



Member Meet-up 2022

London

Tuesday 18 October





Welcome and introductions

Louise Pryor, Chair

Schedule

16.00	Welcome and introductions Louise Pryor, Chair, Ecology Building Society
16.10	Welcome to Neal Street Espresso Ruth McBryan, Prison Outreach and Resettlement Manager, Neal St Espresso
16.20	Sustainable lending in practice Oliver Bulleid, Director, London CLT
17.00	Break
17.10	Building our sustainable future Gareth Griffiths, Chief Executive
17.40	Ask the Directors Gareth Griffiths, Louise Pryor, Chris Newman
18.15	Closing remarks



Welcome Neal St Espresso

Ruth McBryan

*Prison Outreach and
Resettlement Manager*

Neal Street Espresso





Neal street
ESPRESSO

Neal street
ESPRESSO



2018



2022



Neal street
ESPRESSO



Neal street
ESPRESSO



Neal street
ESPRESSO



Neal street
ESPRESSO



Neal street
ESPRESSO

Neal street
ESPRESSO



A close-up photograph of a barista's hands pouring milk from a stainless steel pitcher into a white ceramic cup. The pitcher has a logo that says "Barista Special" and a stylized "B" with a crown. The cup contains a latte with a golden-brown top layer and a white base. The barista is wearing a white apron over a light-colored shirt. The background is blurred, showing a coffee shop setting.

Neal street
ESPRESSO



Sustainable lending in practice

Oliver Bulleid

Director

London CLT





Oliver Bulleid

Executive Director London Community Land Trust
oliver@londonclt.org



Communities Creating Permanently Affordable Homes
and Transforming Neighbourhoods



London Community Land Trust

Where we are

145
genuinely affordable
homes in
development

34
homes built
to date

Sale price
between
27% and **56%**
of market value

100
residents
at St Clements
& Citizens House

Ealing

East Wick & Sweetwater,
Olympic Park

Loxford Lane & Clements Road, Redbridge

St Clements, Tower Hamlets

Cable Street, Tower Hamlets

Susan Road & Felixstowe Road,
Greenwich

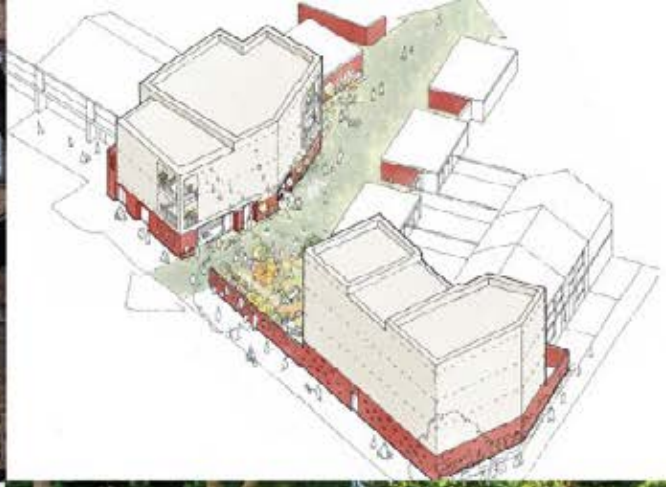
Scylla Road, Southwark

Christchurch Road, Lambeth

Citizens House, Lewisham

Key

-  Residents moved in
-  Under construction
-  Planning received
-  Agreement on site
-  Campaign ongoing



Listening Campaign & Political Commitment





London Wide Campaign in 2016 at The Copper Box with 6,000 people
Leading to GLA commitment to 1,000 CLT homes across London





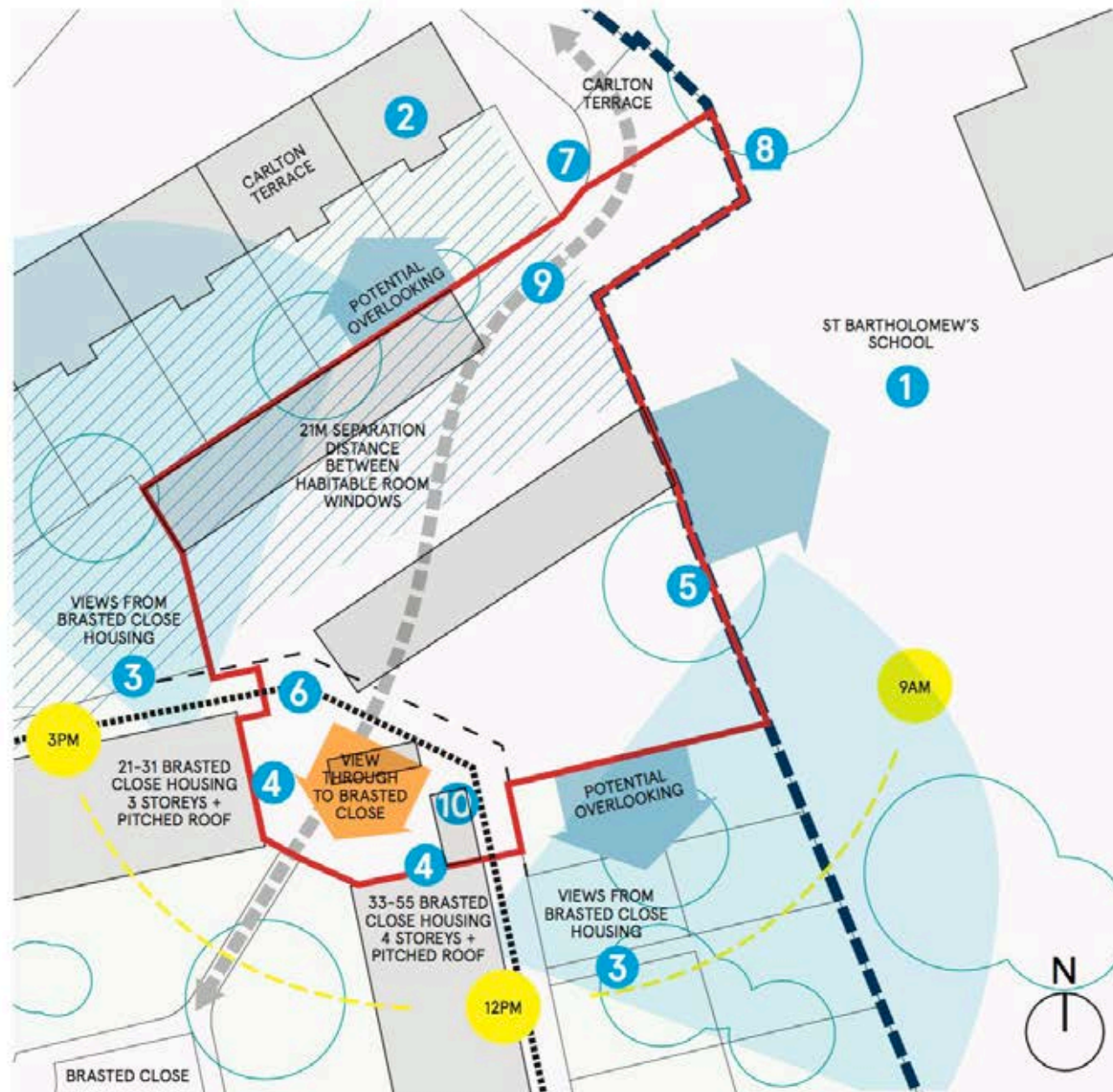
Citizens House LB Lewisham

Citizens House LB Lewisham

- 11 new homes – mix of 1 and 2 bed – all homes allocated
- Garage site on LA housing estate – run down with crime problems
- Site gifted by LB Lewisham and grant supported by GLA
- 1 bed priced at £215,000 (approx. 55% open market value)
- 2 bed priced at £272,500 (approx. 56% open market value)
- Home prices linked to median income for LB Lewisham

Key

- Site Boundary
- - - Gas Pipeline
- - - School Boundary Line
- - - Access
- Sun Path
- Existing Buildings
- 21m Separation Distance
- Trees



0m 5m 10m

1:500 @ A4

Community-led design process















Loxford Lane and Clements Rd LB Redbridge

Redbridge Campaign – leading to Commitment to 250 CLT homes



Loxford Land and Clements Road LB Redbridge

- 31 new homes – mix of 1, 2, 3 and 4 bed flats and houses
- Indirect Development – LB Redbridge are the developer
- 21 CLT homes at Loxford Lane with a total of 159 new homes
- 10 CLT homes at Clements Road with a total of 100 new homes
- Grant funding support for the CLT homes from CHF
- Planning granted and completion in 2025





VIEW FROM A BALCONY OVERLOOKING THE CENTRAL GARDEN



KEY PLAN



Felixstowe Rd and Susan Rd RB Greenwich

Felixstowe Road and Susan Road RB Greenwich

- 19 new homes – mix of 1, 2 and bed flats and houses across 2 sites
- Empty garage sites on LA housing estate
- Sites gifted by RB Greenwich and grant supported by GLA
- Tender bid process from Dec 21 to Jan 22 – London CLT successful
- Planning submission in May 2023
- Completion in 2025

Q5 Scheme Design

Initial Site Constraints and Analysis

This site is currently occupied by a number of garages, running along the east and west boundaries of the site. There is access from the north, Felixstowe Road, and from the south-west at Mottisfont Road. The railway line runs east-west along the southern boundary.

Listed below are the key areas of opportunities and constraints which need to be addressed in any scheme design:

1. A 1.4m diameter surface water sewage culvert runs along the length of the site. It is not possible to build over a sewer such as this, as access is required at all times. Thames Water guidance states a required 1.2m distance from the external face of any such sewer. We have shown a 3.5m 'buffer zone' for development/building foundations.
2. Residential windows face the site, and development should avoid having any upper floor windows that face towards neighbouring homes, within an 18m distance.
3. Keeping the building footprint 1.5m away from neighbouring walls would avoid scaffolding agreements, and to allow natural light to reach the ground floor.
4. There are no residential properties with 18m to the north and south of the site, and so there's an opportunity for windows to face in those orientations, with long views.
5. Access for fire tenders and refuse trucks needs to be accommodated on the site, as due to the long length of the site they wouldn't be able to serve all the homes from the street's edge.
6. The site's orientation is not ideal for Passivhaus design which is best suited to an east-west orientation. But the site has uninterrupted daylight and views to the south, so will receive plenty of sunlight.

Right: Site plan
1:000 @A3

Key:

- Site Boundary
- 3.5m No-Build zone above under-ground sewage culvert
- 1.5m scaffolding zone
- 18m overlooking zone



Above: Site photo showing access from Felixstowe Road



Above: Site photo showing access from Mottisfont Road



Design Principles

Forming the Brief

Consensus decision making and co-design with the community are central tenets of Greenwich Community Housing's approach. As such, the client brief was developed, in relation to this site, through three workshops which took place during January 2022. The workshops were facilitated by members of Greenwich Community Housing, London CLT and Architects Archlo, and attended by local residents to the sites.

