



Market Harborough
BUILDING SOCIETY



thrive!
Newsletter

Spring 2026

Welcome to our 2025 review

Chief Executive Statement

Iain Kirkpatrick, CEO

As we celebrate 250 years of the building society sector, 2025 has been a defining year for our Society, one that showed the strength of our purpose and the impact we can make when we move forward together.

Despite a challenging national backdrop, political uncertainty, shifting interest rates and pressure on household finances, we stayed focused on what matters most: supporting our members and strengthening our ability to create thriving futures for the long term.

I'm pleased to report a profit before tax figure of £3.6 million, driven by our determination to stay competitive and deliver confidently in a complex market.

This performance is powered by our people. Their pace, ownership, and commitment underpin everything we achieve. My heartfelt thanks go to every colleague for the way they continue to step forward, support one another and keep our members firmly at the centre. If we punch above our weight, it is because they do.

In lending, we delivered another strong year, with 17% increase in new lending compared to the previous year, and advances in short-term bridging loans rising to 26% compared to last year helping us secure Bridging Lender of the Year at the Mortgage Introducer Awards.

Supporting our borrowers remains central to who we are, ensuring positive outcomes for our members.

The Society's savings book has remained stable throughout the year, underpinned by sustained growth in local savings balances and the continued loyalty of our existing customers. This resilience has been driven by our focus on providing attractive products and personalised service, which have not only helped us attract new savers but also retain our longstanding members.

Throughout 2025, we continued to drive forward our Thrive! Agenda, delivering meaningful contributions and lasting impact across the communities we serve.

Looking ahead, we are proud to commit a further £350,000 in funding to the Market Harborough Building Society Charitable Foundation, bringing our total community giving to £1 million over the past three years.

I am incredibly proud of everything we have achieved together this year. We are building strength with purpose, staying true to our roots as a modern mutual, and preparing confidently for what comes next. Because when we grow responsibly, the people and communities around us thrive with us.

Iain Kirkpatrick CEO

Mortgages

2025 marked another year of strong mortgage performance, driven by our determination to support borrowers and meet complex needs with award-winning service and mortgage solutions. New lending grew by 17%, and short-term bridging advances increased by 26%.



Supporting our borrowers

As a mutual, doing what's right for borrowers remains central to who we are. Throughout 2025, we implemented four reductions to our Standard Variable Rate, a total decrease of 0.8% to ensure our pricing stayed fair and competitive during a challenging period for many households.

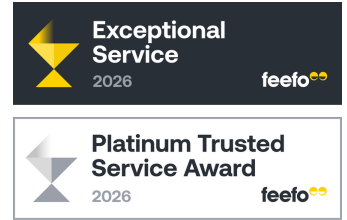
We continued to provide clear, empathetic support for members facing financial difficulty, helping them manage rising costs with reassurance and practical guidance. Arrears remained low and no repossessions were required, demonstrating the impact of our responsible and people-first approach.

For anyone worried about meeting their mortgage payments, we're here to help. We encourage borrowers to get in touch with us as early as possible by calling 01858 412412, so we can offer the personalised assistance they need.

Your Award-Winning Society

In 2025 we achieved something truly special:

- 🏆 Feefo Exceptional Service Award
- 🏆 Feefo Platinum Trusted Service Award, for the third consecutive year
- 🏆 Two Mortgage Introducer Awards, including Bridging Lender of the year



For mortgages we've joined several industry bodies to help have a voice in and shape the future of specialist lending

We're incredibly proud to receive another year of Feefo recognition, and especially honoured to be among the very few awarded the Exceptional Service Award. This accolade celebrates organisations that consistently go above and beyond industry standards, and it's even more meaningful because it's based entirely on broker feedback with 98% of our broker Feefo reviews rated 5 stars.

“Smooth application process on the MHBS website, direct contact with the underwriter made the whole underwriting process very straightforward, the underwriter was very knowledgeable and understood the client's situation so the whole process to receiving the loan offer was excellent.”
Broker

Best for Brokers Promise

Our Best for Brokers Promise remains central to how we work, reflecting our commitment to clarity, responsiveness and straightforward lending. In 2025, we took meaningful steps to strengthen that promise even further.

We established our Lending Advisory Panel, bringing together respected industry leaders including Alison Pallett and Danny Belton. Their insight helps shape a strategy that keeps brokers and borrowers firmly at the centre and ensures we remain a challenger mutual built for what's next.

