

Recruitment pack



**Chief Executive
August 2025**

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Welcome Letter

Dear Applicant,

Thank you very much for your interest in joining us here at Thenue. You will find all the information you need, to enable you to decide whether you want to work with us, in this recruitment pack. If you would like an informal chat about the role, or you have any questions, please contact Alex McGuire, Interim Chief Executive at alex.mcguire@thenuehousing.co.uk

We are seeking an individual with the character, experience, aptitude, energy and enthusiasm to help drive us forward. We are committed to developing, managing and maintaining a range of affordable quality housing in sustainable communities. Working with our communities and stakeholders our committed people look to continuously improve and adapt our services to meet our customer's needs and aspirations. Our core values, (passion, excellence, respect and connection), help us focus on working together, creating better homes and stronger communities. We have a strong commitment to financial strength and stability that enables us to develop our community-centred ethos in creating communities where people want to live, whilst retaining our social purpose.

Our new Chief Executive will provide leadership and vision for the Group, working with our Board to develop our future strategic direction, growth and development, whilst ensuring that we grasp further opportunities and meet challenges which emerge. He or she will ensure that the organisation maintains excellent corporate governance structures and arrangements including succession planning, and that we fulfil our financial, statutory and regulatory responsibilities.

The ideal candidate will have an excellent understanding of relevant challenges and drivers, with a track record of achievement in a senior position within a successful, customer-focused organisation. Experience or working in a regulated environment would be advantageous. They will also be financially astute and evidence strong strategic and operational leadership experience. Our new leader will empower staff, lead the team to achieve our vision and have a strong passion for improving the lives of customers and communities.

Thenue is a great place to work, and we are genuinely proud of our team. We are an Investor in People Gold accredited organisation. Our aim is to be a first-class organisation that delivers housing and related services to a range of customers and to work with those customers and strategic partners to help to develop communities for us all to be proud of. The successful applicant will have the drive and enthusiasm to help us succeed in this goal.

If you think you are that person, we look forward to receiving your completed application.

Pauline Casey
Chairperson

About Thenue

Overview

Thenue Housing Association Ltd is a Registered Social Landlord (RSL) and was formed in 1979. We have a stock base in excess of 3,100 rented properties; we own 23 supported housing properties, have around 45 sharing owners and offer a factoring service to over 800 owner occupiers. Our housing stock is a mixture of new build houses and flats built between the late 1970s and the present day, Victorian sandstone tenements including a few listed buildings and 1930s 'interwar' flats. They are spread across several locations in Glasgow including Bridgeton, Calton, Cranhill, Castlemilk, Dalmarnock, Scotstoun, Baillieston and Blackhill.

Our operational base and registered office is 423 London Road. We have two Community Centres, (Calton Heritage & Learning Centre and Netherholm Community Hall), which are managed through our subsidiary Thenue Communities. We employ 69 members of staff and have Group turnover of around £25 million.

We operate a group structure: -

Thenue Housing Association Limited: owns the housing, is the parent body with charitable status. Regulated by the Scottish Housing Regulator.

Thenue Housing Services Limited: a wholly owned subsidiary company through which non-charitable consultancy work and other housing related activities are channelled.

Thenue Trust: aims to attract charitable resources for the communities where we work.

Thenue Communities: a charitable subsidiary company that manages our two local community centres providing facilities for learning, training, play or social events.

The Thenue Group

Thenue Housing Association Limited is a registered non-profit making organisation under the Co-operative and Community Benefit Societies Act 2014. The Association is a registered Scottish Charity. The Thenue Group comprises Thenue Housing Association Ltd (the parent) and its subsidiary companies, Thenue Housing Services Limited, Thenue Communities and Thenue Trust. The consolidated statement of comprehensive income for the year 2024/25, was £21.9 million.

Thenue Housing Services was established as a non-charitable wholly owned subsidiary of the Housing Association. Established in 1979, its primary purpose was to provide services to other associations and co-operatives which were either too small to employ their own staff or were newly established and had yet to employ staff. We also provided services to associations undergoing a period of change by the provision of experienced staff, providing a range of services from Officer to Director level. In recent years we have scaled down these services to a minimum level and indeed we had no activity through this subsidiary in 2024/25.

