

Your Society

Spring 2022



Welcome

to our review of 2021



“It has been a privilege to lead your Society”

Dear Member

I am delighted to welcome you to our review of 2021. Last year was one for “digging deep” as we all suffered another 12 months of the pain and inconvenience of the pandemic.

MHBS has been here since 1870 and against that big backdrop the current conditions are part of the long cycles of highs and lows of the last 151 years. I am very proud of our team that has served you, our members, and cheerfully maintained high standards of care throughout the pandemic.

2021 was a highly successful year for your Society. We achieved record profits (more than £5m before tax) as well as record levels of mortgage lending (£132m). This latter figure was 40% up on 2020 and reflected a strong housing market, but also our success in developing attractive products and gaining market share. Lending is not without well-understood risks but we did not repossess a single property in 2021, and our arrears position improved. The end of Covid-19 payment holidays allowed members to restart payments.

As conditions improved we released some provision which had been set aside to cover potential losses.

Our commitment to local communities is very strong and you will see in the pages that follow how our Charitable Foundation delivered significant benefits locally. Our staff also made great personal endeavors giving time and money to many, many worthwhile causes including our charity of the year.

This will be my last year as CEO as I will retire later this year. It has been a privilege to lead your Society for the last 14 years and I want to thank all the MHBS team for the success we have achieved during this time. I know MHBS' values will persist well into the future.

Mark Robinson
Chief Executive

Results for 2021



Lent **£132m**
in new mortgages



Donated over £7,000 to
Air Ambulance



89% of new customers
would recommend us
to others



MHBS Charitable
Foundation donated
over **£25,000**



Mortgage balances
grew by **£12m** to
£439m



Over 6,000 km covered by
the Society's employees in
the November Challenge



Feefo Gold Trusted
Service Award Winner

Going green

In 2021, COP26, the United Nations Climate Change Conference held in Glasgow, brought into sharp focus the need for all of us to play our part in protecting our planet for future generations to enjoy.

Even before this momentous event, MHBS had pledged to reduce its negative environmental impact and seek ways to make positive contributions to our environment. We are committed to reducing and minimising the consumption of energy, water and raw materials in all of the Society's activities and have set challenging targets to help us move towards net zero carbon emissions.

We are encouraging our employees to reduce their environmental impact by increasing awareness through training and are working with the wider community to make positive contributions to environmental sustainability both locally and beyond.

Actions speak louder than words though, and whilst making pledges and setting targets is one thing, we are proud of the steps we have taken so far to make a real difference to our environmental impact.

In 2021 we purchased our first electric vehicle, a Nissan ENV200 electric van. The new van has a range of around 150 miles.

We carry out all sorts of society and community jobs in the van, usually branch deliveries and moving office furniture around.

We use the van for all small jobs that would previously have been carried by our old diesel van or car, as it is much better for the environment.



Only 100% recycled paper is used for our communications with members. Where possible, we use digital communication methods to reduce the use of paper.

We supported a hedgerow-planting event organised by Harborough Woodland Group.

Staff members were among the volunteers who planted a new hedgerow measuring nearly 100 metres.



Charitable Foundation

Our Charitable Foundation was incorporated in 1999 and over the years it has supported 411 local charities with grants totalling over £340,000.

The Foundation was created to support voluntary and charitable organisations across Leicestershire, Northamptonshire and Rutland. In 2021, over £25,000 was awarded to community groups across the area. From schools and sports clubs to village halls and theatre groups, our Charitable Foundation is proud to help make a difference to people living in our local community.