At the start of 2026 we expanded into Scotland and extending our reach by relaunching our solutions for EU expats, exciting steps that enable us to support more communities, build new broker relationships, and bring our specialist approach to a wider audience.



Savings

Doing right by our Savers

In 2025, our savings book remained strong and stable, supported by continued growth in local deposits and the loyalty of our long-standing members. This marks another year where our savers have shown tremendous confidence in the Society, helping us maintain a secure financial position as we plan for the future.

Despite the Bank of England reducing interest rates by a total of 1% during the year, we worked hard to protect our members wherever possible. As a result, we limited the reduction in our average rate paid to savers to just 0.42%, demonstrating our ongoing commitment to looking after those who trust us with their money.

Recognised for Service Excellence

Our members continue to tell us how much they value the service and support they receive, reflected in our consistently high 4.8 Trustpilot rating. Their feedback highlights the dedication of our savings team and reinforces our commitment to exceeding expectations.

4.8 Rated Excellent



 Trustpilot

“A lovely team. Always helpful and friendly! Both my children have had savings accounts with them since they were toddlers. Now they are reaching adulthood and still use their services.”

“I had a wonderful experience at the Market Harborough Building Society. I came in with a list of questions, and they were all answered brilliantly. Polite and friendly staff. It’s good to talk to local people.”



Our Savers helping communities thrive!

To celebrate 250 years of the building society movement, we launched our Community Prize Draw — giving members the chance to nominate a local charity to receive £1,000 each month.

Mr M nominated Johnny’s Happy Place, a mental-health charity offering food, creative workshops and a safe, welcoming space. When our Kettering colleagues Elvira and Laura delivered the donation, they learned it costs £1,000 just to open the café each month, making the support instantly meaningful.

Mrs W chose Cransley Hospice Trust, which provides vital end-of-life and palliative care. Their team shared that the donation could fund memory boxes for 25 children grieving the loss of a loved one.

Other recipients included Stoke Albany Village Hall, Marlow House, Wooden Spoon Leicestershire, each chosen for deeply personal reasons, with more to come in 2026.

Listening, Connecting, Thriving

Throughout 2025, we continued to deepen our connection with members across the Society. From Member Panels to engagement events like our bingo night and Soulful Christmas, we’ve created more opportunities for members to come together and share their experiences.

As we move forward, member engagement remains a key priority. We’re committed to building on this progress, strengthening relationships, and ensuring our members’ voices shape our future.



Community

Helping our Communities Thrive!

Supporting our communities is central to who we are as a mutual organisation. Every initiative, every contribution, and every moment of support strengthens the next. This year, we're proud to share a milestone that reflects that collective strength: an additional £350,000 donation to the Market Harborough Building Society Charitable Foundation.

Bringing our total community giving over the last three years to..

£1 Million

The heart of our Community

Nowhere is our community spirit more visible than at Newcombe House, our vibrant Community Hub. Since opening, it has blossomed into a warm and welcoming space, hosting more than 300 groups and over 5,000 visitors in 2025. Each visit represents a moment of connection, support or opportunity.

From baby groups and home schooling networks to wellbeing workshops, business forums and mental health support, Newcombe House continues to bring people together in ways that touch lives every day. Interested in using the space, email thrive@mhbs.co.uk.



Our Community Fund

Earlier in 2025, we launched our new Community Fund with the Leicestershire and Rutland Community Foundation, which is designed to strengthen local initiatives and empower grassroots projects across our region.

Menphys used their grant to support 55 disabled young people, building confidence and practical money skills. For participants like Theo, using a till and handling his own money for the first time became a small moment with a big impact on his independence.



North Northants Sports & Welfare Club supported 14 women through tailored safety and wellbeing workshops, helping participants feel safer, more confident, and better able to rebuild their independence.

Together, these stories show how connected efforts create meaningful change and how our communities thrive when we lift each other up.

Watch our Community Fund Series to see the impact we're making: mhbs.co.uk/thrivenews

"A brilliant addition to Market Harborough and a real hub for collaboration."
— Ed S



Thrive! Forward

Empowering the next Generation

Our Thrive! Forward programme continues to be one of the most powerful ways we support young people across our heartland. It addresses the growing challenges young people face by working with expert partners to build resilience, confidence and essential life skills.



