

Client Reviews

John Crabtree

Crabtree Consulting



4.9 out of 5

Review from Verified Client

Kent | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

Property purchase.

How did John help you?

By advising on the most appropriate mortgage for my needs.

Have you seen the outcome you were hoping for?

Yes - I was very pleased with the outcome.

What could they have done better?

Everything was spot-on.

Review from Verified Client

Suffolk | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

When I first had to re-mortgage back in the day nearly 20 years ago.

How did John help you?

John as arranged numerous mortgages, re-mortgages and life insurance for myself and wife

Have you seen the outcome you were hoping for?

Yes - definitely, on every occasion.

What could they have done better?

I'm not sure, they have always offered a first class service. Perhaps I'll ask him to buy me a beer every few years!!!

Review from Verified Client

Kent | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

The nature of the mortgage I required was not straight forward and obviously available.

How did John help you?

John identified a mortgage provider that offered exactly what I was looking for.

Have you seen the outcome you were hoping for?

Yes

What could they have done better?

No I don't believe so.

Review from Verified Client

Hampshire | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

I required mortgage finance

How did John help you?

He organised my mortgage

Have you seen the outcome you were hoping for?

Yes

What could they have done better?

Nothing. He was excellent

Review from Verified Client

London | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

I was looking for mortgage.

How did John help you?

Sourced an excellent mortgage from the whole market, and assisted in all stages with administration etc

Have you seen the outcome you were hoping for?

Yes

Review from Verified Client

Cheshire | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

Needed a mortgage on moving home.

How did John help you?

He advised me of the different options and discussed them with me, so I could make the best decision for my circumstances.

Have you seen the outcome you were hoping for?

Yes

What could they have done better?

I don't think he could have done anything better.

Review from Verified Client

Kent | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

Was coming to the end of our current mortgage rate.

How did John help you?

Found us an extremely competitive rate for us to switch to and also provided us with the necessary insurance to protect our mortgage.

Have you seen the outcome you were hoping for?

Yes. John Crabtree and all the team at Crabtree Consulting provided a seamless process for our remortgage and life insurance application, removing all the hassle from us having to arrange it ourselves.

What could they have done better?

Nothing. Flawless service, highly recommend.

Review from Verified Client

London | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

Residential buy to let and commercial mortgages.

How did John help you?

John has a unique approach to listening carefully to my requirements as a client and helping me achieve the right lenders with flexibility. He also takes most of the admin burden on and guides the process through to completion in a very thorough manner. He is a very experienced professional with excellent lending relationships across the market.

Have you seen the outcome you were hoping for?

Yes on several occasions. He is my go to person for all types of property lending with straightforward and transparent advice and fees.

Review from Verified Client

Kent | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

We had been let down by our pension advisers in respect of a lump sum to help with buying new property.

How did John help you?

Put in contact with a bridging Loan company to enable the purchase to go ahead on time.

Have you seen the outcome you were hoping for?

Yes

What could they have done better?

I think they help us with a speedy & a satisfactory conclusion.

Review from Verified Client

Kent | November 2018

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a financial adviser?

Needed bridging loan / mortgage advise

How did John help you?

Arranged the above

Have you seen the outcome you were hoping for?

Yes

Review from Verified Client

Advice: ★★★★★

Kent | October 2017

Service: ★★★★★

★★★★★ 4 out of 5

Value: ★★★★★

What were the circumstances that caused you to look for a Financial adviser?

Looking for the best mortgage deal.

How did John help you?

Set up mortgage.

What is your current situation? Have you seen the outcome you were hoping for?

Yes.

What could they have done better?

Nothing

Review from Verified Client

Advice: ★★★★★

London | June 2017

Service: ★★★★★

★★★★★ 5 out of 5

Value: ★★★★★

What were the circumstances that caused you to look for a Financial adviser?

Mortgage term ending, looking for new deal.

How did John help you?

Found a fairly nice product that suited my circumstances perfectly.

What is your current situation? Have you seen the outcome you were hoping for?

Yes.

Review from Verified Client

London | May 2017

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a Financial adviser?

I was moving house.

How did John help you?

He organised the mortgage and got me the best deal available and he also looked at my buildings/contents insurance.

What is your current situation? Have you seen the outcome you were hoping for?

Yes.

What could they have done better?

All good so far

Review from Verified Client

| September 2016

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a Financial adviser?

To gain a bridging loan and then remortgages.

How did John help you?

By understanding exactly what we wanted achieve and helping us make that happen.

What is your current situation? Have you seen the outcome you were hoping for?

Yes.

What could they have done better?

Only that when a third party was involved i.e. Solicitor , paper work got mislaid and some confusion arose

Review from Verified Client

Buckinghamshire | September 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

What were the circumstances that caused you to look for a Financial adviser?

re-mortgage.

How did John help you?

All round advice, circumstances, products and rates, all very clear and concise!.

What is your current situation? Have you seen the outcome you were hoping for?

Yes 100%.

What could they have done better?

