Photo ID (passport or licence)
- Proof of address (utility bill ≤ 3 months)
- 3 months bank statements
- Latest payslips or SA302s + Tax Overviews
- Credit report (Checkmyfile recommended)

**For Landlords**

- Tenancy agreements and deposit scheme certificates
- Gas Safety / EICR / EPC certificates
- Property insurance schedule
- Current mortgage statements

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## Appendix C – Useful Contacts

Organisation	Purpose	Website
Financial Conduct Authority (FCA)	Mortgage regulation & consumer rights	<a href="https://www.fca.org.uk">fca.org.uk</a>
Information Commissioner's Office (ICO)	Data protection & privacy complaints	<a href="https://ico.org.uk">ico.org.uk</a>
MoneyHelper (formerly MAS)	Free money & debt guidance	<a href="https://moneyhelper.org.uk">moneyhelper.org.uk</a>
The Property Ombudsman	Independent complaint resolution	<a href="https://tpos.co.uk">tpos.co.uk</a>
Shelter UK	Tenant & housing advice	<a href="https://shelter.org.uk">shelter.org.uk</a>

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## Appendix D – Disclaimer & Copyright

This guide is intended for **general educational purposes** and does not constitute regulated financial advice.

Mortgage products and lending criteria change frequently; always seek personalised recommendations from a CeMAP-qualified adviser before making decisions.

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