Thenue Trust was established in February of 2002, under a Trust Deed. The purpose of the Trust is to promote further, or support all or any, activities deemed by law to be charitable. The Thenue Trust provides grant support for individuals living within the communities where Thenue Housing operates in the furtherance of their personal achievement or personal development. These grants are designed to provide financial assistance to support local people in the achievement of excellence and personal development in areas such as, (but not limited to), education, employment, training, sport and the arts.

Thenue Communities is a wholly owned subsidiary of Thenue Housing Association. It is a limited liability company with charitable status: the charitable objectives are: -

- To provide recreational facilities and to organise recreational activities with the object of improving the conditions of the life for persons within the communities and geographical area in which the parent association operates, particularly through the development and operation of the community halls.
- To promote the advancement of citizenship and community development particularly through the promotion of civic responsibility.
- The advancement of education through the promotion of training and education.

The objectives generally are achieved via two community centres (Calton Heritage & Learning Centre and Netherholm Community Hall).

Thenue Housing Association

Our overall anticipated financial profile for the current financial year 2025/26 is summarised:

Budget for the year to 31 March 2026	£ million
Income	£23.476
Expenditure	£19.466
Operating surplus	£4.010
Less non-operating costs, (net interest, goodwill)	£2.125
Projected surplus for the year	£1.885

Our governance structure

The Board of Management (Chair is Pauline Casey), is the Group Governing Body and sets our strategic direction and monitors progress and performance against our strategic objectives as well as overseeing our compliance with Regulatory Standards, statutory requirements and our financial commitments. It meets approximately ten times a year, normally on a Tuesday evening. It currently comprises eight highly experienced individuals, including two tenants and six independent members with a range of relevant skills and experience reflecting the scale and range of services and business activities that we undertake. To enhance this expertise the Board has also appointed two co-optees who provide particular enhanced expertise in particular subject matters. A brief overview of our Board membership can be found on our web site.

The Audit & Risk Sub-Committee (Chair is Robert Kelly), meets four times a year. Its main purpose is to generally assess and review risk and consider various reports from the External and Internal Auditors, as well as oversee the production of our annual assurance statement to SHR.

Our Three Area Associations are our main network of tenant and resident consultation. There is a minute of agreement in place, which gives both the Area Association and the housing association certain responsibilities.

Scottish Housing Regulator

As extracted below, Thenue is currently compliant with the regulatory requirements and that is a position that we intend to retain.

Regulatory status

Compliant

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

We don't currently require any further assurance from Thenue Housing Association Ltd (Thenue) other than the annual regulatory returns required from all RSLs.

This briefing pack is designed to give an overview of our organisation and outline the qualities that we are seeking in our new Chief Executive. For more information, please take the time to have a look around [our website](#) where you will find more information about our Board members, Executive Team and the services that we provide. You should also explore and compare our performance on the SHR website.

Job Description

Purpose and scope

Reporting to the Board of Management and working closely with the Chair to lead the Association's Executive Management Team and staff to ensure that the organisation's strategic vision, business plan, and goals are delivered to tenants and residents. Meet Thenue's aims of developing, managing and maintaining a range of affordable quality housing in sustainable communities. Working with our people we aim to improve all our services and grow deep community roots.

Ensure that the Association, and the wider Group, carries out its operations in accordance with the business plan and direction established by the Board and that all requirements of the Scottish Housing Regulator, our lenders, all partner organisations and all those legal duties are met.

Share the vision: working together we create 'Quality homes and stronger communities where people want to live'...and live the values of passion, excellence, respect and connection

Key relationships

Reports to	Board of Management via Association Chairperson
External	• Scottish Housing Regulator and the Office of the Scottish Charity Regulator via the Memorandum of Understanding. • Main funder, Glasgow City Council, and other supporters as necessary, (e.g., Clyde Gateway, National Lottery Community Fund, Scottish Government). • Main lenders, financial institutions, professional treasury management organisations and fiduciary contacts and consultants. • Key influential organisations, (e.g., SFHA, West of Scotland Forum, CIH, G8 Benchmarking Group), and individuals, (e.g., Elected members, SMP's, MP's).
Internal	• The Executive Management Team • Thenue Board of Management and Subsidiary Board Members • Area Associations • The wider staff group at Thenue

Job outline	Responsibilities and tasks
Board and strategy	1) Manage and direct resources to ensure that the business strategy, aims and policies of the Thenue Group are met in an effective manner, and that the services to tenants, residents, clients and other service users are of the highest standard. 2) Working with the Board, senior management, staff and key stakeholders, review and reset the strategic aims and future direction of all aspects of Thenue's business.

