

# Hi Society

WINTER 2019/20



Welcome to your latest **Hi Society** magazine. You should also have received the **Summary Financial Statement** which includes your invitation to the **152nd AGM** and **Society results for the year**.

Please take time to read them and vote either online or by returning your form. If you can join us at the **AGM** please email [lbsmembers@theloughborough.co.uk](mailto:lbsmembers@theloughborough.co.uk) or call 01509 631955 to confirm.

Each vote counts toward making a charitable donation and this year we'll support a variety of local good causes which have been supported by the Society during the year as part of our community work.

## INCREASED LENDING

Gross lending increased to over £66m during the year despite the fierce competition in the mortgage market. This is the highest single year gross lending in the Society's history and in the current competitive markets represents an excellent performance.

During the year the Society has worked hard on retaining mortgage customers this together with the higher advances means that mortgage balances have risen to record levels and are more than £0.25bn.

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Pre-tax profits have been impacted by uncertainty in financial markets where the movement of LIBOR has worked against the Society. This has created extra costs on the normal hedging contracts. An administrative error has required the Society to make a full £0.2m provision against a mortgage. The Society is required to make full provision however the necessary legal work is underway to restore its charge and thereby avoid a real loss. This has reduced pre-tax profits to £0.5m. However the underlying profitability of the Society is steady given the current market conditions.

The Society continues to develop its mortgage product range to meet the changing needs of people today, from those who can only find small deposits to those who need mortgages into their retirement. As the world becomes more complex the Society needs to respond to those changes.

**The Loughborough  
Building Society**

[theloughborough.co.uk](http://theloughborough.co.uk)

## OUR SAVERS

Following feedback from savers the Society has improved a number of accounts this year including ISA's and has added to the range of accounts available to help match our members' needs. The ISA change applied to all our customers both existing and new and it was the existing member who benefited first when the changes were made. This has been well received by you.

We want to encourage everyone to save so we launched a Save to Buy account during the year which caught many headlines and proved to be very popular. We'll consider launching another of these type of accounts in 2020.

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Another change made in 2019 was to offer fixed rated bonds more often. In every month during 2019 the Society has offered its members the opportunity to invest in these bonds. Many of our investing members are looking for certainty in the returns they can achieve during the period of financial market volatility and uncertainty created by Brexit. Overall Share Balances have increased by £6m in the year. There remains an on-going need to ensure the rates offered to investing members are sufficiently competitive while not attracting too high a level of retail cash which, if unchecked, could imbalance our business and disrupt our standards of service.

## YOUR BOARD

2019 saw further changes within the Board. Our Finance Director left to progress his career outside Financial Services. As I mentioned last year, Rachel Curtis-Bowen, who has years of relevant Financial Services experience, joined the Board in December 2018 and in March 2019 Roger Barlow started. Roger has spent nearly 20 years on Building Society boards. In the early part of 2020 our current Chairman David Bowyer will retire after ten years' service. Helen Sachdev will take over as Chair after the AGM.

You'll have the chance to meet our Directors at the AGM.

## MEMBER UPDATES

I would like to thank all our members for their continued support and loyalty to the Society. Thank you for all your comments during 2019, please keep them coming. The staff work hard to serve members needs and we're delighted with the positive feedback you've provided which has shown some great results. We're here for you, our members. On behalf of all of us I hope you have a prosperous and enjoyable 2020.



# TRADITIONAL VALUES MODERN LIFESTYLES

As you'll have read in Gary's update, we've seen some good results in 2019 despite fierce competition and uncertainty in the financial markets. These good results are due in no small measure to the Society providing an expanded range of solutions that help more people buy a home and save for the future.

At the Loughborough, we know that people have different needs and varying lifestyles. That's why we're always looking to develop and improve our products so that we can deliver solutions that will help as many people as possible.

In 2019 we revealed a range of new product offerings and developments that provided solutions for a wide range of needs, here we share our latest progress.

## Savings

Despite the continuing low base rate environment, we're constantly looking at ways to improve the options available to our savers.

To ensure that people are able to make the most of their annual tax-free savings allowance, we've offered a Fixed Rate Cash ISA to both our existing and new members across the past year. For 2020/21 we'll continue to help people save tax free with a range of new ISA products in both the close to this tax year and across the next.



