

## **The complaint**

Miss K complains about delays with a product switch for her buy to let mortgage with The Mortgage Works (UK) Plc. She asks for compensation.

## **What happened**

Miss K has a buy to let mortgage with TMW. Her interest rate product was due to expire at the end of September 2024. Miss K thought the value of her property had increased which could put her into a better loan to value product range.

Miss K contacted TMW in July 2024 asked it to revalue her property. Miss K wasn't happy with the revaluation, which she appealed. TMW agreed a higher property valuation. However, this was too late for Miss K to take out a new product in time to avoid the mortgage going onto TMW's standard variable rate (SVR) in October 2024. She applied for a new product in October 2024 which took effect on 1 November 2024.

Miss K asks that TMW refunds the difference between the interest applied at the SVR and the interest that would have been applied if the new interest rate product had taken effect on 1 October 2024. She also asks that TMW refunds the cost of her travel to collect evidence for her valuation appeal.

TMW paid compensation of £200 for undervaluing the property and the time it took to sort this out. It offered to backdate the product switch to 1 October 2024, but said this would have to be a product available in September 2024 (which would have a higher interest rate).

Our investigator said TMW had done enough to put matters right. He said interest rates fell during the delays which meant Miss K is better off as a result.

Miss K didn't agree and asked that an ombudsman reconsider the complaint.

## **What I've decided – and why**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Miss K's interest rate product was due to expire on 30 September 2024. She thought her property had increased in value, which might allow her to take out an interest rate product in a lower loan to value range.

Miss K contacted TMW in July 2024 and asked for a revaluation of the property. TMW used a desk top valuation. This didn't result in the increase that Miss K had expected. I don't think it was wrong or unfair for TMW to use a desk top valuation. I think it was fair for TMW to allow Ms K to appeal the valuation. To do this, she needed to provide evidence of the property's value.

After reviewing the information provided by Miss K, TMW updated the value of her property to £370,000. This meant Miss K was able to take out a product in a lower loan to value range. But she'd missed the deadline for a new product to be in place by 1 October 2024.

TMW accepts it caused delays with the revaluation of Miss K's property and paid compensation. But I don't think it's fair and reasonable to require it to pay further compensation to Miss K.

Miss K says she had to travel to the area where the property is located to ask estate agents for comparison information. I don't think it's fair to require TMW to compensate her for this. Miss K needed to provide evidence to support her appeal. Miss K hasn't said why she had to visit estate agents in person, rather than contact them by phone or online. She'd already arranged for her tenants to provide up to date photos of the property. I don't think it's fair and reasonable in the circumstances to require TMW to compensate Miss K for her costs or the inconvenience involved in travelling to the area where the property is located.

To avoid her mortgage going onto the SVR in October 2024 Miss K needed to secure a new product by 25 September 2024. She missed this deadline due to the delays caused by TMW. But interest rates fell during this period. If Miss K had applied for a new product in September 2024 (or in July or August 2024) this would have had a higher interest rate.

Miss K took out a three year product with a 4.54% fixed interest rate. This became available in early October 2024. Miss K could not have applied for this product until early October 2024. It could not have been in place on 1 October 2024, even if there'd been no delays with the revaluation.

TMW said it could backdate the product switch to 1 October 2024 but this would be at the product rate available in September 2024. This had a higher rate than the product Miss K took out. TMW said the additional interest at the higher rate over three years would be more than the additional interest while on the SVR for one month. It said it was for Miss K to decide whether she wanted to do this.

I think that's a fair offer, which would put Miss K into the position she would have been in but for the delays caused by TMW. I don't think it's fair to require TMW to refund interest applied in October 2024 *and* allow Miss K to retain the lower interest rate product.

Letting property is a business, and that includes arranging and managing the mortgage. It's inevitable that asking for and appealing the revaluation would involve some inconvenience. I think that's part of managing the business. I think for the additional upset and inconvenience caused by TMW's errors, £200 is fair and reasonable compensation.

### **My final decision**

My decision is that I do not uphold this complaint, as I find that The Mortgage Works (UK) Plc has done enough to put matters right.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss K to accept or reject my decision before 14 January 2026.

Ruth Stevenson  
**Ombudsman**