	3) Take responsibility annually for the preparation and monitoring of such planning documents as are required for internal and external purposes, including Thenue's long term business plan. 4) Take overall responsibility for monitoring performance against targets in all areas of activity, taking corrective action and reporting to the Board as required. 5) Support and service the Board and ensure appropriate servicing of its committee structure in an efficient manner; provide advice and appropriate information to enable well-informed decisions to result. 6) Maintain and keep under review appropriate policies and procedures that impact upon the Board's role as employer, including salaries, staffing structures, staff training and development, and all other conditions of service.
Leadership, decision-making and governance	1) Lead the Executive Management Team, ensuring that corporate goals and values are effectively communicated through them to the staff. Nurture close working relationships between Executive Management Team and Board of Management. 2) Ensure that the structure for communication and engagement with Area Associations and other representative groups is effectively sustained and developed in the light of changing needs and circumstances. 3) Provide leadership, purpose and direction for the staff and organisation, ensuring that clear and tangible improvements in performance and quality of services are achieved. 4) Maintain the quality and membership of the Association's representative structures and governance arrangements through an effective succession planning approach. 5) Ensure that the Association's financial affairs are properly managed and controlled and that effective financial strategies, checks and balances are in place to support and sustain the Association's functions. 6) Ensure an effective risk management system is in operation. Have a systematic approach to identifying, evaluating and responding to risks and providing assurance that responses are effective. Maintain a framework of assurance from different sources, to show that the risk management processes, including responses, are working effectively. Report on the effectiveness of the risk management system to ensure that we remain financially viable and can meet all our commitments to our tenants and the wider community, and to ensure that we continue to comply with all regulatory requirements and our financial covenants.
External focus and promotion	1) Ensure that Thenue complies with the guidance and requirements of the Scottish Housing Regulator and other regulatory bodies. 2) Promote the Association positively by establishing and enhancing relationships with other business, statutory and voluntary organisations engaged in housing and community regeneration activities; take a lead role and support the exploration and development of new business for the Association and its subsidiary companies. 3) Direct and promote the implementation of tenant and resident participation, ensuring that the structure for engagement with Area Associations and tenants' organisations is developed effectively and sustained in response to changing needs and circumstances.

Staffing	1) Advise the Board on staff structure and policy. Promote, manage and develop a positive organisational culture by directing the work of staff through the Executive Management Team. 2) Develop and implement an effective People Plan that aligns current and future resources, skills and expertise with our Strategic Objectives, Business Plan and future purpose and direction. 3) Establish effective performance management and appraisal systems that enable staff to assess their personal successes and afford the opportunity for empowerment and personal development. 4) Deal quickly and appropriately with internal conflict and poor performance. 5) Uphold the association's commitment to diversity and equal opportunities. Ensure that equalities are reflected in all policies and are followed by staff in every aspect of their work, including the work of contractors and consultants.
Finance & legal	1) Ensure the association's financial affairs are properly managed and controlled and that effective financial strategies are in place for supporting and sustaining all Thenue's functions. 2) Act as Company Secretary of the Association and of its subsidiary companies as required. 3) In particular the Company Secretary duties are to summon and attend all general meetings of the association and all meetings of the Board and keep minutes; issue the notice (for AGM), together with any relevant reports or papers; prepare and send all returns required to be made to the Registrar and to the Scottish Housing Regulator; advise the Board on all governance matters and assist with the professional development requirements of new and existing Board Members; keep the register of members and other registers required to be kept by these rules, have charge of the seal of the association, keep all the books of accounts and receive all contributions and other payments due to the association and pay over the amount so received as the Board direct.
Planning & control	1) Agree targets and performance management measures, review and monitor progress and organise resources to ensure successful performance outcomes across all areas of our work. 2) Keep performance against the business plan under review to ensure that performance is reported properly to the Board and take appropriate steps to ensure that corrective action is taken where necessary, and that the business plan goals and targets are revised as required. 3) Take responsibility for the monthly gathering and monitoring of information required to be submitted annually to SHR through the Return on the Social Charter (ARC Return). 4) Ensure there is an effective Internal Audit function in place. 5) Be responsible for provision of good financial planning, reporting and control arrangements needed to manage risk effectively.
General	1) Take overall operational responsibility for business continuity planning and organisational resilience. Define when an emergency exists and act as main coordinator in the event of either a national or a local operational emergency. 2) Ensure Thenue's equal opportunities, diversity and health & safety responsibilities are effectively discharged at all times. 3) Undertake any other reasonable duties that may be asked by the Board of Management.

