

Released February 2025

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Masthaven Finance, 3 Theobald Court, Theobald Street, Borehamwood, WD6 4RN

Masthaven Finance is a trading name of Masthaven Finance Group Ltd (14088677), Masthaven Finance Ltd (03709012), SF11 Ltd (07731478), SF13 Ltd (08273729), SF22 Ltd (14588596), SF24 Ltd (15589627), and Masthaven Finance M1 Ltd (14111987) all of which are registered in England and whose registered office is 3 Theobald Court, Theobald Street, Boreharnwood WD6 4RN. Masthaven Finance Ltd is authorised and regulated by the Financial Conduct Authority. Firm reference number 300606.



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Introduction

This Packaging Guide has been designed to provide you with guidance on our requirements for submitting residential and buy to let applications. The document should be reviewed in conjunction with our Product Guide and Submission Checklist.

Please note, the requirements apply to all lending except for the variations set out for BTL applications.

We reserve the right to request additional information or decline an application following our review.

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The Loan	
Loan Amount	Refer to product guide for product limits.
Loan to Value (LTV)	Refer to product guide for product limits.
Loan Term	2 to 30 years.
Loan Repayment	Capital repayment (interest only available on buy to let only).
Loan Purpose	Loans for any legal purpose, including but not limited to: • Car purchase • Debt consolidation - note debts will be settled directly on completion • Home Improvements • Property purchase - investment or holiday • Purchase or transfer of equity • Settling a bankruptcy/debt management plan/IVA Loan purpose to be declared during the application process.
Cash Out	 Where the cash out to the applicant on completion is less than or equal to £50,000, we require a breakdown of the loan purpose - this can be detailed on the broker portal. Where the cash out to the applicant exceeds £50,000 on completion, further evidence of the loan purpose will be required such as builders quotes for home improvements.
Repayment	Repayments must be made from a UK Bank account in the name of one or both applicants. We cannot accept payments from business accounts or 3rd parties.
Loan Disbursements	We will release funds by same day transfer
Further Advances	We may consider lending further monies once the existing loan has been running for a minimum of 6 months, providing payments have been maintained. Subject to referral.
Overpayments	Up to 10% per annum. Overpayments exceeding 10% are subject to the relevant product early repayment charge.

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The Applicant	
Minimum Age	21
Maximum Age	80 at the end of term (subject to affordability into retirement).
Maximum Applicants	2 - applicants must reside at the property if the application is residential.
ID	We will complete a digital ID check on all applicants upon receipt of the application. If the digital check cannot be completed, we may require the applicant to obtain Independent Legal Advice (ILA) from a solicitor registered with the Law Society. The solicitor will be required to confirm how they have verified the applicants identity.
EU/Worldwide Citizens	We require proof of ID, address and permanent leave to remain in the UK
Applicant(s) Name	Documents should be issued in the applicant(s) full legal name as per their ID and entries on HM/Scottish Land Registry. If the applicant(s) require the Land Registry to be updated, we require evidence of the name change, i.e., marriage certificate, ID in the proposed name and a letter to HM Land Registry authorising them to update their name. Refer to an underwriter for further instructions.
Proof of Residency	 One of the following items are required to prove residency for the current year only: Entry on the voters role on Equifax - at the applicant(s) declared address Latest council tax bill Latest mortgage statement Utility bill - dated within the last 3 months (excluding communications accounts) Bank statement or credit card statement - dated within the last 3 months
Debt Management Plan (DMP)	If the applicant(s) is in a debt management plan (DMP), we require the following: Schedule of debts included in the DMP Settlement figure to clear the DMP Monthly payment Confirmation the last 12 months payments have been made Explanation as why the applicant(s) entered a DMP If the applicant(s) does not wish to settle the DMP, the monthly payment must be factored into the affordability assessment. If the DMP is in joint names, we will treat this as 2 demerits. Missed payments in the last 12 months are treated as an additional demerit. Refer to Product Guides for further information on product eligibility.