The workshops included the following exercises:

1. Hopes and Fears

The workshops began with a 'Hopes and Fears' exercise in which members of Greenwich Community Housing and other local residents were asked to write down their aspirations and concerns about development on virtual post-it notes. This exercise aimed to stimulate discussion and start outlining themes.

2. Key Themes

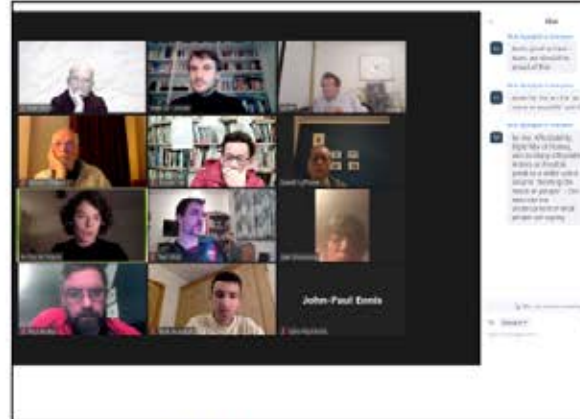
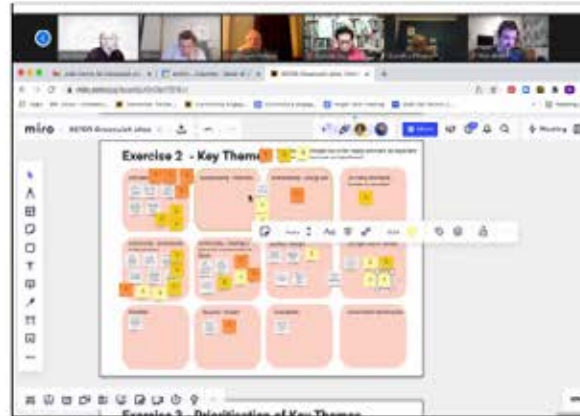
Ideas generated in the first exercise were grouped into Key Themes for further discussion.

3. Prioritisation

We then undertook a prioritisation exercise in which each of the Key Themes was given a priority in terms of its importance and feasibility.

4. Design Principles

The ideas generated in the workshops were collated by members of Greenwich Community Housing to form the 4 Design Principles for this site.




Above: Screen-grabs from Workshop 01

Agreed Design Principles

The three workshops run by Archlo Architects with Greenwich Citizens Housing and London CLT set out these four key design principles as well as a desired unit mix. The initial design proposals respond to the points below as well as the technical considerations and the site constraints.

1. Co-design with the Community
2. Genuinely affordable housing
3. Creating a place with community at its heart
4. Carbon Reduction + Sustainability

Within the scheme design question we will answer how the proposals are fulfilling each of the group's agreed design principles.

An architectural rendering of a residential development on Felixstowe Road. The scene is viewed from an elevated perspective. A wide, multi-lane road runs horizontally across the top. Below it, a pedestrianized 'play street' runs parallel to the road, featuring a paved surface, trees, and small figures of people. A row of residential buildings follows the play street. On the left, there are two-story houses. In the center, there are two three-story blocks of flats. On the right, there is a larger brick building. The buildings are surrounded by green spaces, trees, and a low brick wall. The overall style is a clean, modern architectural illustration.

Felixstowe Road: A 'Healthy Street' for All

Proposal Introduction:

The design for this site consists of 12 homes. Including 6 two storey houses flanked by two three storey blocks of flats. The homes sit along side a pedestrianised 'play street' only used by occasional refuse vehicles and fire tenders. Every home has a front door onto the 'play street'.

At the southern boundary to the site sits a Community Hub, which focuses on communal uses such as vegetable growing, and may have an educational element.

Design Principle 1: Co-Design with the Community

During the three design workshop run by Archlo Architects, in preparation for this bid document, neighbours to the sites and representatives from the local community were invited to review the schemes and provide feedback.

The schemes were altered considerably in terms of reducing impact, massing and height in response to the comments received. Attendees to the workshops reported that they felt empowered through the process.

The proposals which are included in this bid document are the Design Group's best intention at providing a design solution which balances an optimisation of the sites and limiting impact on surrounding neighbours. If successful the group would run a thorough co-design process with a Local Resident Steering Group to ensure the designs, unit mix and impact of proposals responds directly to local need. Specific focus would be given to the use of the Community Hub.



Above: Archlo Architects and GCH running a co-design workshop in 2018, looking at the potential of developing small garage sites in Greenwich for community land trust housing.

"Please make this site better."
"Help provide a home for my son."
"My children want to stay in this area."
Just three of the comments heard by GCH members when chatting with other local people over a cup of coffee on the street. Working with local people to provide affordable homes to make a real difference is at the heart of what GCH is about.



Kim Hitch, Reverend of St James Rectory, Kidbrooke

"London CLT and Greenwich Citizen Housing have been working with residents like myself to plan affordable homes that enhance the neighbourhood. The community engagement so far has been outstanding and more importantly, they have listened to our feedback and worked this into their plan. I'm excited to see what's next!"



Gareth Clayfield, resident of Mottisfont Road whose home backs onto the Felixstowe Road site

Case Study: Community Land Trust homes at Brasted Close, Lewisham

Client: London CLT

Architects: Archlo Ltd

Community Representatives: Lewisham Citizens

Archlo Architects and Lewisham Citizens ran co-design workshops and steering group reviews with the neighbours of London CLT's housing scheme in Lewisham.

The scheme received 107 letters of support during the planning application, partly as a result of the thorough co-design processes which were held with residents of the neighbouring estates. The project also won "Best Affordable Housing" at the Inside Housing Awards, and has been shortlisted for the 'Social Stewardship' award in the Open City Awards 2022.



Left + Above: Photos from one of the many workshops held on site with local residents to the Brasted Close garage site.

Design Principle 2: Genuinely affordable housing

Greenwich Community Housing and London CLT share a priority to provide genuinely affordable housing, to remain affordable in perpetuity.

Affordability in construction is achieved through multiple means on this proposal:

- optimising the site's capacity to reduce construction costs, by understanding site constraints rigorously,
- efficient building form, lacking in unnecessary complexity,
- focusing spend on landscaping and high quality external materials and elements that benefit the neighbourhood,
- no shared common parts including lifts or stairs, with every house having it's own a private entrance,
- flats rooves, standard sized windows and doors.



Right: Site plan
1:500 @A3

Key:

- Site Boundary
 - Diverted Culvert
 - Front doors
1. Entrance to the site
 2. Two accessible parking spaces
 3. 'Play Street'
 4. 3 storey flats (solar panels and Air Source Heat Pumps on the roof)
 5. 2 storey houses (solar panels and Air Source Heat Pumps on the roof)
 6. Private rear gardens
 7. Sedum roofed bike stores
 8. Natural play equipment
 9. Shared bins / composting
 10. Community Hub
 11. Shared outdoor space for community events
 12. Community Allotments
 13. Vehicular access

Left: Floor plans
1:500 @A3

Key:

- Home Entrances
- 1B2P flat
- 2B4P house
- 3B5P house



Design Principle 3: Community at the 'Heart'

In Abbey Wood the proportion of the population who are 'healthy' is extremely low (2% compared to 36% in Greenwich average). The area's demographic report states that "healthy are the types with the lowest levels of illness and most positive health behaviours such as high fruit and vegetable consumption".

As such we are including fruit and vegetable allotments in the southern part of the site, and in discussions with Greenwich Community Housing and local residents from Mottisfont Road we are proposing that the community hub on site has a focus on healthy lifestyle and growing food.

The final 'brief' for the Community Hub will be agreed in discussion with members of the local community. This is because GCH and London CLT are keen for the building's use to directly address the needs of local people and to become a useful resource for them.

Running through the centre of the site is the 'Play Street' a pedestrianised route, flanked with natural play equipment, seating, compost stores and bicycle storage. The street will encourage active door step play, which is supported by the natural surveillance of having all the residential front doors facing onto the street.

The homes are designed to Lifetime Home Standards, and therefore allow for the flexibility required for the changing needs of families.



Above: View looking south along the 'play street' illustrating the safe, pedestrian nature of the street and how it could actively contribute to the experience of living in these homes.

Right: Precedent images of successful 'play streets' incorporated into new building housing developments in Hackney, London and Cambridge.



Design Principle 4: Carbon Reduction + Sustainability

It is the group's intention that the building will be Passivhaus Certified and will use low-carbon modular construction such as calcium silicate blocks. Timber as the primary structure would also be a sustainable building material, but its use would need to be reviewed by our funders.

On-site energy generation will be entirely fossil-fuel-free, and will be provided through roof-mounted PV solar panels and Air Source Heat Pumps.

Render has been identified as an external material for the houses as it enables high air-tightness levels to be achieved, necessary for reaching Passivhaus standards.

Resident wellbeing has been a key consideration in developing proposals. For example, Passivhaus construction will improve the internal environment through improved thermal comfort and air quality and the proposed building will provide excellent daylighting to habitable rooms, as well as plentiful views of the nature both of which are known to have a positive impact on wellbeing.

The main positive impact on wellbeing will of course come from the benefits of being part of an active community. Creating opportunities for informal social interaction has been a key consideration in designing the proposals, as has the plentiful provision of shared community spaces for organised activities and events.

The new homes have been designed to foster a thriving community ecosystem both between the new residents and with their neighbours and wider community.

Each home has a water butt collecting rain water for planting irrigation, which is important considering the scheme's focus on urban allotments and fruit and vegetable growing.



Above: Aerial view showing play street running north south past the front doors of the flats and homes.

Resident based median earnings in LB Greenwich 2021^b		£	35,598		
Mortgage rate	90% 5 years			5.0%	
Affordability multiplier (x household income)				5	
Dwelling size and type	Indicative OMV^c	Earners per household^d	Genuinely affordable price	Indicative % of OMV^c	Mortgage payments as % of income
1-bed flat	£ 375,000	1.40	£ 249,186	66%	22.5% £ 24,919
2-bed house	£ 480,000	1.75	£ 311,483	65%	22.5% £ 31,148
3-bed house	£ 550,000	2.00	£ 355,980	65%	22.5% £ 35,598
					Deposit

Above: Affordability Calculation

Q5 Scheme Design

Initial Site Constraints and Analysis

This two sites are located either side of Susan Road. The 'backland site' is located at the end of a drive, nestled between back gardens. The 'garage site' is accessed directly off Susan Road in the shadow of the four storey block of flats, Gregory House, and north of a well-used pedestrian route.