Person Specification

Knowledge & Experience

Essential

- A strong leader with high standards of integrity with proven track record in leading, motivating and empowering people.
- Experience, and a consistent track record of achievement in an executive position within a successful, customer-focused organisation and preferably within a regulated sector.
- Demonstrable experience of embedding strong and sustainable corporate governance, ideally in the context of voluntary governing bodies.
- Sound understanding of multiple governance frameworks and group structures including charitable status and Companies House regulations.
- Extensive experience of leading effective change programmes with staff, customer and stakeholder engagement, involvement and collaboration.
- Strong track record of building and managing effective relationships with Boards, customers, partners and external stakeholders.
- Strong experience of budget management and an appreciation of the risks associated with property, asset management, investment and treasury management.
- Experience of identifying, analysing and progressing strategic opportunities to facilitate growth.
- Demonstrable experience of leading the preparation, promotion and implementation of business strategies, plans and other planning documents.
- Good knowledge of corporate finance, accounting, performance management, risk, internal and external audit.
- Understanding of the importance of ICT systems, and experience of championing the use of new technology to develop innovative systems, services and future ways of working.
- Strong experience of successful partnership working which delivers a high impact to our community regeneration services and projects.
- Successful track record of effective partnership working and networking at the highest levels, with key stakeholders, including regulators, Scottish and local government, communities and commercial organisations.
- Experience of applying risk management techniques.

Desirable

- Non-executive director experience – to reflect governance issues, challenges and responsibilities or experience of effective working with a voluntary Board or Trustees.
- Commercial awareness with a strong grasp of financial frameworks and funding mechanisms.

	• Experience of applying commercial, political and business acumen, exploiting new opportunities to achieve outcome related change and an outward customer facing and community focus.
Skills and abilities	
Essential	• Leadership skills to inspire and motivate the Executive Management Team and staff to deliver service excellence. • Innovative, with a creative and collaborative approach to problem solving and service development. • Ability to motivate, develop and hold to account the Executive Management Team. • First class verbal and written communication skills including report writing, presentation, and public speaking abilities. • Networking, persuasion and negotiating skills and an ability to promote Tenue and influence key stakeholders. • Strategic thinker and planner with the ability to identify and exploit business opportunities as they arise. • Good diplomacy, negotiation and interpersonal skills with the ability to build positive and effective relationships with colleagues, Executive Management, Board members, contractors and external contacts. • Excellent organisational and planning skills to cope with a varied workload and the ability to handle change and prioritise work accordingly. • Ability to work under pressure and prioritise work to meet strict deadlines, use initiative, make sound judgements and take effective decisions. • Energised, motivated and enthusiastic with a commitment and drive for organisational improvement. • Committed to ensuring high standards, efficiency and outstanding customer service. • Committed to values of passion, excellence, respect and connection for tenants, customers, colleagues, Board members, and responsiveness to tenants and local needs. • Confident in own skills and abilities and able to work as part of a team or on own initiative.
Desirable	• Demonstrates entrepreneurial behaviours and skills to improve business performance. • Ability to lead on mergers and acquisitions through to successful completion and integration.

Education, qualifications and circumstances

Essential

- Degree or relevant professional qualification.
- Current membership of a relevant professional body.
- Demonstration of continual and effective personal development.
- Highly professional, with integrity, high personal standards and honesty.
- Willingness to work flexibly to meet the different needs of customers, Board members and the communities within which we work.
- Availability to attend evening and weekend meetings.
- Can connect and understand the challenges faced by people living in our communities.
- Committed to strong customer service.

