



Membership Policy

Version Number	1
Date Revision Complete	August 2026
Department	CEO
Author	Chief Executive Officer
Reason for Policy creation/revision	Separate policy with great detail, part of programme to retire the Governance Code of Conduct
Data Protection Impact	DP considered. Member's data will be treated in accordance with our DP Policy and the membership register will be kept in line with our Rules.
Equalities Impact	No EIA required - existing policy with minimal changes. Membership is open to eligible applicants in accordance with Thenue's Rules and Membership Policy.
Proofread by	Director of Finance
Date Approved	30 September 2026
Approved by	Board
Next Review Due	September 2029
Audience – Training & Awareness Approach	Policy will be briefed out to managers and the website section on Membership updated to reflect.
Effective Date	October 2026
Internal References	Thenue Rules Data Protection Policy
External References	SHR Regulatory Framework
Comments	



MEMBERSHIP POLICY

1. Introduction

- 1.1 Thenue Housing Association Ltd is a Registered Social Landlord, registered society and Scottish charity. Thenue is also a membership organisation. This policy explains who may apply, how applications are decided, the rights and responsibilities of members, and how Thenue will communicate with members and support their participation in the governance of the Association.
- 1.2 The policy gives effect to Thenue's Rules and should be read with them. If any provision of this policy is inconsistent with the Rules, the Rules prevail. Nothing in this policy changes the powers of Thenue's members or the Board under the Rules.
- 1.3 Membership is voluntary and is not a condition of receiving a tenancy, service or other benefit from Thenue. A decision about membership will not affect a person's tenancy or access to services.

2. Policy Outcomes and Principles

2.1 Thenue will seek to maintain a membership that:

- is open to eligible people and organisations and reflects the communities and groups Thenue serves;
- strengthens accountability between the Board, members and communities;
- offers practical opportunities to understand, influence and participate in Thenue's work; and
- provides a transparent route into Board recruitment, subject to the Rules and the Board Recruitment and Succession Policy

2.2 In communicating with existing and prospective members, Thenue will:

- inform by providing accurate, timely, clear and relevant information;
- involve by inviting views and making it straightforward to respond;
- collaborate by creating opportunities to discuss issues and develop solutions;
- empower by supporting members to exercise their rights and take part confidently; and
- use accessible and flexible methods that meet people where they are, without excluding people who do not use digital channels.

2.3 Subject to the Rules, members may attend and vote at general meetings, elect Board members, seek election to the Board if eligible, participate in decisions reserved to the membership and participate in the appointment of the external auditor through general meetings. Every member has one vote.

2.4 Members are expected to support Thenue's objects, comply with the Rules, engage respectfully, exercise their voting rights responsibly and keep their contact details current.

3 Who Can Join Thenue as a Member?

- 3.1 Eligibility is governed by Rules 6, 7 and 8. Subject to Rule 7.2, membership is open to tenants, service users, other people who support Thenue's objects, and organisations sympathetic to those objects. Members will normally live, work or have another interest in the geographical areas in which Thenue operates or otherwise have an interest in Thenue's activities.
- 3.2 An individual may apply for membership from age 16.
- 3.3 In exercising its discretion, the Board will normally consider each application on its individual merits and will seek to avoid unnecessary exclusions that are inconsistent with Thenue's commitment to openness and inclusion. Employment, a family connection, former employment or a business relationship will not automatically determine an application. Any actual or potential conflict will be assessed on its particular facts under Rule 7.2.
- 3.4 An organisation admitted to membership must nominate an authorised individual to exercise its rights at general meetings. Appointment and replacement of that representative will be handled in accordance with Rule 12. An organisational representative cannot simultaneously exercise an individual membership. Where an individual member becomes the representative of an organisational member, their individual membership will be suspended for the duration of that appointment in accordance with Rule 12.4.

4 Applying and deciding applications

- 4.1 Application information and forms will be available through the website and on request in print or an accessible format. Staff will provide reasonable assistance to anyone who needs help to understand or complete the process.
- 4.2 In accordance with Rule 7.2, an applicant must send a completed and signed application form and £1 to Thenue's registered office. The £1 will be returned if the application is not approved.
- 4.3 The Board will consider each application as soon as reasonably practicable. An application will not be considered during the 14 days before a general meeting. The Board has absolute discretion to accept or reject an application, exercised in accordance with the Rules and this policy.
- 4.4 The grounds for refusing an application are those in Rule 7.2:
- membership would be contrary to Thenue's Rules or policies;
 - a conflict of interest may exist which, even if disclosed, may adversely affect Thenue's work; or
 - the Board considers that accepting the application would not be in Thenue's best interests.
- 4.5 Decisions will be based on relevant information, properly recorded and applied consistently. The Board will receive sufficient information to understand any identified concern, while respecting confidentiality and data-protection requirements.
- 4.6 Applicants will be notified promptly of the decision. If approved, the applicant becomes a member immediately, will be entered in the Register of Members within seven working days and will be issued with one £1 share. If refused, the applicant will be informed and the £1 returned. The Board's decision is final under the Rules. Complaints regarding the administration of the application process may be considered through Thenue's complaints procedure. This does not provide a right of appeal or review of the Board's decision on membership.