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IndividualVoluntaryArrangement (IVA)	 If the applicant(s) is in an individual voluntary arrangement (IVA, we require the following: Schedule of debts included in the IVA Settlement figure to clear the IVA, along with an undertaking to remove the charge from HM Land Registry if applicable Monthly payment Confirmation the last 12 months payments have been made Explanation as to why the applicant(s) entered and IVA If the applicant(s) does not wish to settle the IVA, the monthly payment must be factored into the affordability assessment. We also require evidence that the IVA practitioner has consented to the Masthaven loan. If the IVA is in joint names, we will treat this as 2 demerits. Missed payments in the last 12 months are treated as an additional demerit. Refer to Product Guides for further information on product eligibility.
Bankruptcy	We will consider lending to discharged bankrupts subject to evidence that the bankruptcy was discharged 3 or more years prior and any charge registered on the property must be re-paid from the proceeds of the loan. If the bankruptcy was registered within the last 3 years, it must be annulled on completion of our loan. Refer to product guide for product eligibility.
Speak Withs	Prior to the offer being issued, we will confirm the final details with the applicant(s). We will contact the applicant(s) directly, and must be able to speak to all applicants independently.
Independent Legal Advice (ILA)	 We may require the applicant(s) to obtain ILA from a solicitor registered with the Law Society, a legal executive registered with CILEx or a licenced conveyancer registered with the Specialist Property Law Regulator. ILA may be required in the following circumstances: Applicant is aged 70 or over at the start of the loan Applicant does not speak/understand English to a sufficient level to be able to understand the loan terms. ILA must be provided in the applicant's first language, and checks will be made to ensure the solicitor speaks the relevant language by reference to the Law Society or firms website Applicant does not appear to understand the terms of the loan One of the applicants is not benefiting financially from the loan The loan is for the benefit of an applicant that does not own the security This list is not exhaustive. We reserve the right to request ILA on a case-by-case basis.

Affordability	
Affordability Assessment	Affordability is calculated using an income and expenditure assessment, whereby the applicant(s) declare their monthly household expenditure. These values are compared against expected expenditure produced by the Office of National Statistics (ONS). Where the values are lower than expected, we require a plausible explanation and, in some cases, may request evidence i.e., bank statements or bills. If we cannot satisfy ourselves that the lower value is plausible, we may enforce the higher ONS expected value. Surplus income must be sufficient to service the applicant's 1st mortgage, the proposed Masthaven loan, and any unsecured credit that is not being settled from the loan advance.

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Affordability	
Stress Test - Existing Mortgage	We will apply a stress test to the existing 1st mortgage payment - this is automated in our portal. We need to know if the mortgage is repayment or interest only as this will impact the stress test - this information will be validated by the underwriter.
Stress Test - Masthaven Proposed Loan	We will apply a stress test to the proposed Masthaven repayment unless the interest rate on the Masthaven loan is fixed for 5 years.
Unsecured Credit	 We will apply the following calculations to unsecured balances that will remain in place following the completion of the loan, whereby the payment is factored into the income and affordability assessment. 3% of the balances stated on Equifax: Credit cards Mail order accounts Communications accounts (unless a monthly payment is stated) Current accounts 1% of balances stated on Equifax: CCJ/Default balances (unless a monthly payment is stated) Monthly payment as stated on Equifax: CCJ/Default balances (unless a monthly payment is stated) Monthly payment as stated on Equifax: Unsecured loans Hire purchase agreements Evidence of a lower payment may be considered on referral. Where unsecured debt is being consolidated from the proceeds of our loan, the following applies: For fixed term accounts such as unsecured loans/hire purchase agreements/IVAs/DMP's - we require these debts to be settled by our solicitor on completion of the loan. We require up to date statements evidencing the account number and BACS details. For revolving credit accounts such as credit cards/mail order accounts/overdrafts - we will allow the applicant to settle these debts directly on completion of the loan. Details of the applicants obligations to repay the debt will be documented on the mortgage offer. Any debt secured against the property, including mortgage arrears, must be settled by our solicitor on completion figure evidencing the account number and BACS detail is required along with an undertaking for the charge to be removed as applicable. We reserve the right to insist that all debts being consolidated are re-paid by us on completion. This would generally apply where the applicant has recently missed payments, has a large amount of credit outstanding or where the Core 3 product is being offered.