Desirable

- Management qualification or training.
- Evidence of further professional development as a business leader.
- Relevant governance qualification.
- Access to own vehicle for occasional business use.
- Current driving licence.

Summary of our Employment Terms & Conditions

Thenue offers an attractive rewards package in accordance with EVH, (Employers in Voluntary Housing), terms and conditions including: -

Duration	The role of Chief Executive and Company Secretary is being offered as a permanent contract.
Salary	An excellent remuneration package, commensurate with the leadership, track record and experience of the successful candidate will be offered for this post. This will include generous annual leave provision, sickness benefits, optional private healthcare and contributory pension.
Holidays	Annual leave is 25 days plus 15 public holidays per annum.
Work/Life Balance	Thenue promotes a work/life balance in relation to working hours and we operate a flexible working policy.
Pension Scheme	Thenue provides a Defined Contribution Pension Scheme through the Scottish Housing Association Pension Scheme (SHAPS.) Life cover is also paid by the association in addition to the main pension contribution. Automatic enrolment into the pension scheme we provide is necessary; however, you may opt out if you wish. If you do, we are required to enrol you again every three years. Additional voluntary contributions can be made.
Professional Fees	Thenue will reimburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to the work of Thenue.
Prescribed Spectacles	Thenue will contribute towards the cost of prescribed spectacles.
Cycle to Work	Thenue participates in the Government's 'cycle to work' scheme to promote healthier journeys and to reduce environmental pollution.

Key Dates and Selection Process

Application

We trust that you have found the information in this recruitment pack both useful and informative. If you wish a confidential discussion on any aspects of this position, then please contact Alex McGuire, Interim Chief Executive on 07803 321616. To apply, please send a comprehensive submission to arlene.robertson@thenuehousing.co.uk which should include:

- Your up-to-date concise CV, including your current salary, (no more than two sides of A4).
- A supporting statement - indicating how you meet the criteria and competencies for the role, (no more than two sides of A4).
- Include in your submission the details of two referees, neither of which will we approach without your consent.
- A completed equality and diversity monitoring form.

Applicants will be shortlisted for interview by matching the details given on their CV and supporting documents against the role description and person specification. We would, therefore, ask applicants to provide clear evidence to show how your experience, skills and knowledge match those requirements.

Process

Indicative note of the key dates which will help you plan your diary:

Closing date for applications: 29th September 2025

Longlist interviews (if required): October 2025

Shortlist/Final interviews: Early November 2025

The selection panel for shortlist interviews will comprise:

- Thenue Housing Association Chairperson
- Thenue Housing Association Chair of Audit and Risk Committee
- Two other Thenue Board members

To make sure that the process is transparent, and the appointment is made on merit, the selection panel will declare if they know anyone who has applied for this position. Where an applicant and selection panel member have a close relationship the selection panel chair may decide that a selection panel member should not be involved in the assessment of the applicant concerned and may ask the selection panel member to take no further part in the process. If selected for interview, you will be asked to let us know if and how you know any of these selection panel members. This will help us to come to a view on the appropriateness of your being assessed by one or more of them.

Privacy Notice

This notice explains what information we collect when we collect it and how we use this in relation to recruitment and as an employer. We wish to share this with you as you embark on the recruitment process with us. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Thenue Housing Association is a Scottish Charity (Scottish Charity Number SC032782), a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S)) and having our Registered Office at 423 London Road, Glasgow, G40 1AG. We take the issue of security and data protection very seriously including compliance with the UK General Data Protection Regulation (UK GDPR), the UK Data Protection Act 2018, the Data (Use and Access) Act 2024 and the Privacy and Electronic Communications Regulations, together with any domestic laws subsequently enacted.

Thenue Housing Association is a data controller and collects and processes personal data and special category personal data relating its employees to manage the employment relationship it has with you as an employee and after you cease being an employee. We want to be transparent about how we collect and use your data and to meet our data protection obligations.

We are notified as a Data Controller with the Office of the Information Commission under registration number Z5976217 and we are the data controller of any personal data that you provide to us. Our Data Protection Co-ordinator is the People and Culture Manager, any questions relating to this notice, and our privacy practices, should be raised with them.

Our Data Protection Officer is RGDP LLP who can be contacted at info@rgdp.co.uk.