Listed below are the key areas of opportunities and constraints which need to be addressed in any scheme design:

1. Residential windows face the sites, and development should avoid upper floor windows facing towards neighbouring homes within an 18m distance.
2. Windows from Gregory House have views open to the south and development on the garage site will need to avoid building within 45degrees of their windows.
3. Keeping the building footprint 1.5m away from neighbouring walls would avoid scaffolding agreements, and to allow natural light to reach the ground floor.
4. There is a small tree-filled park to the south of both sites which is an opportunity for views to nature.
5. Fire tenders and refuse trucks can access both sites from the street.
6. The site's orientation is not ideal for Passivhaus design which is best suited to an east-west orientation. But they will receive plenty of sunlight.
7. The pedestrian route to Kidbrooke Parade is currently unsafe, unlit and has plenty of dark corners. Development of the garage site represents an opportunity to activate this route and make it safer and more pleasant for local people to use.

Right: Site plan
1:500 @A3

Key:

- Site Boundary
- 3m No-Build zone above under-ground sewage culvert
- 1.5m scaffolding zone
- 18m overlooking zone
- 45 degree view from closest windows




Above: Site photo showing 'backland site' and neighbours boundaries.



Above: Site photo showing pedestrian route with garage site on the right.





Susan Road:
Homes at the heart of community

Proposal Introduction:

The design for these two sites consists of two modest, low rise infill housing schemes which carefully respond to their immediate neighbours.

The proposals look to enhance their surroundings and public realm, including a focus on improving the well used pedestrian route from Susan Road to the Kidbrooke Parade.



- Community Led Housing
- London CLT Facilitate Development
- Direct Development – London CLT
- Indirect Development – with Others
- GLA Grant Funding Support
- Genuinely & Permanently Affordable
- 145 New Homes in Development

Break



Building our sustainable future

Gareth Griffiths, Chief Executive

A little bit about me

My career history...



My North Stars...



Members



Colleagues



Family

What brought me to Ecology

1. Values Alignment...

A strong alignment to Ecology's values

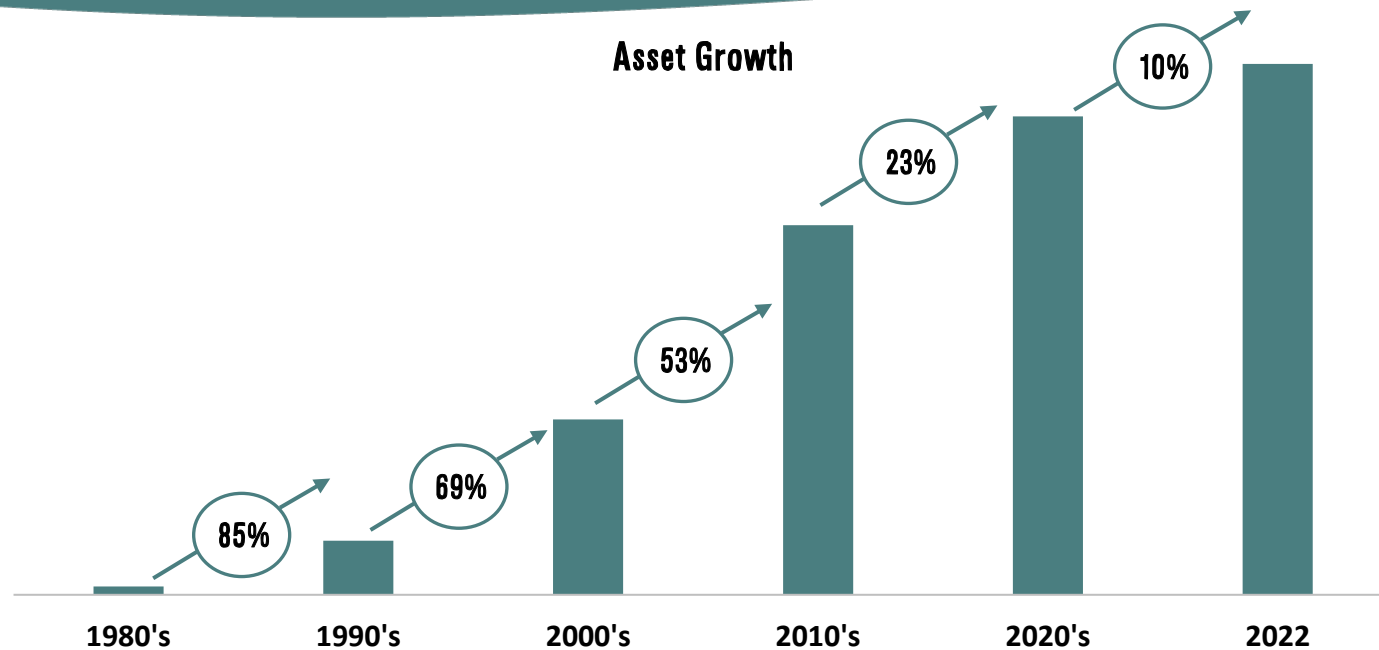
1	Fairness	Mine Ecology's	Fairness	1
2	Ambition		Openness	2
3	Decisiveness		Responsibility	3
4	Proactivity		Co-operation	4
5	Loyalty		Activism	5

3. Mutuality...

2. The Mission...



How is your Society doing?



Financial Performance:

- This will be a record year for profit for the Society, which has been a direct result of the record two years of witnessed of **impact lending**. This will allow us to retain **significant capital** which we redeploy as more **impact lending**
- We remain **well capitalised** (above regulatory minimums)
- Both are thanks to our savers and capital holders, who have provided Ecology with strong levels of **funding and capital**

Impact:

- So far this year alone we have lent:
 - £4.61M to 22 retrofit projects
 - £33.94M to 199 self- and custom-build projects
 - £3.70M to 17 conversions

Colleagues:

- In the last 12 months we have grown from 45 to 53 colleagues
- We will be introducing some additional roles and we will be at 60 colleagues by the end of the year
- This is so we can better serve the needs of our Members

How is your Society doing?

Exhibitions and shows

- Futurebuild (London)
- Homebuilding & Renovating Show (NEC and Harrogate)
- Build-It Live (Bicester)
- Passivhaus Trust conference (Exeter)

Awards

- Best self-build lender
- Lifetime achievement award (Paul Ellis)

Community

- Tree planting
- Co funded a community public access defibrillator near office
- Sponsored local charity run



Homebuilding
& Renovating
Show

November 4-6
Harrogate Convention
Centre



Influence and agitation

- Sponsored NaCSBA Parliamentary Reception (May)
- Founding member of the UK chapter of PCAF (Partnership for Carbon Accounting Financials)
- Supporting various coalitions to influence the Government on net zero, retrofit and green finance
- Gave evidence to the House of Lords Environment and Climate Change Select Committee (March)



