

# **Torrs Hydro policy for dealing with ‘Untraced’ Members**

## **Introduction and purpose of the policy**

It happens in these dynamic times that Torrs Hydro occasionally experiences difficulty in making contact with one or more of our members.

Torrs Hydro’s policy is that after following a defined process, an untraced member's membership is cancelled and their shares are withdrawn.

This document clarifies the responsibilities of the Torrs Hydro Board if contact is lost with any member, the steps we will take to attempt to reconnect with them, and the procedures we will follow if we are unable to re-establish contact.

Torrs Hydro currently has up-to-date and functioning contact details for all but a very few of our Members. When a Member moves house, changes email address or phone number, it is their responsibility to update their contact details with the Society, however when a member passes away, we are reliant on their family, friends or executor to let us know.

## **The Membership Register**

Torrs Hydro maintains a Membership Register.

For each shareholding the Register includes

- ◆ Each member’s name (individual or institutional). NB Our Rules allow for up to 4 individuals to jointly own a shareholding, in which case they are all Members but share one vote.
- ◆ Each member’s postal address, email address, and contact phone number
- ◆ Communication preferences
- ◆ Value of shareholding (number of shares)
- ◆ The share certificate number
- ◆ Date of joining, i.e. when their membership application was approved by the Torrs Hydro board
- ◆ The name, address, email, and telephone number of up to 4 nominees. These are the beneficiaries to receive the shareholding (up to a balance of £5000) in the event of the Member’s death

## What do we mean by 'Untraced'?

A Member is considered 'untraced' if:

- Post to them and any other members with whom they share their shareholding has been returned to Torrs Hydro
- An email address has been provided, but emails are undelivered or there is no evidence that they have been received.
- Their telephone number is unobtainable, or no longer valid
- Their nominees, if they have them, cannot be traced via postal address, email or telephone.

## Process for dealing with Untraced Members' Shareholdings

Where Torrs Hydro has evidence that a Member is no longer at the address shown in its Register of Members and they cannot be contacted by email or telephone, then, subject to carrying out the following procedures, the Secretary may treat that membership as ceased.

The procedures are as follows:

(a) The Secretary shall take all reasonable steps to establish whether there is a forwarding address, and if there is one, to contact the Member at the forwarding address with the information set out below.

(b) The Secretary shall advertise in at least three places to which Members have access, for example, the Torrs Hydro website, social media, prominent local noticeboards, member mailings and in the local press, giving the following information:

(i) Advising that the Society intends to, after a notice period of not less than two calendar months, revise its register of Members to indicate that Members no longer living at their registered address or responding to correspondence have ceased to be Members of the Society.

(ii) Providing the Torrs Hydro Secretary's contact details to enable any Member to confirm their registered address, or to confirm that they wish to withdraw from membership of the Society.

(c) At the end of the notice period, if any 'untraced' Member has not made contact with the Society, the Secretary shall make a dated note in the Register of Members that this Member has not been traced. That Member's shares will then be held for a further 24 months without attracting any further interest. If the Member (or a representative for them) has still not made contact with Torrs Hydro by then, the Secretary shall amend the register of Members to show that their membership has ceased and cancel the associated shares..

The date membership ceased shall be noted in the Register of Members. The value of their shares and any retained interest in respect of their shares shall be forfeited to the Society and credited to the Torrs Hydro Community Fund.