What personal information we collect and why is it processed?

We collect and process a range of information containing personal data. The table below details the personal data collected in relation to recruitment and employees, the purpose for this and the legal basis for processing:

Personal Information	Purpose	Our legal basis
Basic personal information and contact details including: • Name • Address • date of birth • telephone number • emergency contact details	To maintain accurate employee records and contact details. To be able to contact someone in the event of an emergency. To allow contract, HR and business administration and	Necessary for the performance of a contract with you. Necessary for compliance with a legal obligation . Necessary for our legitimate interests

	defence against potential legal claims.	
Recruitment records including: - CVs, interview notes and assessments - proof of right to work in UK (such as passports and visas) - evidence of education and qualifications - References - Employment Contract - Induction records	To make a decision about your suitability for the role you applied for. To comply with legislative and regulatory requirements To allow contract, HR and business administration and defence against potential legal claims.	Necessary for the performance of a contract with you Necessary for compliance with a legal obligation . Necessary for our legitimate interests
Payroll Information including: - pay and benefits entitlements - bank details - national insurance number	To pay employees and make appropriate tax payments and keep appropriate records. To allow HR and payroll and benefit administration and defence against potential legal claims.	Necessary for the performance of a contract with you Necessary for compliance with a legal obligation
Work schedule and Leave including: - days of work - working hours - attendance - leave taken - leave requests - leave authorisation	To pay employees correctly To comply with legal requirements regarding working time To allow resource planning To manage statutory and non-statutory holiday and leave.	Necessary for the performance of a contract Necessary for compliance with a legal obligation . Necessary for our legitimate interests
Pension records including: - name - marital status - address - DOB - Salary - Pension age - Beneficiaries	To make appropriate pension payments. To comply with Legislative and regulatory requirements To allow pension administration and defence against potential legal claims. To allow auditing and reporting of Pension schemes	Necessary for the performance of a contract Necessary for compliance with a legal obligation Necessary for our legitimate interests
Performance records including: appraisal documents	To maintain a record of the operation of performance improvement processes.	Necessary for the performance of a contract

• probation and performance reviews • performance improvement plans • records of capability meetings and related correspondence/ warnings	To allow HR administration and defence against potential legal claims.	Necessary for compliance with a legal obligation Necessary for our legitimate interests
Disciplinary and grievance records including: • records of investigations • witness statements • notes of disciplinary or grievance meetings • correspondence with employees • relevant warnings	To maintain a record of the operation of disciplinary and grievance procedures and their outcome. To allow HR administration and defence against potential legal claims.	Necessary for the performance of a contract Necessary for compliance with a legal obligation Necessary for our legitimate interests
Absence records including: • details of absence taken • reasons for absences • records of absence management discussions such as Return to Work Interviews • correspondence with employees	To maintain records of the implementation of absence procedures To ensure that employees receive statutory and contractual sick pay or other pay entitlements and benefits To meet health and safety obligations and comply with the requirement to make reasonable adjustments To allow HR administration and defence against potential legal claims.	Necessary for the performance of a contract Necessary for compliance with a legal obligation Necessary for our legitimate interests
CCTV Images	To maintain security of our premises To provide a safe working environment for employees	Necessary for compliance with a legal obligation Necessary for our legitimate interests
Information about Employee use of business equipment including: • access to computers • desk telephones • mobile phones • software and applications • Internet usage • Emails	To maintain the operation, security and integrity of business communications systems To provide IT and communications systems support	Necessary for compliance with a legal obligation Necessary for our legitimate interests

Social media	To preventing excessive personal use	
Photos and Videos	To promote the business of Thenue Housing Group	Necessary for our legitimate interests

Special category personal information	Purpose for processing	Our legal basis for processing	Special category legal basis
Family leave including maternity, paternity, adoption and shared parental leave, parental leave and time off for dependents (which could include information about Employee health and sexual orientation).	To maintain a record of leave To ensure that employees receive statutory and contractual pay entitlements	Necessary for the performance of a contract Necessary for compliance with a legal obligation Necessary for our legitimate interests	Necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment.
Occupational Health records including: - medical records - health monitoring information - referrals for treatment such as counselling - reports and correspondence with external practitioners or GP's.	To assess suitability for work To meet Health & Safety obligations To comply with the requirements to provide reasonable adjustments	Necessary for compliance with a legal obligation. Necessary for our legitimate interests	Necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment. Necessary for the purposes of preventative medicine or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health care systems.