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Income	
Minimum Income	Minimum gross household income of £18,000 - £15,000 must be earned from employment and/or private pension.
Employed Income	
Minimum Time in Employment	1 month in current role, 3 months consecutive history in total. Must be evidenced by at least 1 months' payslip from current role, and 2 months' payslips from previous role. Subject to a maximum 6 week break in between roles.
Probation Period	Accepted subject to the applicant evidencing previous income if in role for less than 3 months along with a copy of their current contract. Subject to a maximum 6 week break in between roles.
Evidence	3 most recent payslips. Payslips must be dated within the last 45 days prior to offer.
Bonus/Commission/Overtime	Acceptable providing the additional pay is evidenced on the 3 most recent payslips. Annual bonuses considered on referral subject to 2 consecutive years evidence. We may require the most recent P60 to support/evidence bonus payments.
Car/Location/Shift Allowance	Acceptable providing the allowance is evidenced on the 3 most recent payslips.
Company Maternity Pay	Acceptable subject to evidence of the terms of payment. We require a plausible explanation as to how the applicant(s) will afford the loan when the payment ceases. We reserve the right to request further evidence.
Employment Contract	We may require a copy of the applicant's contract if we are unable to calculate the applicants regular pay, or the applicant is in probation.
Self-Employed Income	
Minimum Time Trading	1 year - evidence will be required for all active businesses.
Sole Trader/Partnerships	Minimum 1 year's tax calculation and supporting tax year overview.
	3 most recent bank statements to evidence business is still trading. Personal bank statements will be accepted if applicant uses this account for business purposes.
Limited Company	Minimum 1 year's tax calculation and supporting tax year overview supported by:
	Signed accounts
	OR
	Accountants Reference (using Masthaven's template)
	Note the accounts/accountant's reference will be reviewed to ensure any dividends are supported by the profit made by the business.
	Projections can be considered subject to a minimum of 2 years full accounts, and a minimum of 6 months in the current year, capped at a 20% increase on previous years figures.

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Accountants Reference	Must be completed by the applicant(s) accountant, who must hold one of the following qualifications: • ICAEW • ICAS • ACCA/FCCA • CIMA • CIPFA • AIA • AAPA/FAPA • ACMA • IFA • CTA • ACT Refer to an underwriter if the applicant's accountant does not hold one of the listed qualifications.	
Contractor Income		
Income Calculation	Day rate x 5 (days) x 46 (weeks).	
Minimum Time Contracting	3 months.	
Evidence	Current contract and 3 most recent payslips, invoices, or bank statements.	
Minimum Contract Remaining	2 months. Evidence of renewal required if less than 2 months remaining.	
Gaps Allowed	4 weeks in the last 12 months.	
Umbrella Companies	Considered on referral.	
Construction Industry Scheme (CIS)		
Minimum Time in Role	3 months	
Evidence	3 most recent remittance slips AND bank statements.	
Pension Income		
Acceptable Pensions	State and private.	
Evidence	3 most recent remittance slips or bank statements.	

