



WILLOW TREE

HOUSING PARTNERSHIP

Mortgage Charter – our commitment to shared owners

Willow Tree Housing Partnership has joined other housing associations who provide shared ownership properties in committing to the Mortgage Charter.

The Charter aims to help mortgage borrowers who are worried about higher interest rates or who find themselves in financial difficulty. It will provide our shared owners with reassurance that we will not evict them as a result of financial hardship within 12 months of their first missed payment, if they are working with us to get payments back on track. We will act quickly and compassionately to help people access the support they need.

Provided the shared owner holds a mortgage with one of the vast majority of lenders who have signed up to the charter, they will be able to change the repayment terms of their mortgage by switching to interest-only payments for six months or by extending their mortgage term to reduce their monthly payments.

Under the Mortgage Charter, mortgage lenders have agreed that:

- From 26 June 2023, a borrower will not be forced to leave their home without their consent unless in exceptional circumstances, in less than a year from their first missed payment.
- From 10 July 2023, customers approaching the end of a fixed rate deal will have the chance to lock in a deal up to six months ahead. They will also be able to manage their new deal and request a better like for like deal with their lender right up until their new term starts, if one is available.
- Customers who are up to date with their payments can either switch to interest-only payments for six months or extend their mortgage term to reduce their monthly payments (with the option to revert to their original term within six months).
- These options can be taken by customers who are up to date with their payments without a new affordability check or affecting their credit score.

You can find the full [Mortgage Charter here](#).