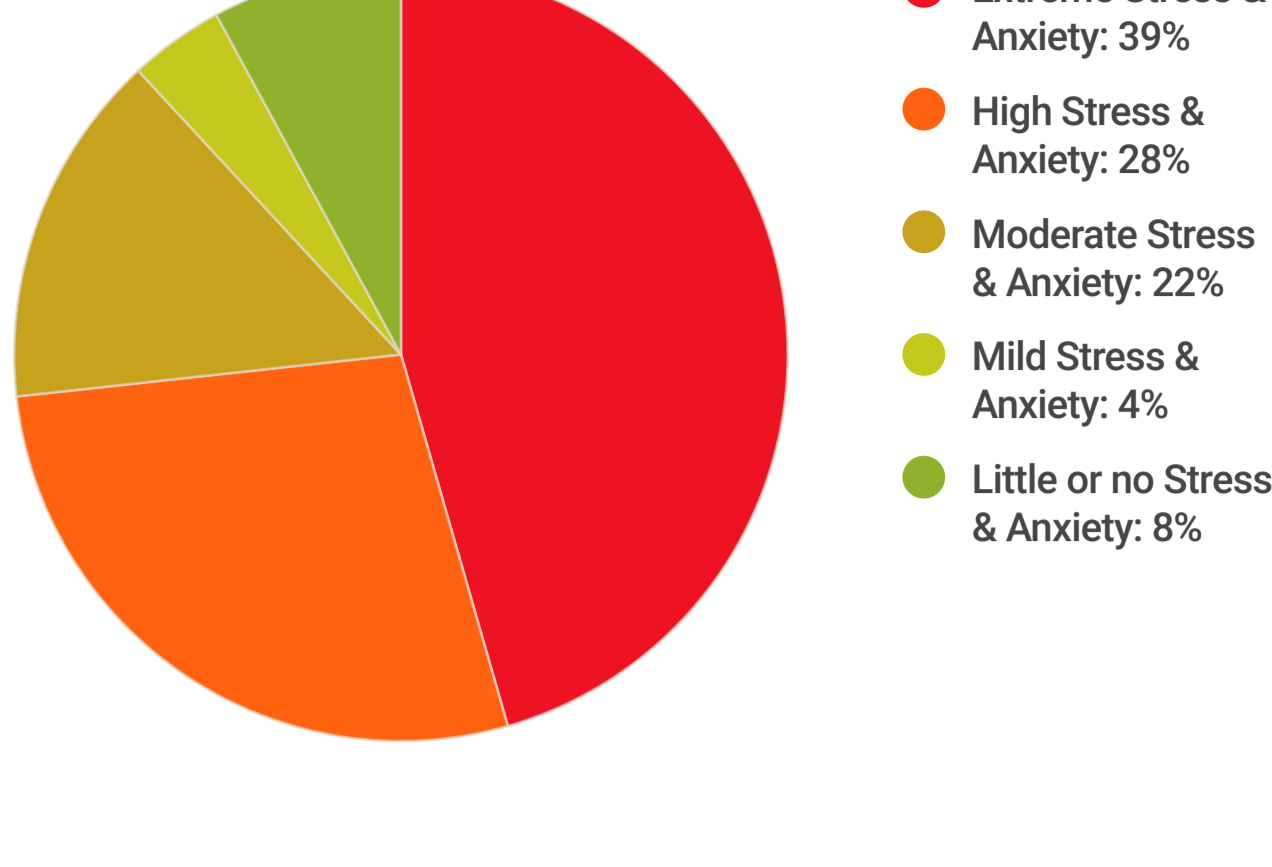


The Stress of Moving Home

How much Stress and Anxiety does Moving Home Cause?

Online Mortgage Advisor customers were asked to finish the following sentence:

"The process of moving home caused me..."