Nith Valley Community Land Trust



Credit: Tom Manley

Passivhaus-designed community build for affordable rent



Broadhempston CLT



EPC A rated self-built CLT for shared ownership

Open House Project



Cohousing conversion of listed farmstead near Sheffield

Bunker Housing Co-op



Self-build modular homes, Brighton

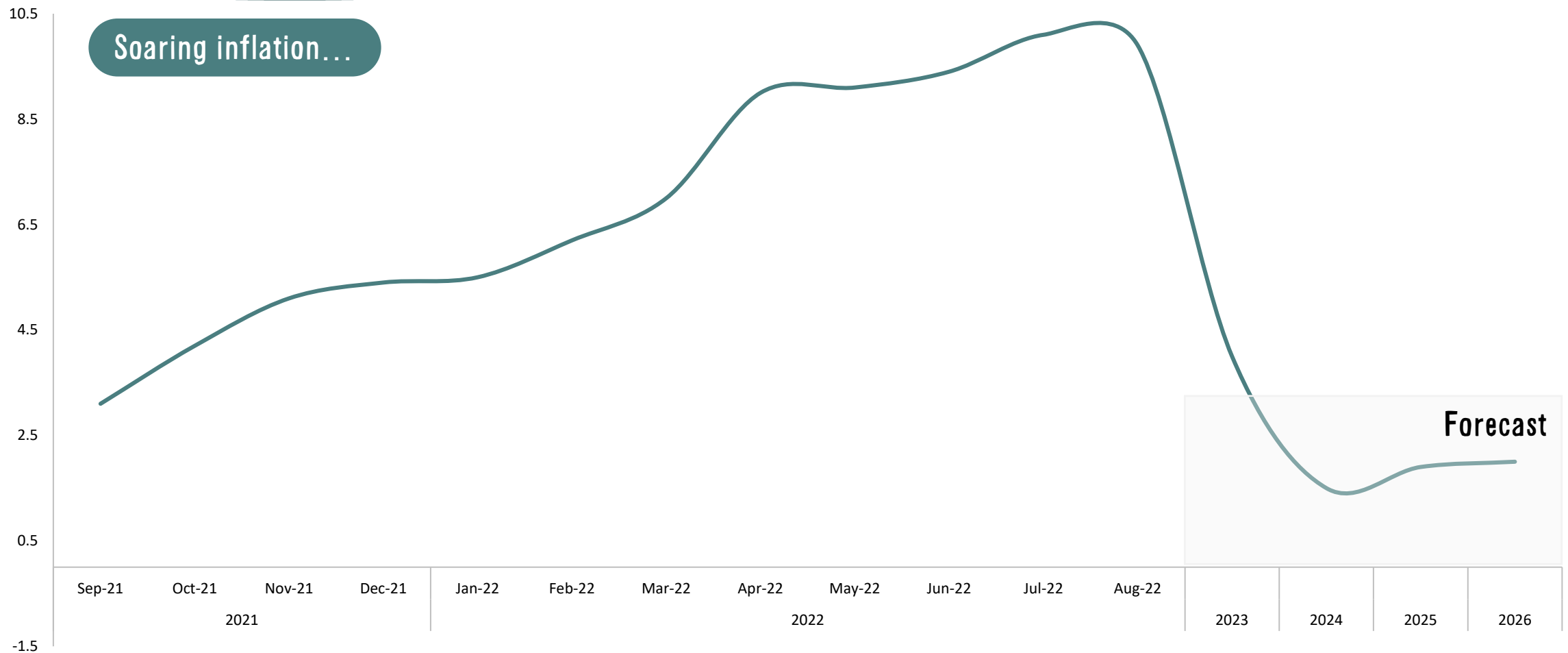
Chapeltown Cohousing



Self-built affordable cohousing community in Leeds

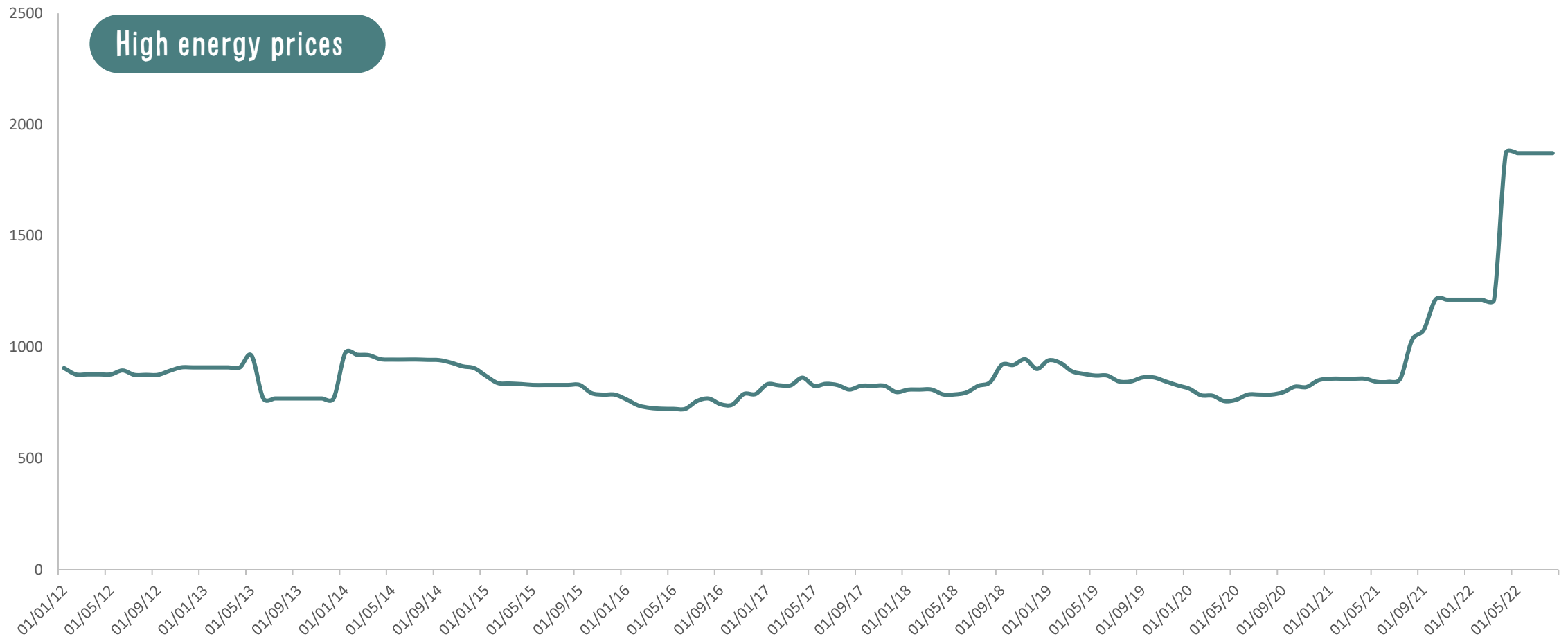
Challenges ahead

Headwinds we are facing



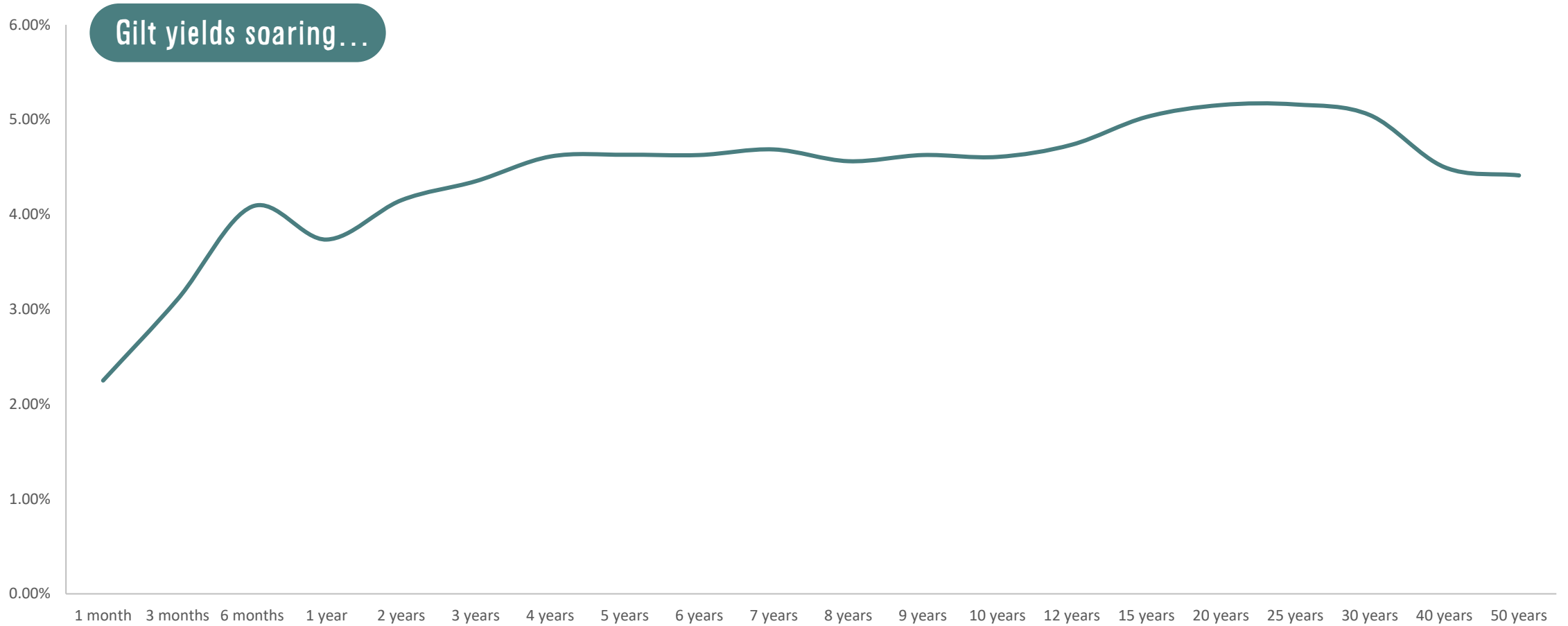
Source: ONS, Trading Economics and Deutsche Bank

