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Newcastle Building Society announces opening date for its City Centre flagship branch and community hub securing the future of accessible financial services in the city centre

One of the most famous spots in Newcastle city centre will be transformed on 7th July when Newcastle Building Society opens the doors at Monument.

Situated on the corner of Grainger Street, the Society's new Grade II listed [home](#) in Newcastle has undergone a significant refurbishment over the past two years.

The Society says its investment in the city demonstrates a commitment to the financial future of people and communities across the region. As well as a welcoming branch offering financial services for all, all five floors of the 200-year-old building are being brought back to life for use by businesses, charities and civic groups to help the city and wider region thrive.

For those who remember it as the former home of retailer French Connection or the iconic Geordie Jeans, the transformation is striking. The building will feature bold Society branding, vibrant digital screens, and a new accessible entrance, offering a fresh, welcoming face to the Society's newest location.

Internally, the space will be unrecognisable after a significant refit over all five floors. Work has involved bringing previously unused areas of the historic building back into public use; creating a range of modern, flexible spaces to serve the whole community. The addition of events facilities, meeting spaces and community rooms will enable collaboration which the Society says will serve its partners, charities, businesses, and civic groups.

Investment into Monument is also a vote of confidence in the future of the high street, and a response to the demand for face-to-face financial services. The ground floor branch space will offer the Society's full range of branch services including savings, and accessible, face-to-face mortgage and financial advice. Against a backdrop of more than 6,300 bank branch closures

across the UK over the past 10 years, Newcastle Building Society has continued to invest in its branches, growing its network across the North East, North Yorkshire and Cumbria.

Andrew Haigh, chief executive at Newcastle Building Society, said: “We’re ready to throw open the doors to Monument and welcome the whole community to our new city centre home – a place for meaningful conversations which will empower the people of the North East to thrive.

“As well as an investment in the bricks and mortar of a building, Monument is an investment in the social and community fabric of our city, which will serve the city’s future for generations to come.

"A historic building reimagined as a vibrant community hub, the work on Monument shows we’re wholly committed to the places where we are present by bringing together partners, charities, and civic and community leaders in a central space, reflecting our ambition as a place-based, purpose-led organisation.

“With a modern branch and a team of almost 20 friendly colleagues at the heart Monument, we’re securing the future of accessible financial services in the city centre and showing what can be achieved when you put customers’ needs first.”

The Society’s current branch on Northumberland Street will remain open until 5th July 2025, when all members and colleagues will transfer to Monument.

For more information visit: [Monument | Newcastle Building Society](#)

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About us

Newcastle Building Society is the UK's 7th largest building society with 32 branches across the North East, Cumbria and North Yorkshire. A branch in Manchester city centre will open later this year under the Manchester Building Society brand. The Society has assets of more than £6.5bn. It has been there for its members for over 160 years. Financial Advice is provided through its Newcastle Financial Advisers Limited subsidiary. Newcastle Financial Advisers has consistently been awarded Top Rated Firm status by VouchedFor - the UK's leading review site for Financial Advisers.

We help people to own their home, to save and to plan their finances through our range of products and services. We believe in the role of the high street at the heart of our communities and we're proactive in making financial information and financial advice accessible across our regions.

We're dedicated to helping our communities make positive changes; since 1995 the financial support through grants and donations from the Newcastle Building Society Community Fund at the Community Foundation to benefit local causes has surpassed £1.8m.

As a leading local employer, we're committed to growing our region's talent and being a great place to work where people can realise their potential. We hold Platinum IIP. We are a Real Living Wage employer and were the first building society in the UK to become an accredited Living Pension employer in 2024. We have been named Regional Building Society of the Year for eight consecutive years (2017–2024) by What Mortgage? and Best Overall Personal Finance Brand at the Personal Finance Awards 2023/24 and 2024/25. In 2024 Newcastle Building Society became the first UK business to receive international accreditation for mutual value measurement, recognising our ongoing commitment to creating value for our members and communities.