Nothing to add, John and his team have been proactive in dealing with all situations required. I'm afraid I couldn't add any constructive criticism as everything went

perfectly.

Review from Verified Client

Oxfordshire | April 2015

★★★★★ 4.7 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★☆

They did the job I wanted - no fuss, just got on with it.

What could they have done better?

Nothing

Review from Verified Client

Surrey | February 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

We felt completely comfortable with all the advice we received. The service provided by all members of the team was professional, clear, uncomplicated and pleasant.

What could they have done better?

No comments to make.

Review from Verified Client

East Sussex | February 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John is proactive in sourcing the right structure for the financing requirements that we bring to him. Our requirements are not always straight forward but he has always found an affordable solution. John's team are very freindly and keep us advised of progress throughout the process.

Review from Verified Client

Suffolk | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John and his team have advised me on my main mortgage and several BTL mortgages over recent years. He and his team have given considered, accurate and useful advice, listening to my needs carefully and seeking out the best deals for me at the time. As a self employed person with income that varies wildly from year to year, obtaining mortgages isn't straightforward so I feel sure that in at least two cases I would not have been given the mortgage at all had I approached the same lender direct.

Review from Verified Client

London | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

Really great at looking at different options for us and explaining these in a very

clear manner. Also impressed with the speed of response in getting back to us and working to progress with the applications as quickly as possible. Made our lives much easier

Review from Verified Client

Middlesex | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

He is very approachable and friendly, explains things clearly, inspires trust and confidence. He handles all the arrangements efficiently and without fuss.

Review from Verified Client

Isle of Wight | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

I explained my circumstances and asked for options. John provided clear options which enabled me to make an informed choice. John provided support during every step of the application for a re-mortgage on one property and a small mortgage on the property I was buying. He liaised with me regularly and, along with other members of his team, provided support when my application was looking "fragile". I was seen as a 'high risk' applicant for a re-mortgage because I was moving to a different geographical area and hadn't got a firm job offer until very late on in the process and my spousal maintenance could have been terminated at any time as my ex-husband was self employed. John assured me that he would "get me across the line" and he did.

What could they have done better?

John and his team could not have helped me more.

Review from Verified Client

Buckinghamshire | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John Crabtree found us the mortgages we needed with the minimum fuss and bother. It allowed us to concentrate on our professional jobs and we felt confident that he was dealing with our affairs in a very competent way. We were aware of the costs of the advice and at no time did we feel that the arrangement was anything but transparent. He also explained issues we were uncertain about and took time and effort to make sure we were happy with everything. It felt like a very individual service and we would use him again.

Review from Verified Client

London | January 2015

★★★★★ 4.7 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★☆

John presented to us excellent products that suited our needs on 3 simultaneous mortgage (one home mortgage and 2 buy-to-lets) transactions and managed the 3 mortgages through to completion without any fuss or problems. A mortgage in principle was required very quickly to facilitate the house purchase and John and his team procured this very quickly indeed enabling us to secure the property. Excellent Buildings insurance at a good price was also delivered.

What could they have done better?

No comment

Review from Verified Client

Kent | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John created a comfort rarely found when talking to someone about your finances for the first time. Both he and his assistant Jane exhausted many options before presenting us with our mortgage and life policies. Their communication throughout the whole process was first class, if only the covered all areas of a house purchase!
A

What could they have done better?

Very difficult to find any negatives, we had a slight issue with the amount of deposit required by the lender but this wasn't Johns fault. It just highlights the good communication and flexibility to offer a different option.

Review from Verified Client

London | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

Clear understandable advice. Very good deal and rate on mortgages saving me huge amounts of money. Friendly and responsive to questions or enquiries

What could they have done better?

Very little

Review from Verified Client

Surrey | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John is very thoughtful and pragmatic. He is focused on getting the right product for his customers and keeps their short term and long term goals in mind. He is focused on building long term relationships and hence, is not driven by a short term "transaction" mindset. He is very creative and will go the extra mile to figure out appropriate solutions for even complicated requirements.

Review from Verified Client

Kent | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

Excellent service from an excellent team. John studied my requirements carefully and came up with a really good package across mortgage and insurances. He and the team then managed the whole transition which has been seamless. Honest, trustworthy and friendly service and the start of a long term relationship. Highly recommended.

What could they have done better?

Nothing obvious

Review from Verified Client

London | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John has been able to get mortgages and re-mortgages for me when all others I have tried have not been able to due to my particular set of circumstances.

What could they have done better?

I am happy that John has done as I have asked of him each time.

Review from Verified Client

Kent | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John and his team helped me sort out a new mortgage while going through a tricky divorce. They took away all the headaches and sorted new mortgage's for me and my ex wife.

Review from Verified Client

London | January 2015

★★★★☆ 4.3 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

We were extremely pleased with the service we received and would highly recommend John Crabtree. They responded to all our concerns, good advise and friendly.

Review from Verified Client

London | January 2015

★★★★☆ 4 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John is quick to answer any queries and does so in considered detail, providing clear and concise information and opinion on the best solutions to any financial issues I might have.

