



## Lighthouse Geek Sheet 3: Refused to renew

Sadly, not all members want to renew their membership.

But usually, all that happens is that they tell us, over and over and we keep sending them emails and calling them - and that's not great for the member and it's not great for our local party officers who are working hard to renew lapsing members.

That's why we have added the "Refused to renew" field to Lighthouse.

- Refused to renew membership
- OK to email
- OK to phone
- OK to send post
- OK to fundraise

You'll find the field when editing the contact record of an member whose status is "At Risk". If the member is not in their Grace period, then you will not be able to use the field.

You can learn more about membership statuses and other useful information in [Geek Sheet #1: www.libdems.org.uk/lighthouse-geek-sheet-1](http://www.libdems.org.uk/lighthouse-geek-sheet-1)

## Lighthouse Geek Sheet 3: Refused to renew

### How to use this field

If a member tells you that they don't want to renew, all you have to do is open their contact record and find the Membership information section (above).

Then, tick the box next to "Refused to Renew" (shown in the screenshot above) - and then hit "Update" - and you're done!

### What happens next

In the background, the system then gets to work. Once the box is checked, they'll be removed from HQ's lapsing lists and they'll stop getting emails from us.

They might get a letter after telling us, but if those are already in production, we can't stop them - it can take up to 3 weeks from us sending the data to the printer to it arriving at their doorstep.

You'll still see the member in your At Risk member views and exports until after they lapse - so make you remove people who've refused before you start making calls.

The lapse risk flag on their MyCampaign record will also be removed - though that can take up to 7 days.

If a member later changes their mind and renews or rejoins, the flag will be cleared on their profile.

Important: Please only tick the "Refused to renew" box when a member has explicitly told you they aren't going to renew. It will completely stop all efforts on our part to renew them.

### Can I use this when someone wants to stop being a member but isn't in their grace period?

Unfortunately, you can't. This field is only for use when a member is in their grace period. At all other times, you need to submit a problem report and treat it as a resignation.

[You can find out more on Problem Reports here.](#)