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Benefit Income	
Child Benefit	Accepted subject to the child(children) being under the age of 16 at the start of the loan. If received for several children, we will only take the award for children within the qualifying age. We require a plausible explanation as to how the applicant(s) will afford the loan post the benefit ceasing. Income must be evidenced by 3 most recent bank or government gateway statements.
Child Tax Credit	Accepted subject to the child(children) being under the age of 16 at the start of the loan. If received for several children, we will only take the award for children within the qualifying age. We require a plausible explanation as to how the applicant(s) will afford the loan post the benefit ceasing. Income must be evidenced by 3 most recent bank or government gateway statements.
Child Maintenance - court and non-court ordered Maintenance	Accepted subject to the child(children) being under the age of 16 at the start of the loan. For court ordered maintenance: Income must be evidenced by 3 most recent bank statements and the court order. For non-court ordered maintenance: Income must be evidenced by 3 most recent bank statements, and a bank statement dated 12 months ago. Refer to an underwriter if there are any payment arrears.
Statutory Maternity Pay	Acceptable subject to evidence of the terms of payment. We require a plausible explanation as to how the applicant(s) will afford the loan when the payment ceases. We reserve the right to request further evidence.
Other Benefits	We will consider all state benefits providing the benefit has been awarded for the benefit of the applicant(s). Income must be evidenced by 3 most recent bank statements and most recent award letter.
Other Income	
Agency Workers	Accepted subject to the applicant(s) being with the same agency for a minimum of 12 months. Evidence in line with employed applicants.
Zero Hour Contracts/Bank Nurse	Accepted subject to the income being evidenced for a minimum of 12 months. Evidence in line with employed applicants.
2nd Jobs	Accepted subject to the applicants being in the role for a minimum of 3 months and the total hours worked being plausible and sustainable. Evidence in line with employed applicants.
Other Income	We may consider other incomes on referral subject to source and sustainability. Refer to an underwriter.

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Lending into Retirement	
Retirement Age	All applicant(s) must confirm their intended retirement age.
	We consider it reasonable that the applicant(s) could continue to work up to the age of 70.
	If the loan extends beyond the lower of the applicant(s) intended retirement age or 70, the applicant must evidence how the loan will be maintained post-retirement.
	We accept the following repayment options into retirement:
	 Pension - private or state. If the applicant is due to retire within the next 10 years and the loan will still be in place, the latest private pension statement or state pension entitlement must be provided to confirm expected income. The income must be sufficient to support the applicant's current income.
	 If the applicant is due to retire in more than 10 years, suitable evidence of contribution to a pension must be supplied, i.e., deductions on payslips, illustration from pension supplier.
	If the applicant cannot evidence affordability into retirement, then the loan must be reduced to end by the lowe of the applicants declared retirement age or 70.
The Property	
Location	We lend on residential property located in England, Wales, and mainland Scotland.
Scottish Report	Required for all applications where security is in Mainland Scotland - request via Wilson McKendrick.
Valuation	We require a valuation against the security to confirm the value of the property. A minimum property value of £75,000 is required on 1st charge residential applications, and £100,000 on all other products.
Automated Valuations (AVM)	A Hometrack AVM may be accepted subject to the following:

The valuation being carried out using Masthaven Finance's template

- A maximum gross loan of £75,000
- A maximum property valuation of £1,000,000
- A maximum LTV of 65%
- A minimum confidence level of 5
- Dated within the last 3 months

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Driveby Valuations	A driveby valuation may be accepted subject to the following: • A maximum gross loan of £100,000 • A maximum property value of £1,000,000 • Dated within the last 3 months We are unable to accept driveby valuations on flats or maisonettes. The valuation must be carried out by an approved valuer, using Masthaven's template, and supported by photos of the front elevation and street scene. We may accept confirmation from the valuer that the report can be relied on for a further period if the valuation expires before the offer is issued.
Full Internal Valuation	An internal valuation will be required where an application fails Hometrack or driveby criteria. The valuation must be carried out by an approved valuer, dated within the last 3 months, using Masthaven's template, and supported by photos of the bathroom, kitchen, front and rear elevations and street scene. We may accept confirmation from the valuer that the report can be relied on for a further period if the valuation expires before the offer is issued.
Valuation Panel	We will accept valuations from the following: • AV Surveyors • Ord Karmel & Kritzler • Pure • Sonas/Gateway • Taylor Wilkinson
Retentions/Specialist Reports	Refer to an underwriter to confirm our requirements if the valuer recommends a retention or a specialist report.
Tenure	 The following tenures are acceptable: Freehold houses/bungalows Freehold flat/maisonettes - Scotland only Leasehold houses/bungalows/flats/maisonettes - subject to a minimum of 75 years remaining on the lease at the start of the loan with a minimum of 50 years remaining at the end of the term. We will lend to extend the leasehold, subject to the new lease term meeting our minimum requirements