Parents were almost twice as likely to report extreme stress levels

92%



Women were more likely to find it extremely stressful than men

14%

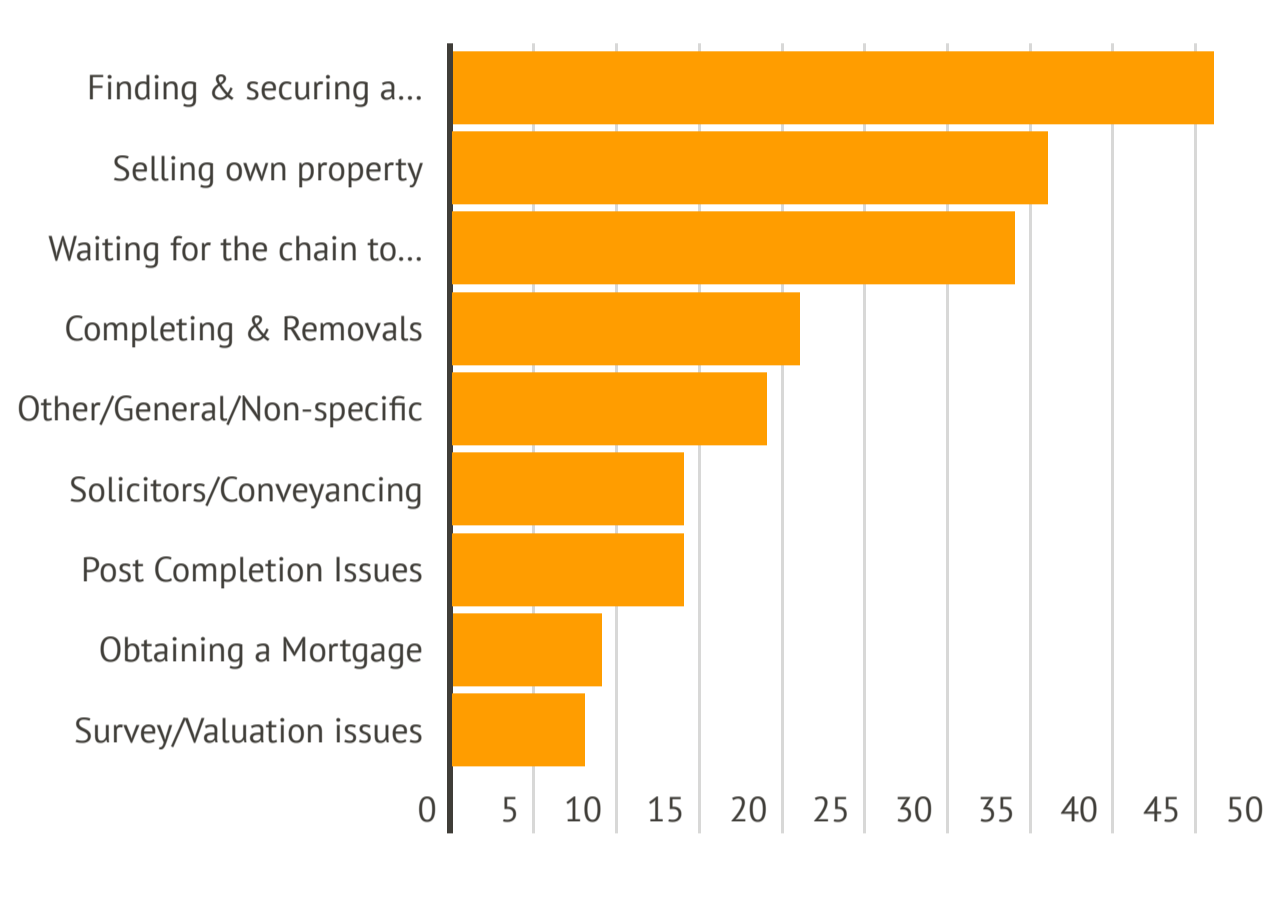


Of the 45 customers who obtained an overseas mortgage, no one reported no stress and anxiety and 76% reported extreme stress and anxiety

76%

What are the Biggest Pain Points?

Customers were asked to list key stressors that existed during their home move. We've categorised these, in order of most to least frequent, into 9 different categories, as well as taking note of the most common specific issues that were mentioned.



The most Common Specific Issues

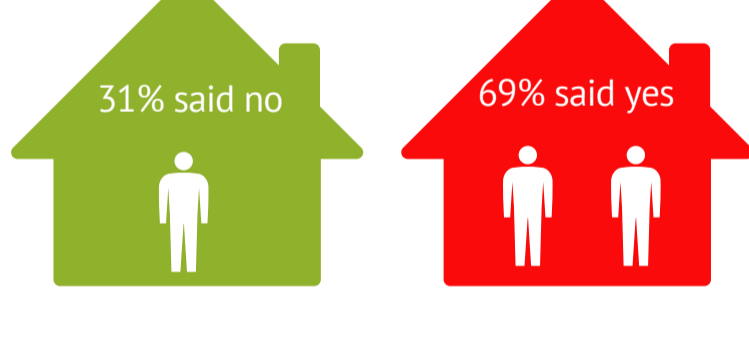


The larger the word, the more frequently it came up. Issues around sellers pulling out was, by a significant margin, the most common issue to cause stress and anxiety amongst customers.