Building Skills, Confidence and Opportunity

2025 marked a major milestone for Thrive! Forward as we successfully rolled out our Programmes across our first three partner schools:

- Montsaye Academy
- Robert Smyth Academy
- Welland Park Academy

We have supported 495 students through a combination of dynamic assemblies, practical skills-based workshops, and targeted wellbeing sessions designed to build confidence, resilience and future-ready mindsets.

To capture this impact in the words of our partners, Danielle Pendall, Vice Principal Inclusion at Welland Park Academy, shared:



“The students really liked the launch assembly as it was fun and interactive. We’ve already started with other programmes and look forward to seeing how they help our students in the coming year.”

Our Community Ambassador: Kheron Gilpin

As an Engagement Specialist and motivational speaker, Kheron brings a wealth of lived experience, insight, and energy to every session. His ability to connect authentically with students and his passion for supporting young people in their journey to success, which aligns perfectly with our commitment to empowering youth.



Our Thrive! Charity Partners

The charities who work alongside us to deliver the Thrive Forward programme. They bring specialist knowledge, genuine passion, and a shared commitment to helping young people grow. From mental health support to financial education and employability skills, each partner plays a crucial role in equipping young people with what they need to succeed.



“Before doing this I was barely talking to people. Now I can have a good conversation with people and doing this course has been brilliant for me.”



“After the Mental Health session I realised many people go through it – I don’t have to go through it alone.”



Participants shared how transformative the experience has been for them.

Thrive! Forward Intensive

Our Thrive! Forward Intensive Programme continues to provide deeper, personalised support to young adults aged 16–25 who are not in education, employment or training (NEET).

Delivered in partnership with the Market Harborough Job Centre and our charity partners, the programme helps young people, rebuild confidence and emotional resilience, develop practical employability skills and strengthen financial literacy.



Colleagues

Supporting our Colleagues to Thrive!

Our colleagues are the heart of our culture – the driving force behind everything we achieve. Their passion, teamwork and commitment shape who we are as a Society, and together we deliver remarkable impact for our customers and communities.

This year, by working side-by-side across the organisation, colleagues demonstrated the power of what we can achieve together. Their generosity, teamwork and commitment strengthened our communities in countless ways, from supporting local initiatives to raising funds for causes close to their hearts, showing how our shared efforts enable us to create meaningful impact where it matters most.

Committed to Higher Standards:

Our B Corp™ Journey

We are raising the bar on how we do business by working towards B Corp™ certification, joining a global community of organisations committed to using business as a force for good.

This is about more than achieving a recognised standard. It reflects our ambition to operate responsibly, to be transparent in how we work, and to hold ourselves accountable for the impact we have on our customers, communities and the environment.

Working towards B Corp™ helps us measure what matters, challenge ourselves to do better, and clearly demonstrate our progress. It involves an independent assessment of how we support our colleagues, serve our customers, care for our communities and protect the environment.



In 2025, our teams dedicated 2,400 volunteer hours to food drives, community clean-ups, youth mentoring and supporting local schools.

Your Award-Winning Team

This year, our colleague-nominated Thrive! Awards continued to shine a light on individuals who go above and beyond for our members, for one another and for our communities. Through the Thrive Fund, we recognised inspiring contributions throughout the year and, as a heartfelt thank you, we gifted every colleague £100 at Christmas to spend in their local community, supporting both our people and our high streets.

We were also delighted to be named one of the Top 100 Sunday Times Best Places to Work for the second year running and honoured to be shortlisted for the 2026 International Learning Excellence Awards, powerful reflections of the culture our colleagues help create every day.



One of the year's most memorable moments was receiving the Excellence in Community & Philanthropy Award at the Mortgage Introducer Awards. This recognition celebrated the exceptional efforts of both our colleagues and our community partners, whose commitment continues to strengthen the positive impact we make together.

Our Culture

Creating an inclusive, supportive workplace remains a core priority for us. The launch of our Diversity, Equity & Inclusion (DE&I) network has opened up meaningful space for conversation, connection and shared learning. Through workshops, awareness events and collaboration with neighbouring building societies, we're helping colleagues feel confident, valued and empowered to drive positive change across our organisation and our sector.





Market Harborough
BUILDING SOCIETY

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Financial Services Register no. 206041

Market Harborough Building Society is now a Certified B Corporation™