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Unacceptable Property Types	 We are unable to lend on the following property types: Commercial or semi-commercial properties including holiday homes Flats above commercial properties if above a restaurant or takeaway Freehold flats - excluding Scotland Ex-local authority flats where the security property is on the 5th floor or above Flats where the total number of storeys exceeds 6 - refer to an underwriter Properties listed as defective, uninhabitable or unmortgagable or where the valuer has stated there is poor demand for the property Shared ownership properties - unless the loan is being used to purchase the final share of the property This list is not exhaustive. We reserve the right to decline an application if we deem the property to be unsuitable security.
Other Occupiers	We require an Occupiers Consent Form for any person residing in the property aged 17 or over (excluding Scotland)
Property for Sale	We are unable to lend if the property is currently on the market to sell. We require confirmation from the estate agent that the property has been removed from the market.
Pre-emption/Ex-Local Authority Properties	 If the property was purchased from the local authority and the property is still subject to pre-emption, we will consider lending subject to: Remaining discount to be factored into the LTV assessment whereby the discount reduces by 20% each year. The final year can be ignored Discount to be evidenced in writing from the local authority

Existing Mortgages	
1st Mortgage Company	We will lend behind all UK Banks and Building Societies, as well as most privately owned lenders. We may ask for a copy of the mortgage offer to confirm terms and conditions if we are unfamiliar with the lender. Refer to an underwriter if you are unfamiliar with the mortgage company.
1st Mortgage Redemption Figure	We will lend behind the balance outstanding if the LTV is below 75%. Where the LTV is above 75%, we require a redemption figure on headed paper and will use this to calculate the LTV. On 1st charge applications a redemption figure is required for all mortgages being repaid from the proceeds of the loan.
1st Mortgage Reference	If the mortgage account shows on Equifax and there is no arrangement or a succession of 6's in period being assessed, we will rely on this information to evidence the conduct of the mortgage account. If the mortgage is currently in 2 or more months arrears, we require written confirmation of the arrears balance. If the mortgage is not on Equifax, or shows an arrangement or succession of 6's during the period being assessed, we will require a BSQ covering all accounts confirming: • Current balance outstanding • Monthly repayment • Arrears balance • 12-month payment profile

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Mortgage Arrears	Mortgage arrears must be brought up to date prior to offer or cleared from the proceeds of the loan. We require BACS details from the 1st mortgagee if we are clearing the arrears.
Consent	If required, consent must be granted in favour of Masthaven Finance Ltd on headed paper. If the loan amount is stated on the consent, the amount must be equal to or higher than the gross loan being advanced. We will only accept conditional consent if this is granted subject to mortgage arrears being settled from the loan. We will issue the Mortgage Offer with consent to follow. This must be received prior to completion of the loan. We may consider lending by way of equitable charge if consent has been declined. Refer to an underwriter.
Open Plan/Offset Mortgages	 If the mortgagee has an obligation to make further advances or holds an all-monies charge, we will require: A deed of postponement or crystallisation of debt, or; Confirmation of the maximum liability and that no further lending will be granted without our consent
Third Charges	We may consider taking a 3rd charge providing: • The existing charges are registered to the same lender • We are lending behind a council housing act discount
Other Mortgages	 Existing secured loans, equitable charges, restrictions and cautions must be re-paid prior to or from the proceeds of our loan. We require a redemption figure and undertaking to remove the charge upon receipt of funds. The redemption figure must be on headed paper and in date on the day of offer and completion. We may consider non-interest-bearing charges remaining on the property providing their charge is postponed behind ours (except for bankruptcy charges which must be settled on completion). Where the applicant has buy to let properties in the background, we require the following: Copy of any tenancy agreements to evidence the property is self-funding. We may request a credit search on the additonal addresses.
Priority Notices/Pending Applications	We will register a priority notice at HM Land Registry upon receipt of an application. If a priority notice has been registered in favour of another party, we require a letter of no further interest or for the notice to be removed before we can issue the offer. If an application has been made in favour of another party, we require the application to be completed or withdrawn before we can issue the offer.