Review from Verified Client

London | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

My experience of Crabtree Consulting has been nothing but positive. From the initial contact or query - whether made by me - or instigated by them they are proactive in seeking the best advise/products, keeping me advised of progress and totally transparent about any costs to me and how they are paid. They are patient when I am procrastinating or confused and quick to respond when I am ready to act. I would not hesitate to recommend their services.

What could they have done better?

Not sure what I could write here that would add any value. My experiences of Crabtree Consulting have not left me with any need to criticise nor suggest anything to improve.

Review from Verified Client

London | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

Attentive and considerate to his client's needs regardless of demands and difficulties of the situation. My circumstances were challenging and ongoing and John made sure that he and his team were on top of matters. In addition to the mortgage itself he and his team were knowledgeable on other products that I should consider (eg. Life Policy)First class service

Review from Verified Client

Essex | January 2015

★★★★☆ 4.3 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

I found John very clear. He understood what we needed and explained the different options to us in words we could understand (I really struggle with mortgages) Even after we'd agreed a mortgage he still found us a better deal. His staff were very friendly and helpful and completed everything very quickly.

Review from Verified Client

Buckinghamshire | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John and his team are highly efficient and responsive and the advise we have received in respect of mortgages has always been spot on and saved us a lot of

money. Wouldn't go anywhere for mortgage advice

What could they have done better?

The newsletters that we receive are useful in understanding the market and making pro-active decisions in respect of our mortgage arrangements.

Review from Verified Client

London | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

He is a good communicator that is knowledgeable about what products are on offer

What could they have done better?

N/A

Review from Verified Client

London | January 2015

★★★★☆ 4.3 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

Very approachable and willing to participate in calls where I am just after some general advice or bouncing ideas around. Always very timely in responding.

Review from Verified Client

Herefordshire | January 2015

★★★★★ 4.7 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★☆

John is highly professional, knowledgeable, experienced and commercial He is also a very good listener, which helps him fully understand the nuances of a customers needs and apply the right advise and solutions. It also helps that he is personable and has a good sense of humour to lighten up what at times may not be the most exciting topics.

Review from Verified Client

London | January 2015

★★★★★ 4.7 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★☆

Access to off-market mortgage deals, ability to broker bespoke terms with mortgage providers, and advice tailored to our needs rather than driven by commission. Very responsive and user-friendly.

Review from Verified Client

Suffolk | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

Crabtree are good listeners, taking into account my requirements and considering future options in recommending particular products. As a self employed individual I am not a straightforward proposition and I feel pretty sure that without their hand-holding of the application right through from initial data collection to release of the

funds from the lender, I wouldn't have secured the mortgage at all.

What could they have done better?

Based on my experience I can't fault the service I've received.

Review from Verified Client

London | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John is thoroughly professional. He is patient and considered and has a great knowledge of the mortgage market. My situation was quite complex and John found a number of solutions. He is always calm and polite and extremely prompt with his responses. His charges are fair and I recommend him wholeheartedly

What could they have done better?

I have not had any reasons to suggest anything

Review from Verified Client

London | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John has - over a number of years now, provided us with great advice on both our main and BTL mortgages. The advice has encompassed a couple of moves and a re-mortgage to enable the significant re-development of a property. We've often had to do relatively complex deals - looking at mortgage debt across more than one property at the same time. John's a smart guy and a canny operator. He's great at providing lots of different options - is very honest about Pros and Cons and has

given very balanced advice to enable us to push ourselves a little to get the properties we've wanted without letting us over-stretch. This is very important - particularly when buying in the London market. Nothing is too much trouble. He doesn't shy away from the inevitable problems that crop up. John always returns calls and very simply, if he commits to doing something he does it, within the time frames he has agreed. This ethos follows through to the rest of his team - who are great too.

Review from Verified Client

Berkshire | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

John and his team are very practical, hugely responsive and make us feel that they actually care about our outcome, not their commission. They are happy to look for solutions to more complex requests and have helped us on a number of occasions. John was recommended to me and I have subsequently recommended him to friends of mine.

What could they have done better?

Getting a mortgage does not happen very often for most people so help understanding all the steps involved is always useful

Review from Verified Client

Kent | January 2015

★★★★★ 5 out of 5

Advice: ★★★★★

Service: ★★★★★

Value: ★★★★★

I was looking for a buy to let mortgage but found the variety of options available

rather confusing. There appeared to be numerous good offers, but the redemption charges, sign up fees and small print made it very difficult to see which deal really suited my circumstances and provided me with the most appropriate and cost effective option for my circumstances -- one size does not fit all. Crabtree Consulting were able to guide me through this. Once the best deal had been sourced for me, the application process seemed very straightforward. Admin was dealt with efficiently, with all the liaising with provider dealt with by the adviser firm - I just got regular updates on the progress of the case.

What could they have done better?

In this particular case I was completely satisfied with the product and service I received.