Headwinds we are facing



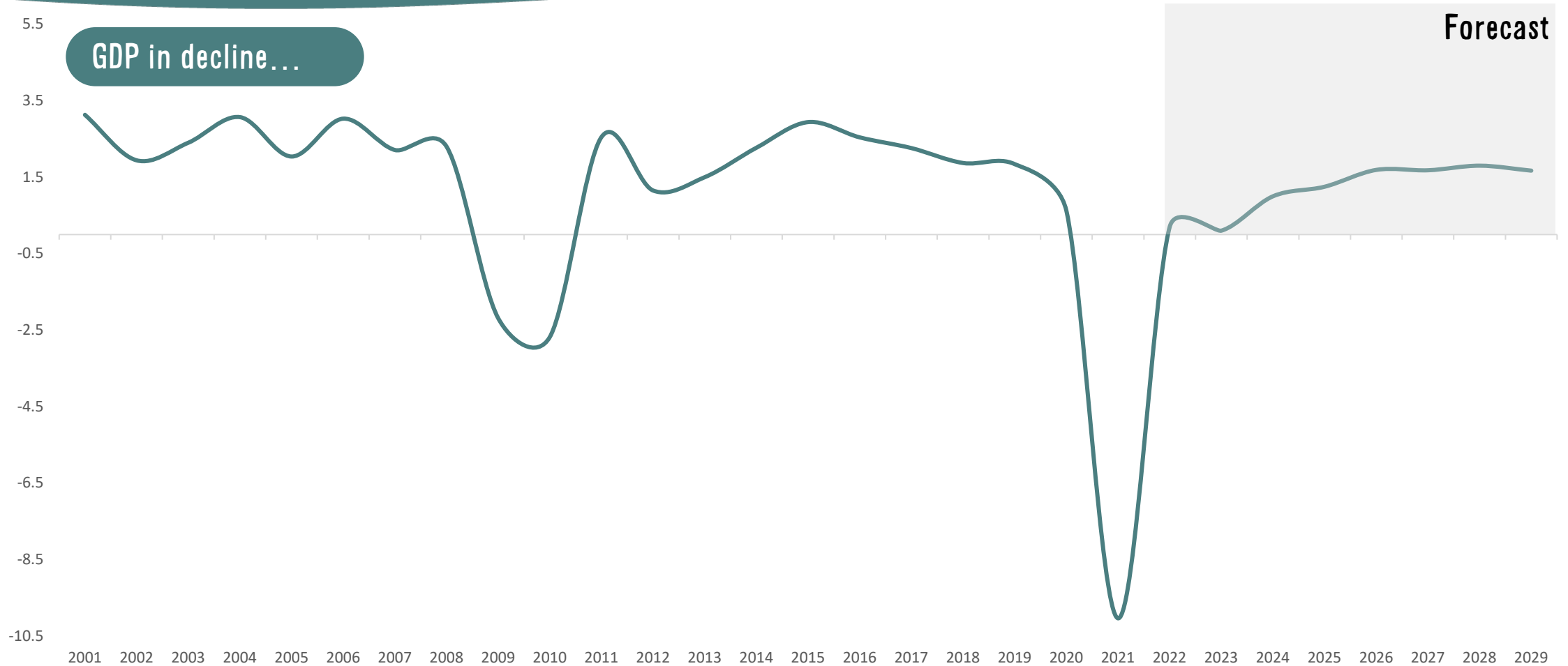
Source: ONS and Statista

Headwinds we are facing



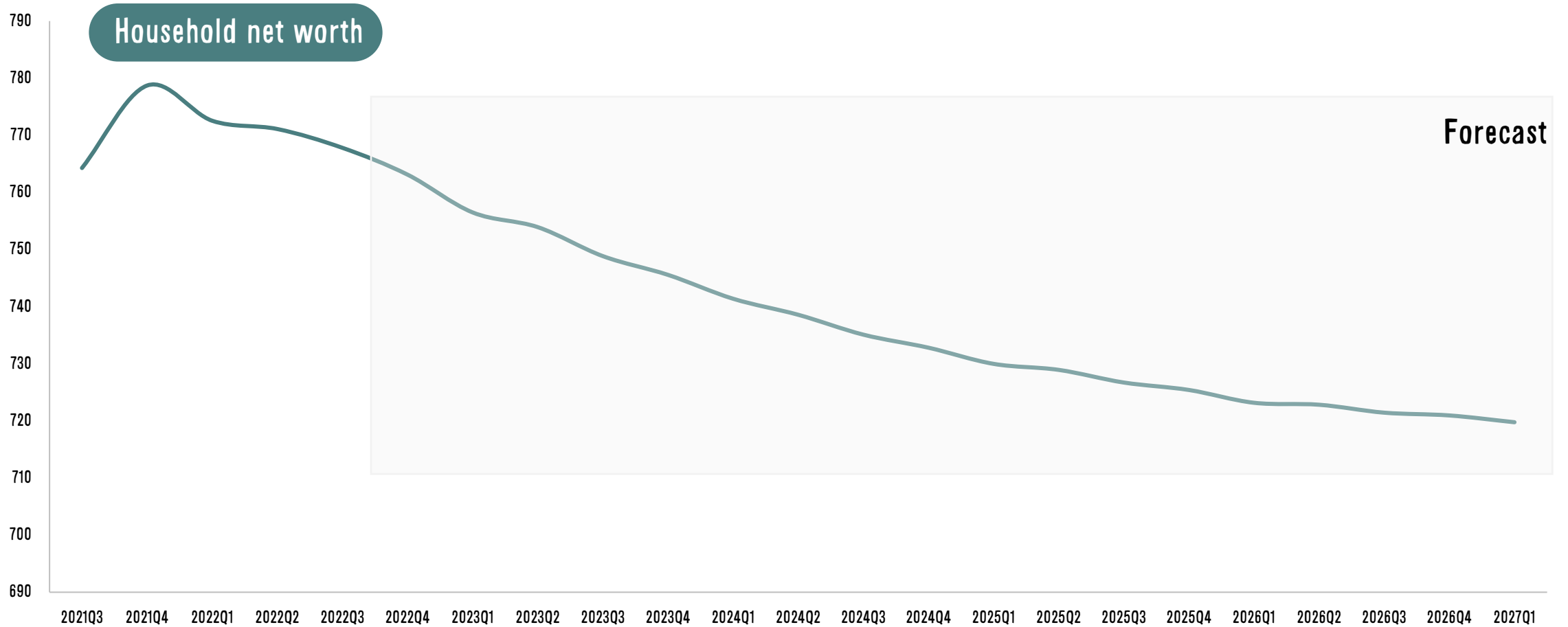
Source: Debt Management Office

Headwinds we are facing



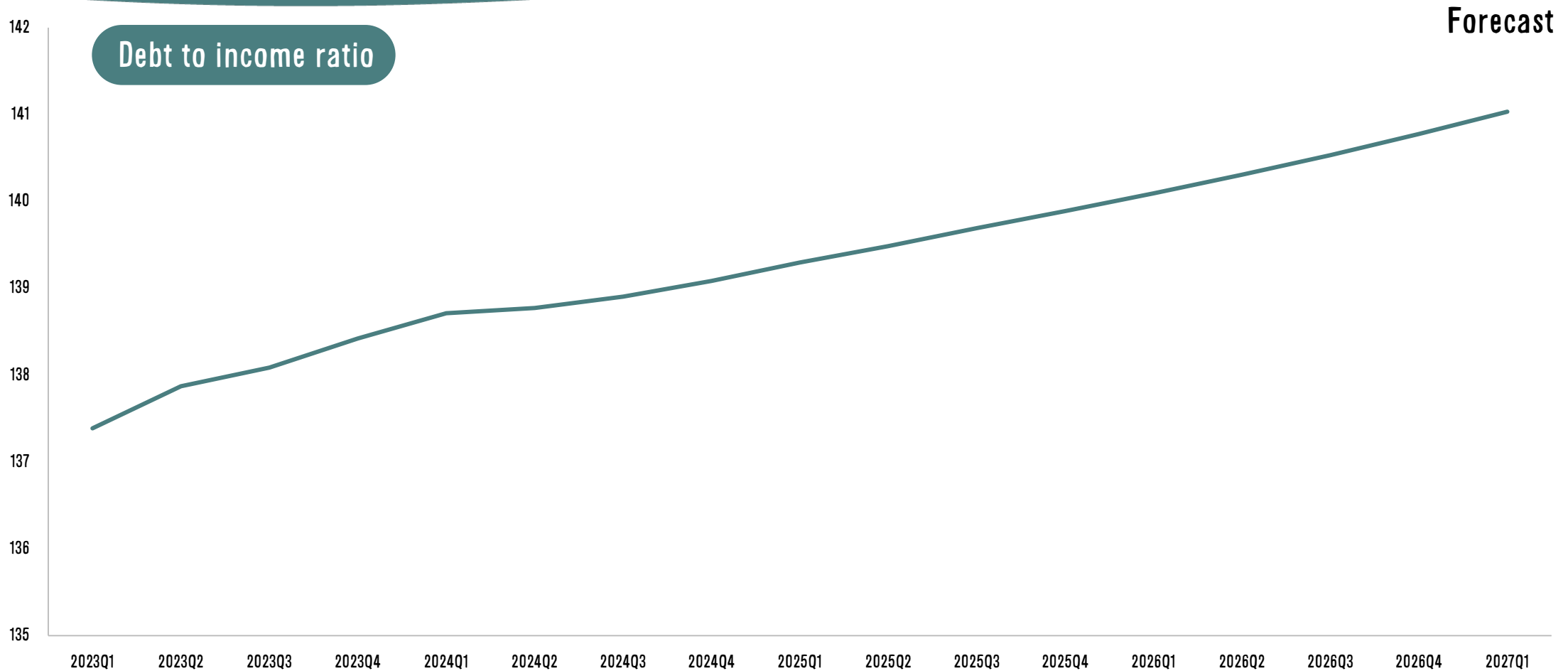
Source: Trading Economics, IBIS World and Deutshce Bank