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BTL Applications - the following variations apply		
Loan Repayment	Capital Repayment or Interest Only - subject to satisfactory repayment vehicle.	
Minimum Age	21.	
Maximum Age	85 by the end of term.	
Minimum Income	Minimum gross income of £18,000 for the highest earning applicant - £15,000 must be earned from employment and/or private pension.	
Income Evidence	Latest income proof required, i.e., most recent payslips, tax return or pension remittance.	
Affordability	Affordability is assessed using a debt service cover ratio (DSCR) assessment, whereby the applicant(s) monthly mortgage servicing costs are assessed against the monthly rent being received. The following thresholds must be met: • 125% DSCR - basic rate tax payer • 1145% DSCR - higher and additional rate tax payer • 145% DSCR - HMO/AirBNB/holiday lets Unsecured credit and other mortgage commitments are ignored unless we are using the applicant's personal income to support the application - refer to Personal Income Top Up section.	
Loan Purpose	If the loan is being used for debt consolidation, we will send loan funds directly to the applicant(s) to settle the accounts, providing the debt is evidenced on the credit search	
Assured Shorthold Tenancy Agreement	A copy of the current assured shorthold tenancy agreement (AST) confirming rent and term is required. The AST must have commenced prior to offer and must be signed by all parties. If the AST has expired, and the AST has become a rolling agreement, we require a copy of the letter issued to the tenant to confirm current terms or the most recent bank statement confirming receipt of the rent. We reserve the right to request a bank statement confirming receipt of the rental payment.	
Rental Assessment	We require a rental assessment from the valuer confirming the monthly rent. The DSCR will typically be calculated on the lower of the valuer's rental assessment and the AST rental. We will consider applying up to a 10% uplift to the valuers assessment where the AST supports the higher figure.	
Households in Multiple Occupancy (HMO)	 We will lend on an HMO subject to the following: Maximum of 6 bedrooms Copy of HMO licence - if applicable Internal valuation - valuer to provide monthly rental appraisal and confirmation that the property meets HMO requirements 	
AirBNB's/Holiday Lets	 We will lend on a property that is rented via AirBNB/holiday let basis subject to the following: Applicant must own and reside in their current residential property Internal valuation - valuer to provide monthly rental appraisal based on an unfurnished AST basis Property must be classified as residential with no restrictive covenants and evidenced as being available to rent on booking websites/Airbnb as a whole property let Cannot be located on a holiday park 	

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BTL Applications - the following variations apply to Residential requirements		
Energy Performance Certificate (EPC)	We require a valid EPC with a minimum rating of E of above (unless the property is exempt).	
Other Occupiers	Waivers are not required on buy to let properties.	
Personal Income Top Up/ Top Slicing	We can consider using the applicant(s) personal income to achieve the required DSCR for higher/additional rate tax payers subject to the following: • Full income and expenditure assessment on the applicant's residential property • Evidence of personal income • DSCR must be at least 130% before personal income is added to the assessment.	
1st Mortgage Stress	We will apply a stress test to the existing 1st mortgage payment - this is automated in our portal. We need to know if the mortgage is repayment or interest only as this will impact the stress test - this information will be validated by the underwriter.	
Consumer Buy to Let	No variations for loans on Consumer Buy to Let (CBTL) properties.	

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