Some of the great causes we've helped:

Meadowdale Primary School – creation of an outdoor learning area

Welland Rivers Trust – river wardens' kits

Medbourne Village Hall – commercial dishwasher

Oundle Gilbert & Sullivan Players – scaffolding tower

Brigstock Village Hall – flood protection

Little Bowden School PTA – climbing frame

Market Harborough Hockey Club – team dug-out area

Whetstone Theatre Company – digital projector

Canal & River Trust – paddle boards, buoyancy aids and helmets

Charitable Foundation donation presentation to The Canal & River Trust



Supporting
local
communities



Canal & River Trust

The Canal & River Trust is a charity which looks after and brings to life 2,000 miles of waterways in England & Wales. In 2021, The Charitable Foundation was delighted to approve a grant of around £5,000 enabling the trust to purchase paddle boards, paddles, buoyancy aids and helmets.

The kit will be used to engage with schools and other organisations, introducing them to the waterways through safe and qualified instructors. It will also be used to teach water safety and promote the wellbeing benefits of physical activity and spending time outdoors surrounded by nature.

Ben Blyth, a Trustee of Market Harborough Building Society's Charitable Foundation said "It's wonderful to see funding granted by the Charitable Foundation supporting local organisations. The Canal & River Trust does great work and I hope that many people from the Harborough area will take to the water and have a go at paddle boarding and the many other events organised by the Canal & River Trust."



Community involvement

Despite most of our employees continuing to work from home in 2021, they still took part in events and activities to support our community and Charity of the Year. Several team members surpassed themselves and achieved a fantastic amount of volunteering work during the last 12 months.

To mention just a few, we have taken in donations for Afghan refugees, donated blood, sold poppies, given bereavement support, participated in walks and running events, delivered food to vulnerable people and we also helped people in India and Nepal by making Covid-19 face shields.

Following its success in 2020, we repeated our November Challenge in 2021 and an impressive one-third of our employees took part. Collectively, our team covered over 6,000 km by walking, running, swimming or cycling. To recognise their efforts, the Society donated £1,000 to our Charity of the Year.

We are delighted that 2021 was A RECORD YEAR for volunteering and we have achieved a grand total of 1,486 hours of voluntary and community work.

Here are some photos of our team taking part...



Market Harborough Building Society bridge painting



Charity of the Year 2021

Our Charity of the Year 2021 was voted for by Market Harborough Building Society members and employees. Once again, our local Air Ambulance was the chosen charity and the Society is delighted to have recently donated over £7,000 to support their lifesaving work. This donation was based on the balances in Save and Support accounts and the time employees gave to the November Challenge.

If you are a voting member, look out for the Charity of the Year 2022 section on your AGM proxy form or on the online voting form, to have your say about which charity receives our support this year.

You can find out more about the Charity of the Year 2022 at mhbs.co.uk/coty2022



Member Rewards

To thank you for being a member of Market Harborough Building Society, we've recently launched a new Member Rewards programme that offers discounts and savings across a wide range of products and services.

We began by teaming up with some of our neighbours in Market Harborough, so that those of you who live close by can make savings when you shop locally.

Then, for even more choice, we hand-picked a selection of deals from well-known brands and retailers so that you can save money on everyday purchases and once-in-a-lifetime treats.

From health and fitness subscriptions to family holidays and home and car essentials, here are some of the brands taking part in our new Member Rewards programme.

Start saving now by visiting mhbs.co.uk/my-membership/member-benefits/ to find out more.



Savings products

It's not been an easy time for savers recently, but we are here for you every step of your savings journey.

Whether saving with us for the first time, or re-investing, we aim to have products available to meet your saving needs now, and for the future.

We have made available a range of savings products to both existing and new members of the society. Products are available by visiting the society's savings page mhbs.co.uk/savings/

Take Five

Take Five is a national campaign offering impartial advice that helps prevent email, phone-based and online fraud – particularly where criminals impersonate trusted organisations.

Many people may already know the do's and don'ts of financial fraud and scams. The trouble is, in the heat of the moment, it's easy to forget this.

Criminals are experts at impersonating people, organisations and the police. They spend hours researching you for their scams, hoping you'll let your guard down for just a moment. Stop and think. It could protect you and your money. www.takefive-stopfraud.org.uk/