Headwinds we are facing



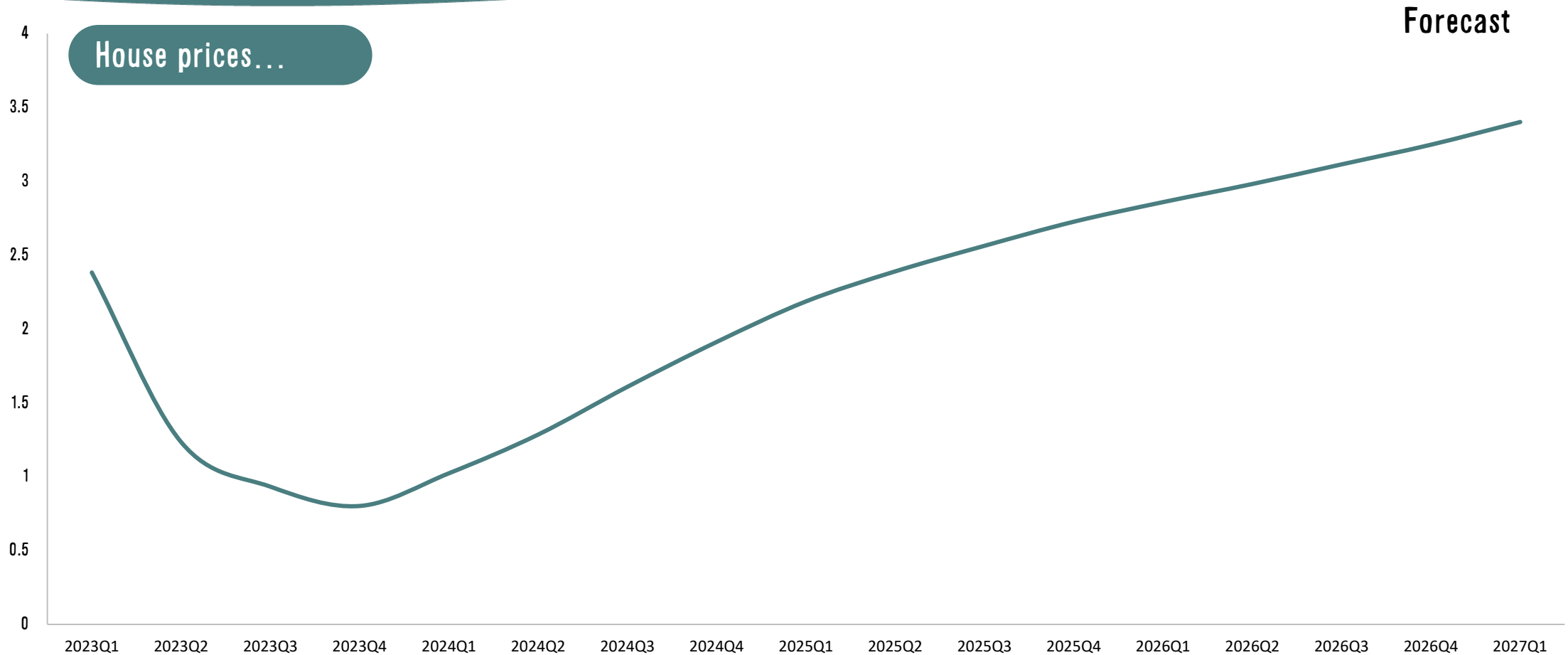
Source: ONS and Statista

Headwinds we are facing



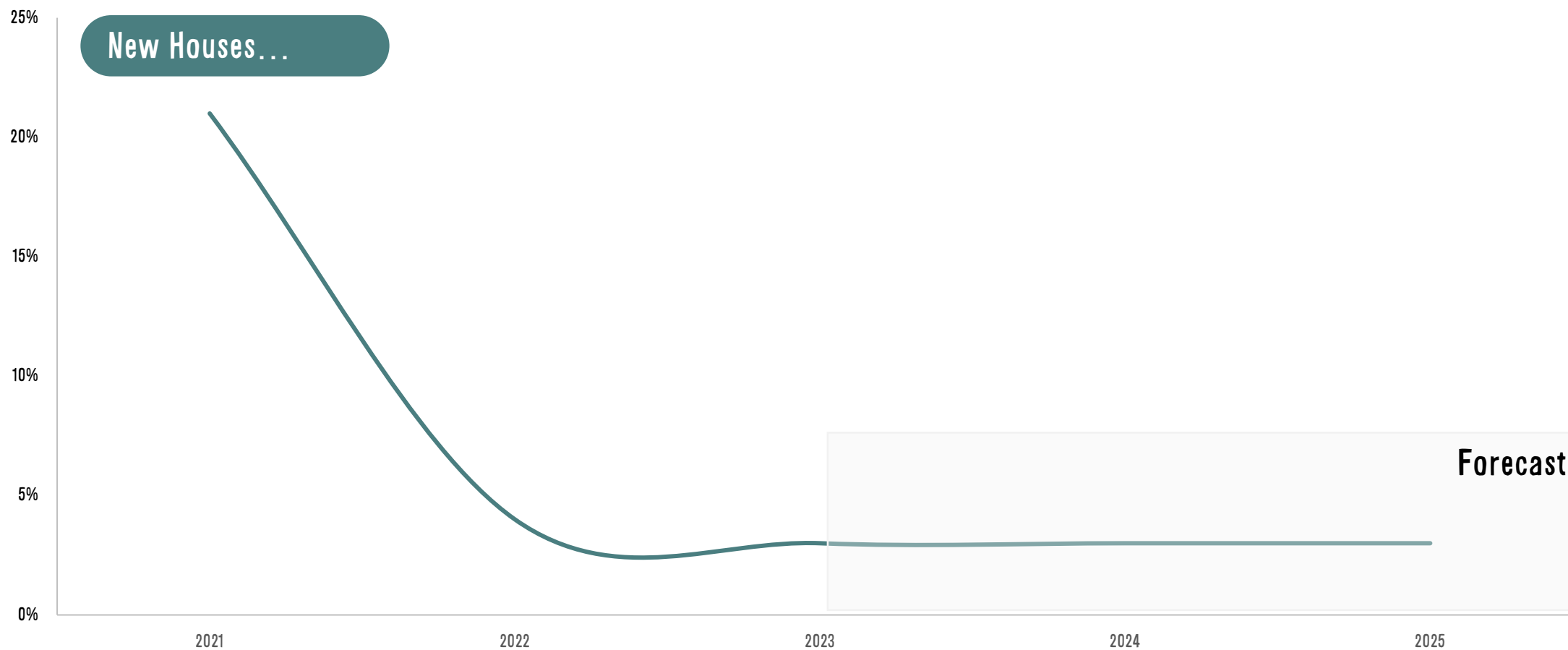
Source: ONS and Statista

Headwinds we are facing



Source: ONS

Headwinds we are facing



Source: ONS

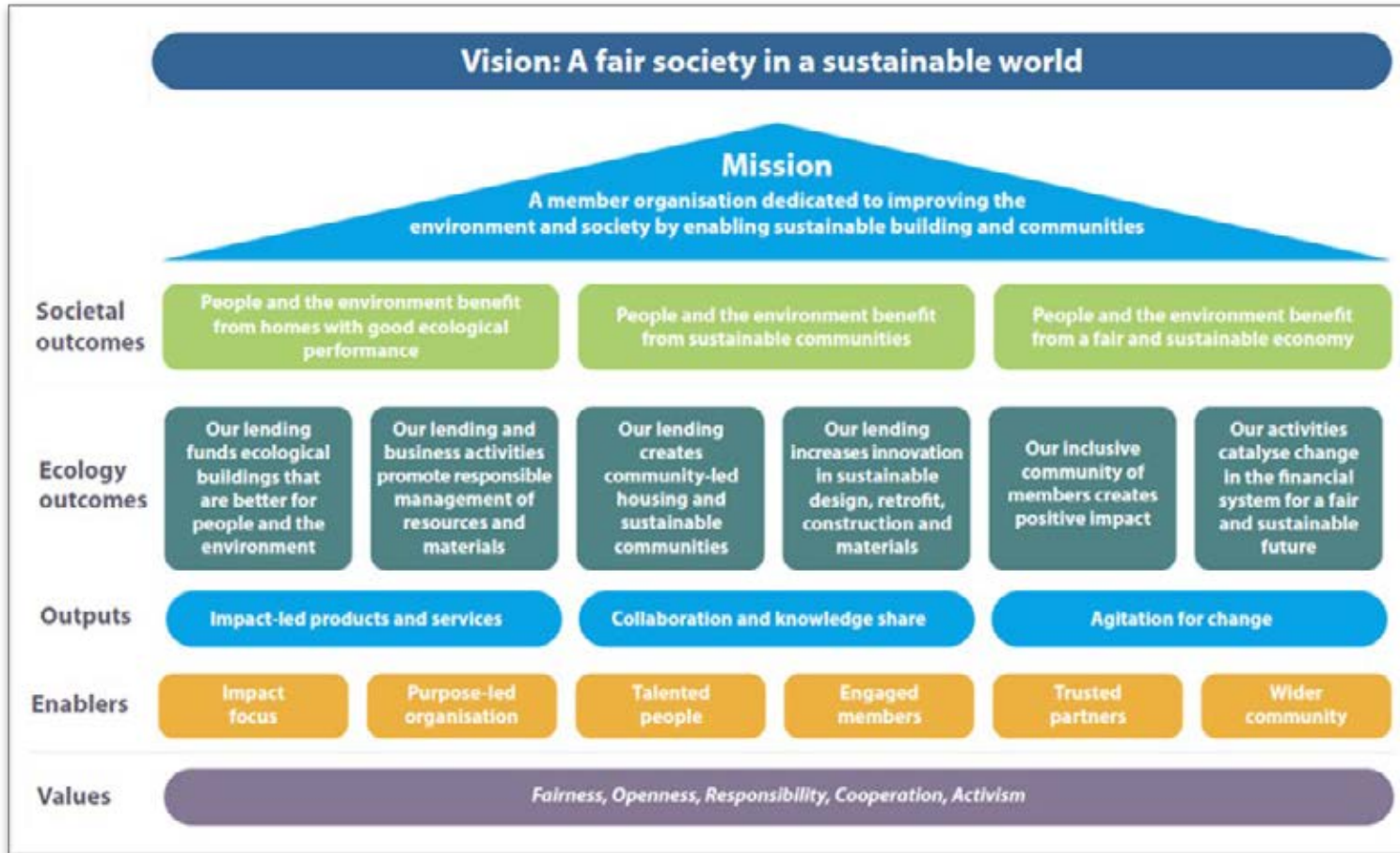
Headwinds we are facing

Macro Economic Factor	Impact to Members		Impact to Ecology
	Savers	Borrowers	
High inflation	Eats in to real returns on interest	Eats in to disposable income	Cost of living increases for co-workers
High energy prices	Eats in to disposable income	Eats in to disposable income	Further emphasis required on Scope 1 & 2 emissions
High Bank of England Base Rate	Increases rate of return	Increases monthly payments	Balance between savers and borrowers
GDP in decline	This may lead to higher unemployment rates		Bad debts and write offs
Declining household net worth	Potential for decrease in savings balances to cope	Potential for increase in debt to cope	Constant monitoring of the balance sheet Maintaining our lending standards
Increasing debt to income ratio			
Decreasing house prices	No effect on savings per se	Self-Builder and Renovators may not be able to borrow as much	May require re-evaluation of lending criteria
Lower 'new build' numbers			Higher competition in the market

But we have a strong strategy...

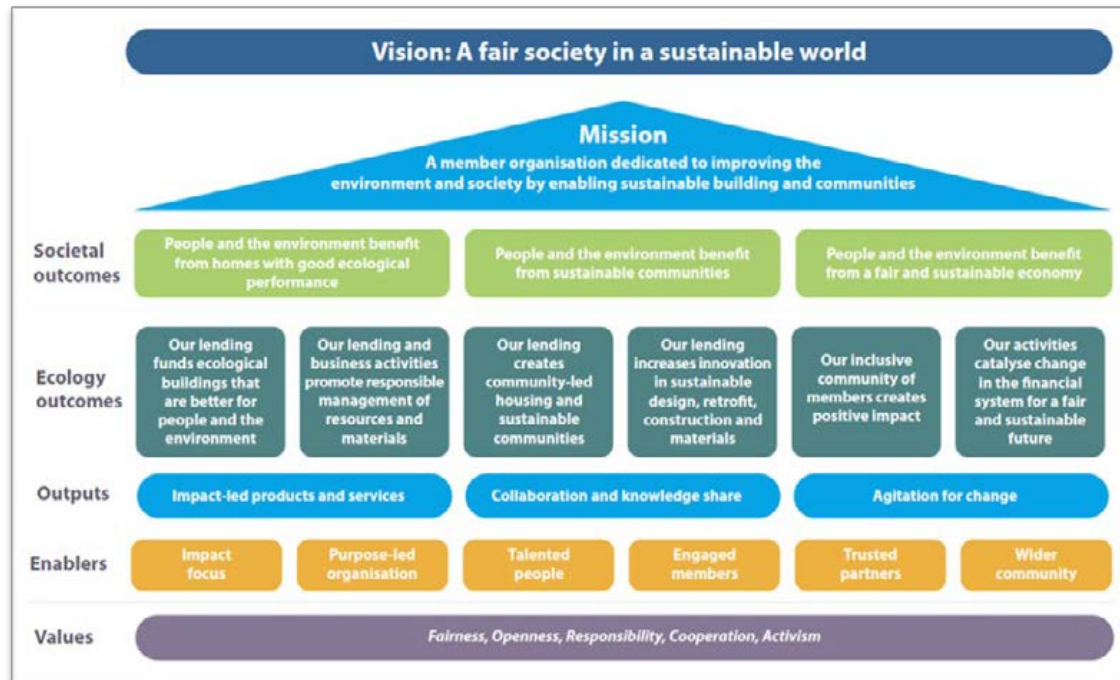


2030 Strategy Framework



2030 Strategy Framework

- Designed in 2020 on the basis of reducing emissions by 45% from 2010 levels by 2030.
- This approach also aligns with the net zero targets outlined in the 2015 Paris Climate Accord



Strong alignment to the UN SDGs – with 2030 dates

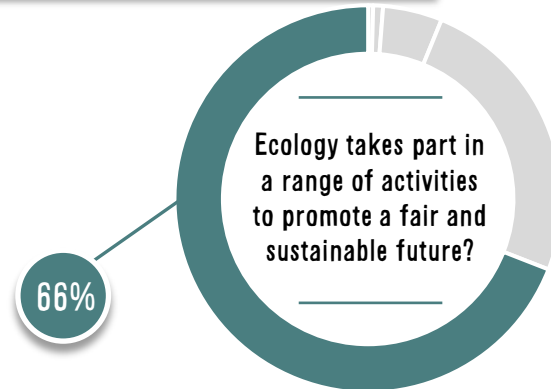
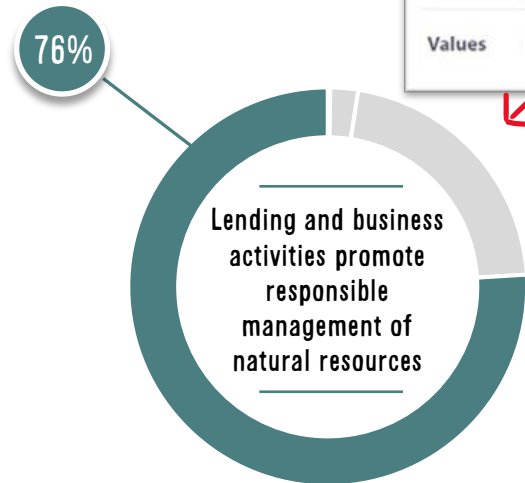
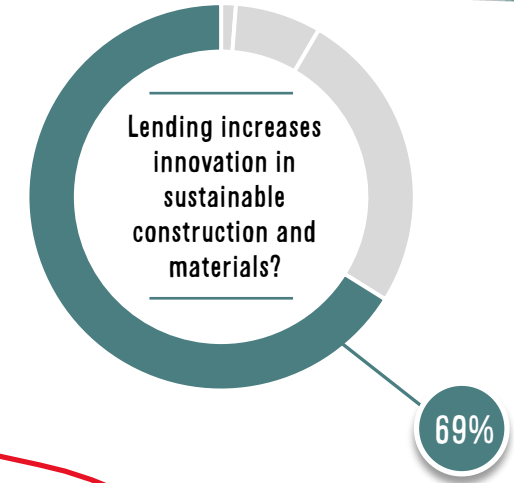
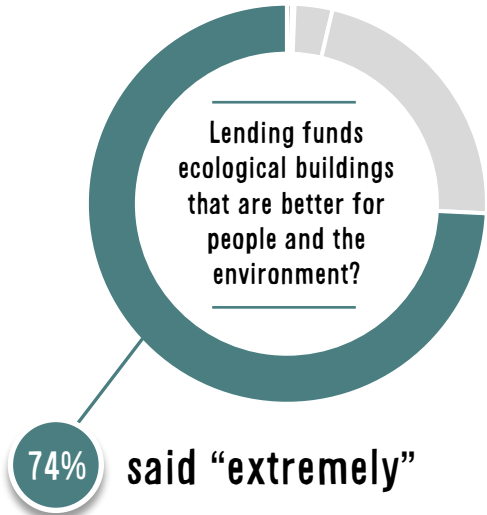