5 Welcoming and informing members

5.1 New members will receive clear information covering:

- Thenue's purpose, values and main activities;
- the rights and responsibilities attached to membership;
- how general meetings, voting and Board elections operate;
- ways to participate in consultations, events, groups and other engagement;
- how to obtain information, ask questions, provide feedback or make a complaint; and
- how Thenue uses member information and how members can update their contact details and preferences.

5.2 Thenue will ask members how they prefer to receive routine communications and whether they have accessibility or language requirements. Preferences will be followed, where reasonably practicable, subject to any method of notice required by the Rules or law.

6 Promoting membership

6.1 Thenue will promote membership throughout the year rather than relying only on the period before the Annual General Meeting. Promotion will explain what membership means, the £1 share, the rights it provides and the different ways members can participate.

- 6.2 A coordinated, multi-channel approach may include:
- Thenue's website, newsletters, social media, email and other digital channels;
- tenant sign-up, settling-in contact and other appropriate service interactions;
- printed information, telephone contact and face-to-face support;
- Area Associations, Community Councils, community events and partner networks; and
- targeted activity where monitoring identifies communities or groups that are under-represented or less engaged.

6.3 Communications will be accurate, timely, open, concise and written in plain English. Digital communication will complement, not replace, appropriate non-digital routes. Thenue will avoid pressure, misleading claims or any suggestion that membership affects access to housing or services.

7 Participation and communication with members

7.1 Thenue will maintain a proportionate annual programme of communication and engagement with members. The programme will distinguish between communication intended to inform, involve, collaborate or empower, and will select channels suited to the purpose and audience.

7.2 Opportunities may include:

- updates on significant developments, performance and strategic priorities, including access to Thenue's Annual Report and information reported to the Scottish Housing Regulator;
- consultations, focus groups, strategic conversations and community events;
- participation in scrutiny, working groups or time-limited projects;
- the Annual General Meeting and any special general meeting; and
- information about Board vacancies, the skills being sought and the nomination or recruitment process.

7.3 Thenue will close the feedback loop by explaining, where appropriate, what members said, what decision was made and what action followed. Participation will be encouraged but will not be presented as compulsory.

8 General meetings and Board recruitment

- 8.1 Notice of general meetings, voting arrangements, proxies, postal voting and other meeting procedures will comply with the Rules. Thenue will make reasonable efforts to ensure that information and participation arrangements are accessible.
- 8.2 Members may seek election to the Board subject to the eligibility, nomination and election requirements in the Rules. Board recruitment, succession, skills assessment, co-option and casual vacancies are governed by the Rules and the Board Recruitment and Succession Policy. Any restriction on eligibility for the Board is determined under those documents, not by this Membership Policy.

9 Member information and the Register of Members

- 9.1 Thenue will maintain the Register of Members and other membership records required by the Rules and law. Information will be available for inspection only to the extent required by law. Thenue will not rely on consent where processing or disclosure is necessary to meet a statutory obligation and will protect all other personal information in accordance with data-protection legislation.
- 9.2 Members must notify the Secretary in writing of a change of address within three months, except where the Rules provide otherwise for a tenant transferring to another Thenue tenancy. Members are encouraged to keep all contact details and communication preferences current.
- 9.3 Member information will be collected and used only for legitimate governance, legal, communication and engagement purposes. Thenue will provide appropriate privacy information and limit access to those who need the information for their role.

10 Ending membership and shares

- 10.1 Membership will end only in the circumstances and through the procedures set out in Rule 11, including resignation, failure to notify a change of address, prolonged non-participation in general meetings, or a decision by members at a special general meeting following a qualifying complaint.
- 10.2 Thenue will follow the notice, evidence, voting and procedural fairness requirements in the Rules. When membership ends, the share will be cancelled and the Register of Members updated.
- 10.3 Where membership ends under Rule 11.1.4 following a decision at a special general meeting, any later application for membership requires approval by two-thirds of the members voting at a general meeting, as required by Rule 11.2. There is no automatic permanent prohibition on reapplying.
- 10.4 A member cannot sell their share. Transfer, nomination, cancellation or payment of its value following death, bankruptcy or the ending of membership will be dealt with only as provided by Rules 13 to 18 and applicable law.

11 Responsibilities

Role	Responsibility
Board	Approves and reviews the policy; decides applications; oversees the health, reach and participation of the membership; and exercises powers reserved by the Rules.
Chief Executive and Secretary	Ensures compliant administration, maintains the Register, supports the Board's decisions, publishes the policy and reports on implementation.
Communications and engagement leads	Coordinate accessible, multi-channel promotion and engagement in line with the Communication Strategy and evaluate effectiveness.
Employees	Explain and signpost membership accurately, support accessible communication and avoid suggesting that membership affects housing or services.
Members	Exercise their rights responsibly, engage respectfully and keep the Secretary informed of relevant changes to their details.

12 Monitoring and review

12.1 The Board will receive an annual membership report covering, as appropriate:

- the number of applications, approvals and refusals;
- membership numbers, broad profile and geographical reach, using proportionate and lawful information;
- participation in general meetings and other engagement opportunities;
- communication preferences, accessibility needs and the effectiveness of channels used;
- actions taken to address under-representation, barriers or low participation; and
- any compliance, administration or data-quality issues and the action taken.

12.2 The policy will be reviewed at least every three years and earlier where Thenue's Rules, law, regulatory expectations, Board recruitment arrangements or communication strategy change. Material concerns will be reported to the Board without waiting for the annual report.