Criminal convictions checks	To assess your suitability to work with us.	Necessary for compliance with a legal obligation . Necessary for our legitimate interests	Necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment.
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We will collect this information in a variety of ways including directly from you, and from third parties as outlined below:

- Recruitment Agencies
- Former employers or other referees
- Occupational Health providers
- Banks
- Department of Work and Pensions
- Trade Unions
- Disclosure Scotland
- Professional bodies
- Training bodies
- Debt agencies
- Line managers and colleagues

Who do we share your information with?

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your salary payments;
- To allow your pension provider to process pensions information and handle your pension;
- To allow your electronic payslips to be produced and issued to you;
- If we enter into a joint venture with or are sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.

We may share your data to the extent that we are required to do so by law for the below purposes:

- to complete a regulatory return in relation to the Management Committee
- to protect the rights, property and safety of us, our customers, users of our websites and other persons;
- in connection with any ongoing or prospective legal proceedings;
- If we are investigating a complaint, information may be disclosed to solicitors, independent investigators such as auditors, the Scottish Housing Regulator and other regulatory bodies involved in any complaint, whether investigating the complaint or otherwise;
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling

We may share your data with third parties, including third party service providers that process data on our behalf, in connection with payroll; the provision of employee benefits; the provision of occupational health services and IT services.

In relation to our third-party service providers, we have in place a written contract which only permits them to process your data for specified purposes and in accordance with our instructions. All their employees must be subject to a duty of confidentiality. The contract also requires third party service providers to take appropriate security measures in relation to your personal data which are in line with our policies. They are also not allowed to use your personal data for their own purposes.

What are the legal bases for us processing your personal data?

We will only process your personal data on one or more of the following legal bases:

- contract
- consent
- our legitimate interests (including CCTV and audio recordings)
- Where there is a recognised legitimate interest, as defined under the Data (Use and Access) Act 2025 and by the relevant Secretary of State
- vital interests
- the performance of a task carried out in the public interest and/or with official authority
- legal obligation

How do we secure your personal data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

In addition, we limit the access that individuals have to your personal data to those who have a business need to know.

Your information will only be stored within the UK and EEA (European Economic Area).

We have in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a personal data breach when legally required to do so.

How long will we keep your personal data?

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract we have with you.

Your Rights

You have several rights in relation to your personal data. These are listed below. A fee will not generally be charged for exercising any of these rights unless your requests are manifestly excessive.

- the right to be informed: covered by this privacy notice
- the right to access: to request a copy of your personal information and to check that we are holding and using it in accordance with legal requirements
- the right to rectification: correction of any incomplete or inaccurate personal information that we hold and use about you, there may be instances where it is not appropriate to rectify information, for example, if something was done incorrectly but identified and the correct cause of action taken, the record would show the full picture so would be accurate
- the right to object to processing: you can also object to us holding and using your personal information where our legal basis is a legitimate interest (either our legitimate interests or those of a third party), including the right to object to direct marketing
- rights in relation to automated decision making and profiling
- the right to be forgotten: to request deletion of your personal information where there is no good reason for us continuing to hold and use it if there is a legal obligation to keep the information then this does not apply, for example, where there is a contractual obligation to keep the information
- the right to data portability: to request the transfer of your personal information to another organisation, where you have provided the information to us electronically
- the rights to restrict processing: to temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it, this is not an absolute right and only applies in certain circumstances, for example, where the processing is unlawful or we no longer need the data for the purpose of the processing

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the Data protection Co-ordinator.

You should note that not all rights under the UK GDPR and Data Protection Act 2018 are not absolute and are subject to qualification.

Queries and Complaints

If you are not satisfied with our handling of your request or have any other data protection related issue, in the first instance, you have the right to contact us with your complaint so that we can investigate, any complaints should be marked 'GDPR Complaint' and should be sent to the DPC.

If you still remain unsatisfied after your complain has been processed by us, you can complain to the Information Commission. Contact details are available at <https://ico.org.uk/make-a-complaint/>

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your personal and contact details.