Collaboratively authored:

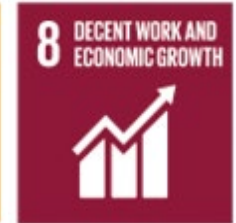
- 750 Members
- Colleagues across Ecology

2030 Strategy Framework – Member Led

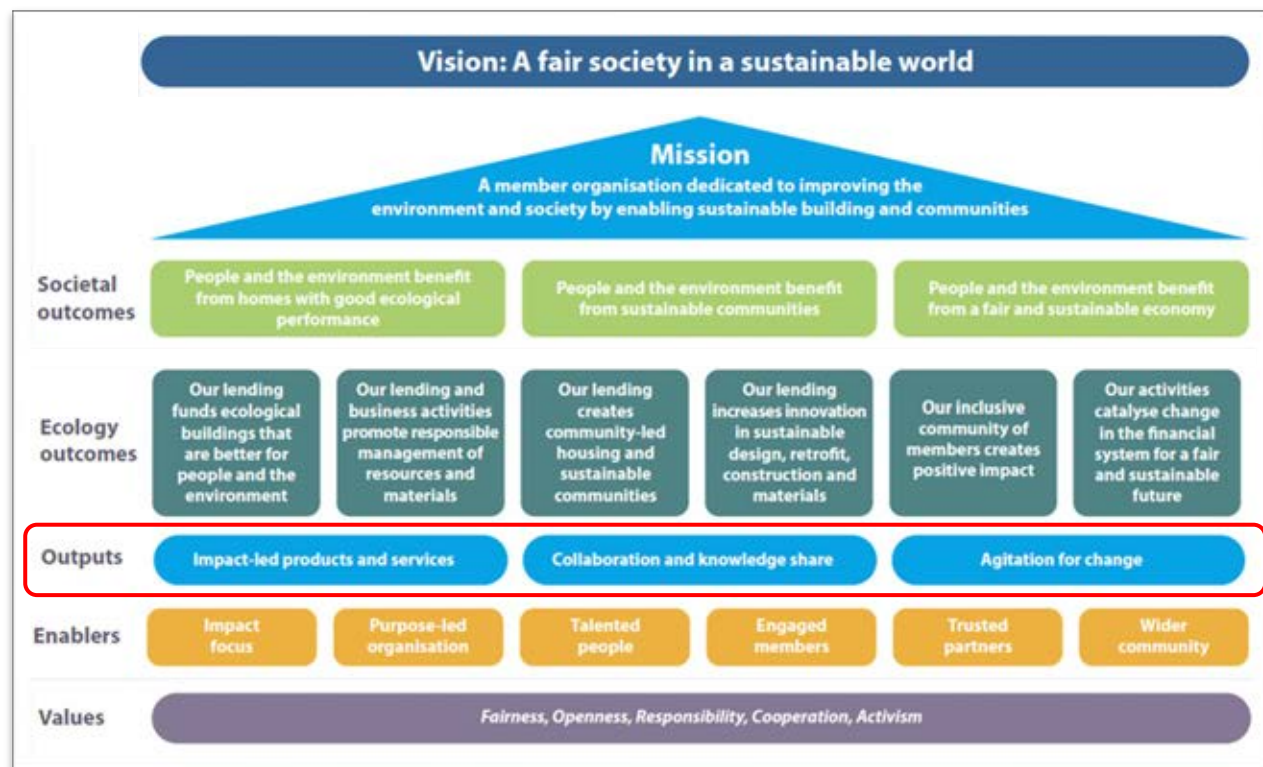
How important to you...



2030 Strategy Framework – UN SDGs



Turning strategy in to action



We need to invest for the long term

Delivering 'impact led P&S' Outputs:

To do this we need to invest to become part 'product' led and part 'Public Relations' led organisation.

What does investment look like:

- Adding to our skills by working with a selected **PR Agency** and **Digital Media Buying agencies**
- Adding additional capacity and capability to **Marketing** and a new **Product Team**
- **Impact P&S = someone's day job**

Impact-led products and services



Being an 'agitator for change':

To do this we need to ensure that we truly are a 'Mission' led organisation:

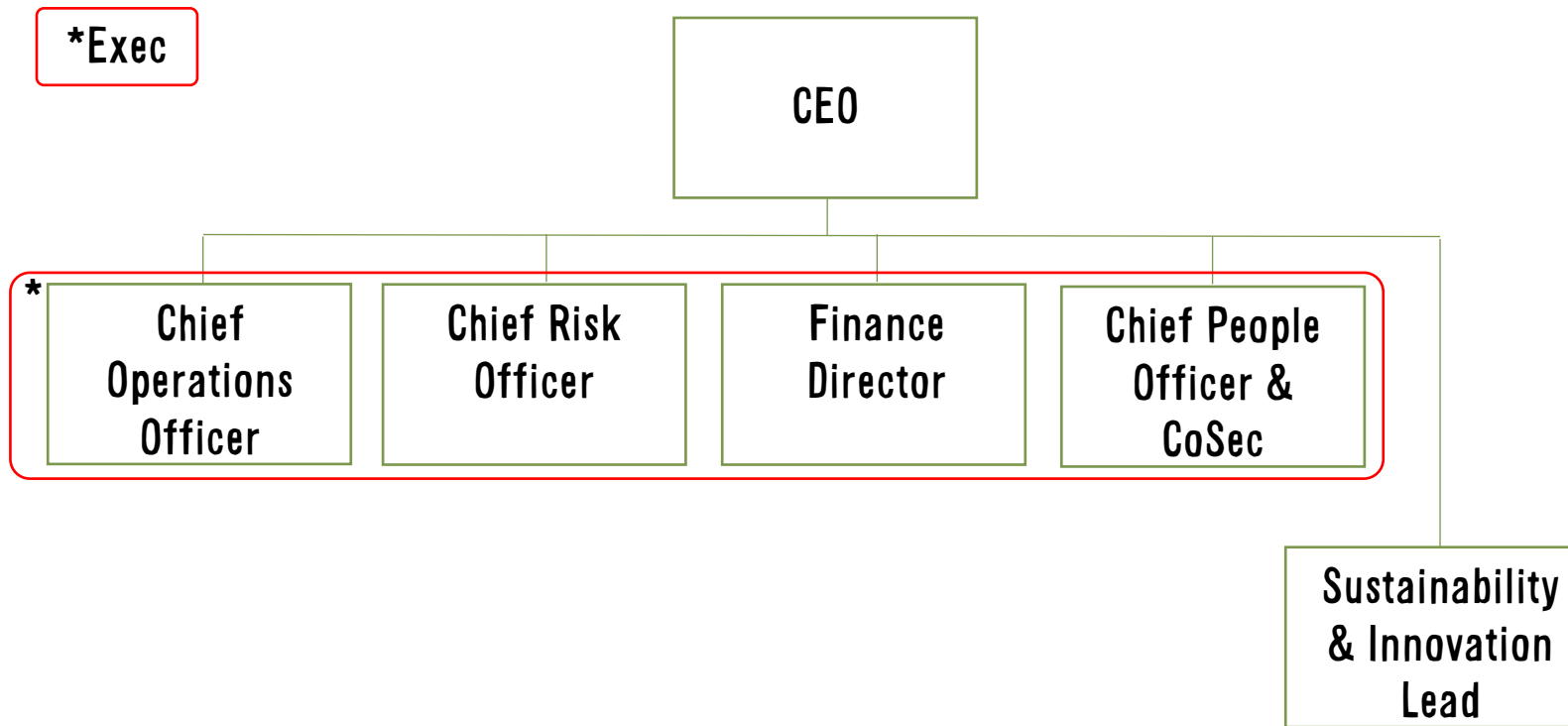
"A member organisations dedicated to improving the environment and society by enabling sustainable building and communities"

What does investment look like:

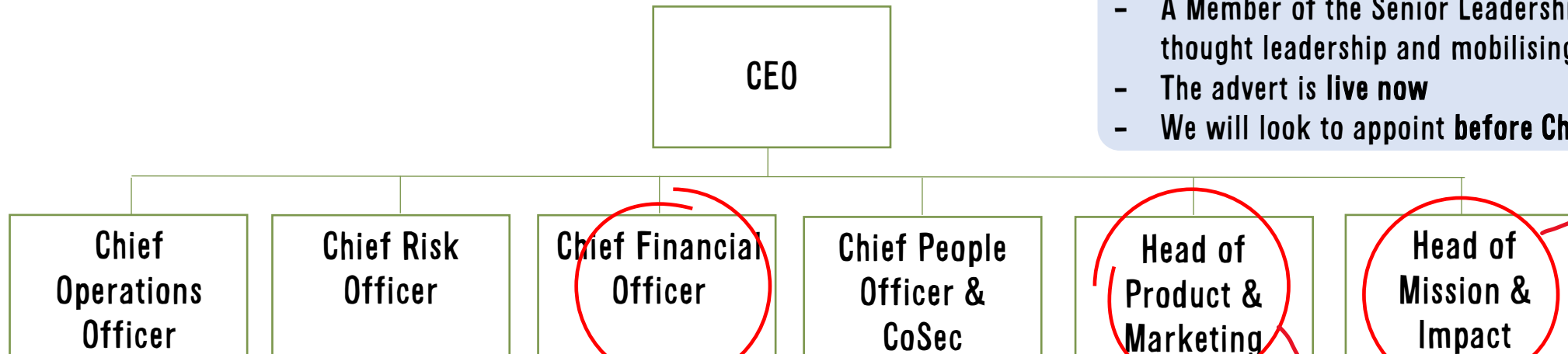
- Thought leadership + action
- Product & Services working 'hand-in-glove' with Mission & Impact
- What views do we represent as a Member led organisation?

Agitation for change

Growing our capabilities – Current Structure



Growing our capabilities – SLT



Agitation: Head of Mission & Impact:

- A Member of the Senior Leadership Team responsible for thought leadership and mobilising action
- The advert is **live now**
- We will look to appoint **before Christmas**

Strategic Finance Function: CFO:

- We are undertaking a rigorous **Market-Wide** search of talent
- This helps us to run a transparent process to recruit a Board Director
- We will look to appoint **before Christmas**

Impact-Led: Head of Product & Marketing:

- A Member of the Senior Leadership Team responsible for all our activity to drive Ecology's Brand and Products
- The advert is **live now**
- We will look to appoint **before Christmas**

What are we doing to deliver the mission?