It's never too early to start saving, so to help get children into the saving habit, we've a range of accounts tailored especially for the younger generation including a Junior ISA that can help get the children in your life off to the best possible start.

For those who're looking at saving long term or wanting to receive a better rate of interest, we've launched various fixed rate bonds throughout the year, so whether it's for a specific event like Christmas, a holiday, a wedding or just for a rainy day, we can help make your hard-earned cash work even harder.

## Mortgages

2019 saw significant growth in the Shared Ownership mortgage sector, with more people seeing it as an affordable way of getting onto the property ladder. That's why we're delighted to have added new shared ownership products for purchase and

remortgage to our range, giving more people the chance of purchasing their first property.

Back in September, we added products specifically designed for people who want to purchase or remortgage a second residential property to our core mortgage range. These offer solutions for those who need a second residence for work or for those wanting a holiday home where they can get away and relax.

Our portfolio of Intermediary products also continues to grow, we've added our Buy for Uni solution which gives students the opportunity to graduate from University with a home as well as a degree.

By offering a wide range of products that help those with different circumstances, we've seen our Intermediary offering go from strength to strength, and an increasing number of brokers are turning to the Loughborough to seek solutions for their clients.

**The more people we can help to finance their homes the better we can serve our savers. So, if you have mortgage needs you've not spoken to us about, pick up the phone, we'd be pleased to hear from you. If you're not looking for mortgage finance but know someone who might be, ask us about our Recommend a Friend Scheme, and we'll reward you for recommending The Loughborough.**



# CHARITY BEGINS AT HOME

As well as the time and support we give to our adopted charities, our staff continue to give their time to a range of local causes as part of our 150-hour annual commitment. Here's a selection of some of the groups we've helped this year.

## SHEPshed LIONS

Danielle from our Head Office volunteered her time to the Shepshed Lion's annual Santa Sleigh Tour.

This festive event sees Santa and his sleigh ride through Shepshed spreading the magic of Christmas.

Danielle helped Santa by collecting donations for charity. All the funds raised go back into the Shepshed community.

Fundraising events, like the Santa Sleigh ride and the Shepshed Carnival enable the Lions to support children, the elderly and local organisations.

## RICHMOND VILLAGE

Katherine and Sharon from our Long Eaton branch volunteered at The Richmond Village. This local retirement home provides care for those suffering from Dementia and a range of other care needs.

After a short tour around the building they were both put to work on a craft project to build a scarecrow for the Scarecrow Festival in Aston-on-Trent.

Katherine was tasked with helping one of the residents make the hat and a life-like nose for the scarecrow and Sharon was set to work sewing all the pieces onto the face.

Both managed to finish their tasks while getting to know the residents, they especially enjoyed listening to their interesting stories.

## RSPCA

Ruth and Jackie from our Long Eaton Branch decided to help at a local RSPCA branch after hearing about the low levels of stock and a lack of volunteers.

They both took in a bag of their own donations and helped cover a morning and afternoon shift.

Both were set to work sorting and steaming clothes and then pricing and tagging the items for display in the shop. They also cleared items from the holding area.

Belinda, the shop manager, thanked them both for helping and said that they'd be welcome back any time.

## PADLEY GROUP

The Padley Group runs a day centre in Derby for people with complex needs such as homelessness and mental health issues. Every Christmas the day centre puts on a Christmas dinner for the homeless. Everyone attending gets a three course Christmas meal which includes turkey and Christmas pudding. All the food is donated by local supermarkets and supporters of the Padley Group. Volunteers help prepare, cook and serve the food.

Our Mortgage Advice Team Manager Greg along with Mortgage Adviser Rachael, helped serve the food and made everyone who attended feel welcome. Together they helped spread festive cheer to those attending the Padley Centre.

## LONG WHATTON WI

Sarah from our Loughborough branch volunteered at a coffee morning held by the Woman's Institute at Long Whatton.

She helped on the stalls that were selling home-made cakes, jams and crafts which were kindly donated by members of the WI.