Research undertaken by the HomeOwners Alliance back in 2018 echoes some of our findings around key stress points, although they looked at where purchases actually fell through, as opposed to customers self-reported stress.

Has this put you off Moving Again?

With 90% of customers saying that moving home had caused at least moderate stress and anxiety, it's no surprise that almost two-thirds of them are put off from moving again.



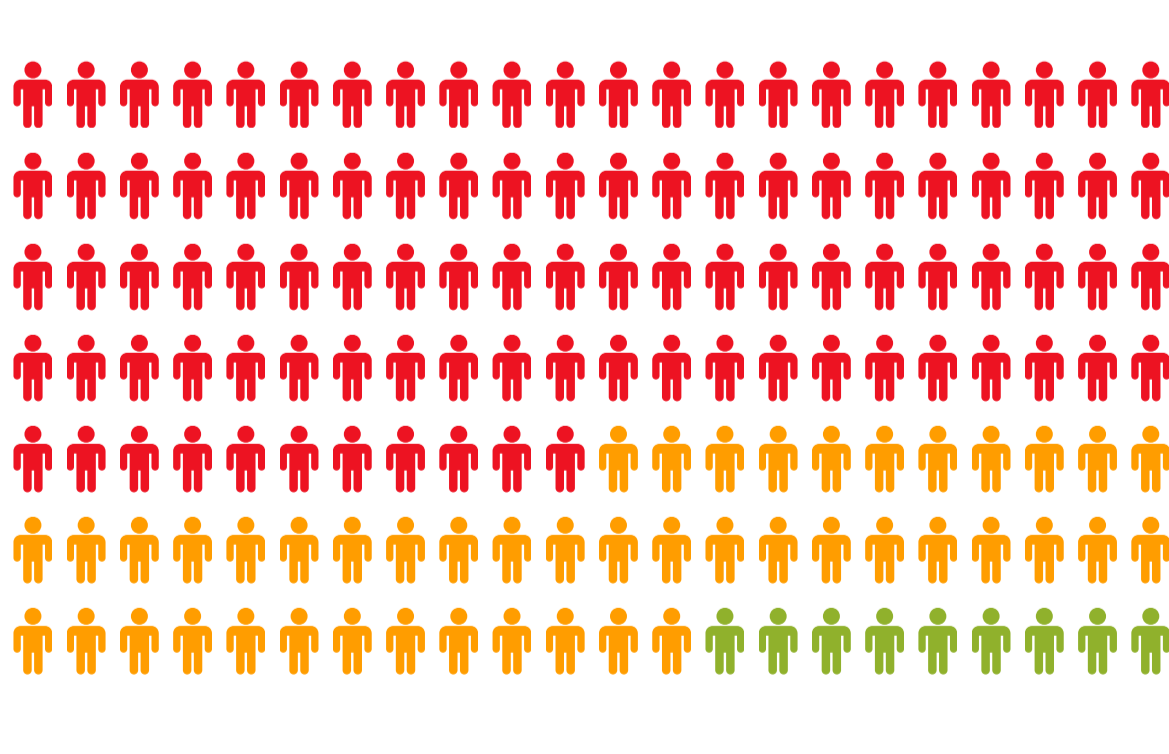
Has this put you off moving house again?
2/3 said yes!

It makes us wonder how many potential house moves actually don't end up happening because of the negative feelings associated with moving.

- How much Stamp Duty revenue is lost every year?
- In a nation in need of more housing for first time buyers, how many homeowners aren't making onward purchases and opening space up?
- How many families are not moving into a more ideal family home?

Where does Ordeal of Moving Home Rank?

Customers were asked where they would rank moving house in the list of stress & anxiety causing events in the last five years. The possible answers were either top, top five or outside of the top five.



64% Said it was the most stressful experience of the past 5 years

6% Placed outside the top five

This roughly correlates with previous studies performed by E.ON that found 6 in 10 people voted moving home as their most stressful life event.

More Information

The Data
All customers were based in the UK and had completed on a home move through a specialist broker referred by Online Mortgage Advisor. The categories were created by interpreting customers free-form answers to the question about the key stressors that stuck out in their minds.

The Company
Online Mortgage Advisor puts customers in touch with the right advisor for their circumstances. From a large network of tightly vetted experts from across the UK with a wide range of expertise.

The survey was undertaken with the intention of gaining insight into how we could help add additional value to our customers outside of obtaining finance. You can find out more about our thoughts on this survey through our MD, Pete Mugglestone, [blog post here](#).