Delivering Change



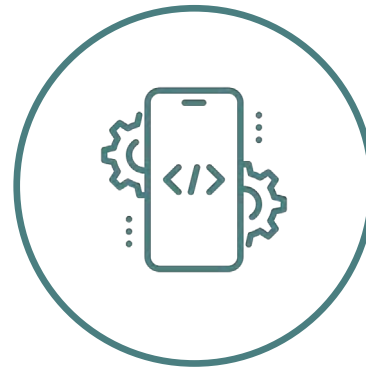
Agitation



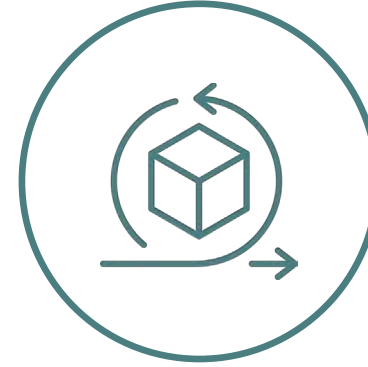
Attitudes



Fair Return



Accessibility



**Product
Development**



**Ecology
Colleagues**

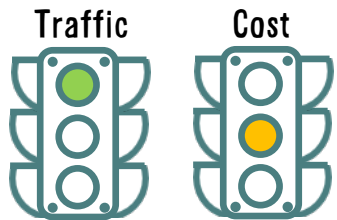
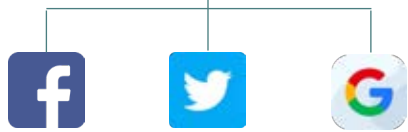
Enhanced impact reporting in the Annual Reports

Publication of Net Zero Targets and Plans

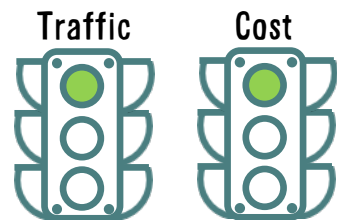
Agitate for change



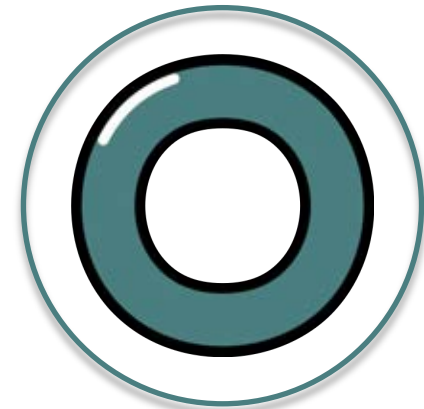
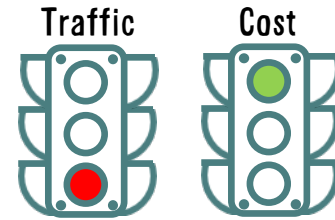
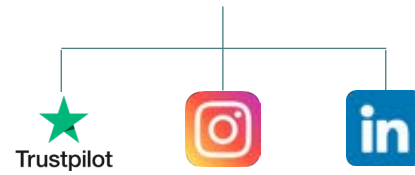
Paid
(Ads)



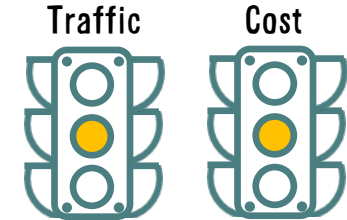
Earned



Shared



Owned
(Channels)



Looks Like

Effectiveness v's Cost

Member attitudes



The Objective:

To identify the motivators and barriers for using Ecology Building Society



Why:

This information will be key to build on our understanding of the 2020 survey



How:

An online survey sent to all our members

How does Ecology serve its members and potential members in an ever changing world?

The data collected by survey is likely to include:

- Attitudes towards ethical purchasing
- Attitudes towards banking and finance
- Purchasing behaviours
- Demographic details
- Reasons for banking with Ecology (members)
- Awareness of Ecology (potential members)

What might this influence:

- Additional product development
- Channels which we serve you in
- Where we agitate for change
- How we agitate for change

A fair return



Market		Ecology	
Instant Access:	1.00%	Instant Access:	1.50% +0.50%
1 Year Fixed Rate:	2.85%	1 Year Fixed Rate:	-
No Notice ISA:	1.12%	No Notice ISA:	1.70% +0.58%
1 Year Fixed ISA:	2.56%	1 Year Fixed ISA:	-

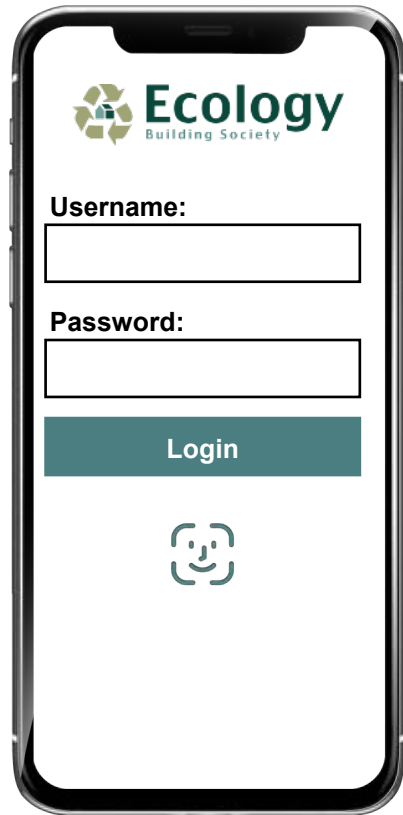
Savers

Market		Ecology	
2 Year Fixed:	6.45%	Ecology SVR*:	5.49%
5 Year Fixed:	6.31%	Max C-Change:	1.50%
10 Year Fixed:	5.71%	Min Rate:	3.99%

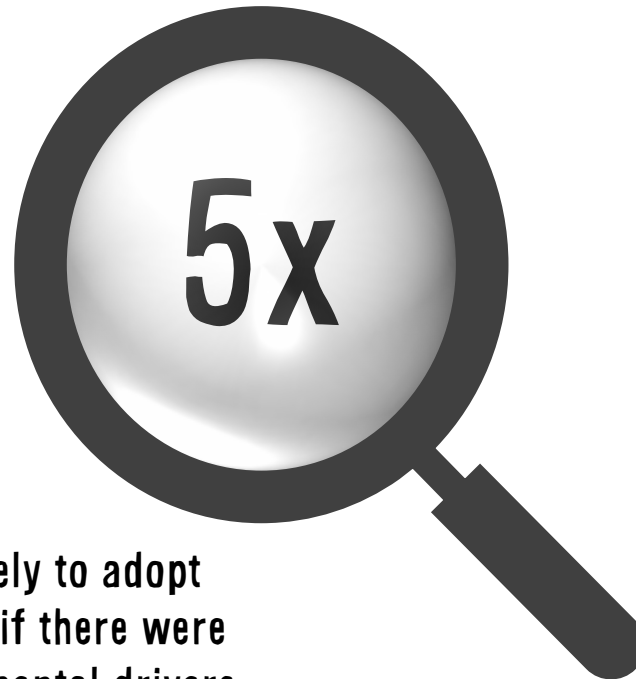
*as of 1st Nov

Borrowers

How you access Ecology



69% of Members surveyed aged 65 + own a smartphone



More likely to adopt an 'app' if there were environmental drivers

Key Feature Requirements:

- Life stage dictated functionality requirements with money management appealing to < 60 year olds
- Importance of basic banking features including biometric login
- Ability to apply for a savings account is important
- Carbon footprint management tools important to 16-24 year-olds, decreasing with age and least important to senior elderly
- 56% ranked security their biggest concern

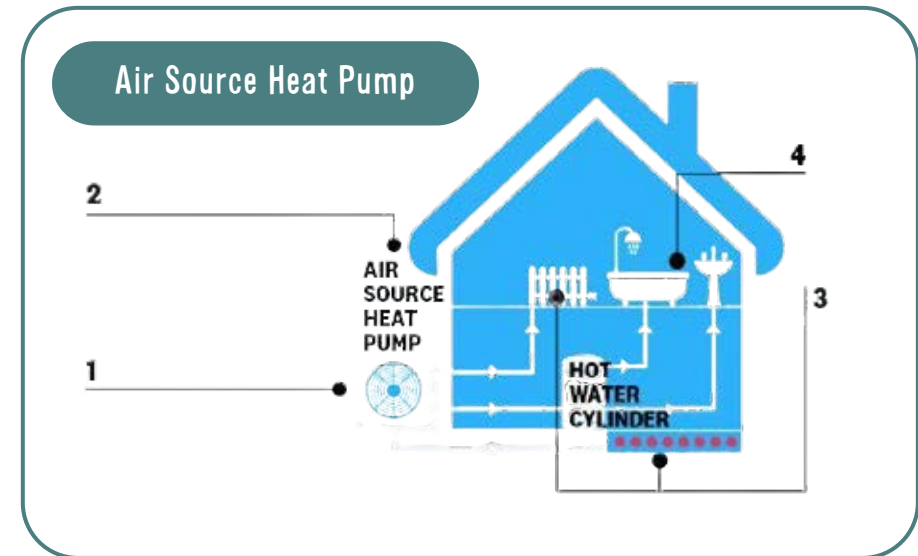
Product Development – Heat Pump initiative



- Takes heat from the ground to heat a home into a wet heating system
- Pump takes ambient heat from ground and increases temperature
- Can provide heat to the home and hot water

Ecology's support:

- Cashback of £500 for Air Source Heat Pump
- Cashback of £1,000 for Ground Source Heat Pump



- Takes air from outside and feeds into wet heating system
- Heat lower than conventional boilers so heating time longer
- Require large surface area – such as underfloor heating
- Can provide heat to the home and hot water

Product Development – MMC



Ecology's support:

- Work with approved MMC suppliers
- Offer 2 Mortgage products:
 - Arrears based (i.e. on completion of works)
 - Advanced stage to help fund borrowers with lower levels of capital

MMC is a collective term to describe alternative construction practices.

Off-site, factory production of the component parts of properties is a common characteristic of MMC.

This includes ready-made walls, floors, roofs and entire rooms, which can be transported to their end destination for assembly, often in a matter of hours.

Why do MMC?

The construction lifecycle is much quicker and uses more sustainable materials

MMC properties are proven to have a higher energy efficiency

Reduced CO² through transportation and construction wastage

Silsden Head Office



Silsden Head Office



Silsden Head Office



Work due to commence: 30th September

Mezzanine due to be completed: January 2023



Ecology colleagues



Cost-of-living increases have been given to all colleagues to help support them during this difficult time.

This is a picture from our recent offsite where we discussed our **strategy and plans**.

We look forward to **serving and hearing from you – our Members**.

Ask the Directors



Gareth Griffiths
Chief Executive



Louise Pryor
Chair



Chris Newman
Director

Closing comments

Thank you for participating!

Look out for an email inviting you to feedback on today's event