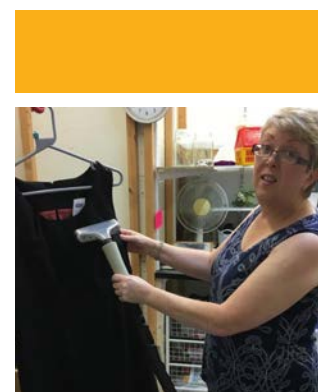
As well as enjoying delicious cakes, this was a great opportunity for the local community to get together and raise much needed funds.

## ROTARY CLUB

Sharon from our Loughborough branch and Fiona our Head of Branches & Agencies, volunteered their services as marshals for the Loughborough Rotary Club's annual Santa Fun Run, where participants in Santa suits run, walk and stroll 5k around Loughborough town centre for various charities.

The pair contributed to the overall smooth running of the event by answering questions, offering advice and encouraging the Santa-clad participants during the race.

Support from volunteers such as Fiona and Sharon helps ensure this great annual event runs smoothly so that the thousands of Santa's can achieve their fund-raising goals for their chosen charities.





## NEWS & EVENTS



### SHEPSHED LIONS CARNIVAL

The highly popular Shepshed Lions Carnival took place on the hottest August Bank Holiday on record, with more than 3,000 people attending.

As well as soaking up the sun, festival goers were treated to dare-devil stunts involving motorbikes and chainsaws, Punch and Judy performances and fairground rides, alongside sixty trade and charity stalls to browse and musical entertainment from a Caribbean steel band.

Once again, we were delighted to support this fantastic community event, sponsoring the highly popular barbeque, tea tent and bouncy castle attractions.

Support from the Society and other businesses enables Shepshed Lions to give every single penny raised to charitable causes, and they raised over £4,000 this year!



### JACK AND THE BEANSTALK

After the phenomenal success of *Beauty and the Beast* at Loughborough Town Hall last year, this year's panto had some gigantic shoes to fill.

Luckily Little Wolf Entertainment, the team who brought you last year's smash hit returned with the biggest show of them all, *Jack and the Beanstalk*.

Kicking off the pantomime season, Loughborough Town Hall hosted its annual Gala night, with an auditorium packed full of local press, invited guests and their partners including a few of our customer panel members.

We're delighted to announce that the cast and crew of Little Wolf Entertainment have delivered yet another magical show with marvelous moosic, cow-ntless costumes and an udderly ridiculous dame with giant-sized jokes.

As sponsors of the annual pantomime season for the 15th year running, we were again able to support the Town Hall with its community focused performances, including relaxed performances designed for people with sensory difficulties, learning difficulties and communication disorders, and a BSL Signed performance for people who are deaf or hearing impaired. With support from The Loughborough, a lot more people can experience the magic of the pantomime season.



### SANTA FUN RUN

The 2019 Santa Fun Run took place on Sunday 1st December and saw over two thousand participants dressed as Santa, run, walk and stroll 5k through Loughborough Town Centre for charity.

This festive fundraiser is organised by The Rotary Club of Loughborough and has been sponsored by the Society for 13 years.

Over the years the Santas have delivered much needed funds to their chosen charities, with around 50 separate charities benefiting from this year's run.

### A LOOK AHEAD

With lots of significant anniversaries and events coming up, 2020 is going to be an action-packed year for Loughborough and the surrounding area. Here's just a few of the events to look out for:

**Loughborough Library** will be commemorating a number of anniversaries in the upcoming year with exhibitions celebrating Loughborough Grammar School's 525th anniversary in May & June, William Moss & Sons Ltd 200th anniversary in November and December and the 100th anniversary of the opening of the Victory cinema in January and February 2021.

June sees the 40th anniversary of the ever-popular **Picnic in the Park** held in Loughborough's Queens Park. This year, Picnic in the Park is celebrating the 400th anniversary of the sailing of the Mayflower.

The annual **Shepshed Lions Carnival** returns this August Bank Holiday for more summer fun, expect more entertaining displays, fairground rides and live music.

The magic continues at **Loughborough Town Hall** over Christmas with another dazzling pantomime to look forward to. We'll bring you an update on the 2020 panto in your summer edition of *Hi Society*.