What if you do not provide personal data?

As an employee, you have some obligations under your employment contract to provide us with information. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith which you have as an employee. You may also have to provide us with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the information to us may mean that you are unable to exercise these statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable us to enter a contract of employment with you. If you do not provide other information, this will hinder our ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Changes to this Privacy Notice

Thenue Housing Association reserves the right to update this privacy notice at any time and will provide a new notice when making any substantial updates. We may also notify you in other ways from time to time about the processing of your personal data.

Equality Data Collection Form

Chief Executive

Information for those completing the form – [MS Forms](#)

To ensure your answers are anonymous, please do not add your name or any other identifying details to the form.

Why are we asking for equality information?

We collect equality information to help us to plan and deliver effective services and to meet our legal and regulatory obligations.

What do we do with equality information?

- We use equality information for a range of purposes, including to help us to:
- protect and promote your rights and interests;
- promote equality objectives across our services;
- identify and address our customers' needs, and improve our services; and
- identify and eliminate any form of discrimination.

Do you need to answer every question?

By answering as many questions as possible you will help us meet your needs better, but we provide options throughout this form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of questions. The form has space for you to tell us more about your needs if you want.

How do we process your equality information?

The form you submit to us is anonymous. We will only use the statistical information gathered from the completed forms to determine trends and potential equalities issues within our areas of responsibility. The anonymised statistics may also be submitted to the Scottish Housing Regulator.

Who do we gather equality information about?

We gather equality information from:

- people who apply for a home;
- tenants;
- people who apply for a job with us;
- our employees;
- board and committee members
- Other formats: We can provide this document in word or pdf format and more information to help you to complete the form is available via our website: thenuehousing.co.uk

QUESTIONS

1.Age - Please tick the band for your age

- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-65
- ☐ 65+
- ☐ Prefer not to say

2.Belief or Religion - please tick the box which best describes your belief or religion from the list below

- ☐ Buddhism
- ☐ Christianity - Catholic
- ☐ Christianity - Protestant
- ☐ Christianity - Other
- ☐ Hinduism
- ☐ Islam
- ☐ Judaism
- ☐ Sikhism
- ☐ Other religion (please state what this is)
- ☐ No specific belief in religion (for example, atheism or agnosticism)
- ☐ Other belief (for example humanism)
- ☐ Prefer not to say

3.Disability - Are you a disabled person?

- ☐ Yes
- ☐ No

4.If you are a disabled person, please tick the box to identify which category you would use from the following list

- ☐ Autoimmune (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)
- ☐ Learning difficulties: (for example, Down's Syndrome)
- ☐ Mental health issue: (for example, depression, bi-polar)
- ☐ Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)
- ☐ Physical impairment: (for example, wheelchair-user, cerebral palsy)
- ☐ Sensory impairment – hearing impairment
- ☐ Sensory impairment – visual impairment
- ☐ Other
- ☐ Prefer not to say

5.Ethnicity - Please tick the box that best describes your particular ethnic group

- ☐ African - African, African Scottish or African British
- ☐ African - Other African background
- ☐ Asian, Scottish Asian or British - Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- ☐ Asian, Scottish Asian or British - Indian, Indian Scottish or Indian British
- ☐ Asian, Scottish Asian or British - Pakistani, Pakistani Scottish or Pakistani British
- ☐ Asian, Scottish Asian or British - Chinese, Chinese Scottish or Chinese British
- ☐ Asian, Scottish Asian or British - Other Asian background
- ☐ Black or Caribbean - Caribbean, Caribbean Scottish or Caribbean British
- ☐ Black or Caribbean - Black, Black Scottish or Black British
- ☐ Black or Caribbean - Other Caribbean or Black background
- ☐ Mixed Groups - Mixed or multiple ethnic group
- ☐ White - English
- ☐ White - Gypsy Traveller
- ☐ White - Irish
- ☐ White - Polish
- ☐ White - Roma
- ☐ White - Scottish
- ☐ White - Welsh
- ☐ White - Other British
- ☐ White - Other Group
- ☐ White - Prefer not to say

8.Sex - What is your sex?

- ☐ Female
- ☐ Male
- ☐ Non Binary
- ☐ Prefer not to say