



Membership Policy

Management Committee submission:	27 May 2025
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Next Review date:	March 2028

CHA Objectives:

- To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank.
- To ensure local decision making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- The RSL manages its resources to ensure its financial well-being while maintaining rents at a level that tenants can afford to pay.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The RSL conducts its affairs with honesty and integrity.
- The governing body and senior officers have the skills and knowledge they need to be effective.

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

Introduction

This policy intends to comply with the Scottish Housing Regulator's Regulatory Framework, including the seven Standards of Governance and Financial Management.

The Management Committee shall encourage applications for share membership from all sectors of the community served by the Association subject to compliance with the Rules of Clydebank Housing Association (Based upon SFHA Charitable Model Rules (Scotland) 2020). The aims and objectives of this policy are therefore to:

- Ensure that the Association's membership is open, inclusive and representative of our local communities ensuring wide representation
- Positively involve and empower residents in the Association's area of operation through various forms of participation
- Promote membership and encourage those who are eligible to become members of the Association, to participate in General and Special meetings in order to vote on key issues and to stand for election to the Association's Management Committee

Membership

Subject to the provisions of Rule 7.2 of CHA's Model Rules, the following shall be eligible to become Members: -

- Tenants of the Association;
- Service users of the Association
- Other persons who support the objects of the Association.
- Organisations sympathetic to the objects of the Association (detailed requirements for members representing an organisation are included in the Model Rules at sections 12.1 to 12.4).

Membership of the Association is open to anyone from the age of 16. It is open to everyone in the community regardless of colour, race, nationality, ethnic or national origin, gender, disability or illness, age (provided the minimum has been reached), religious or political belief, or sexuality. We will actively encourage applications from under-represented groups. At the time of writing, the Association's Committee has never refused membership to any applicant, and it hopes never to have to do this. In principle, however, it has to reserve the right to refuse membership to any applicant who might bring the Association into disrepute or otherwise harm the Association.

No member can hold more than one share in the Association.

The membership of the association will also be reviewed at reasonable intervals to ensure that it is representative of the interests the organisation seeks to serve and can thereby properly fulfil its task of electing the Committee.

The membership of the Committee itself will also similarly be considered in the light of possible co-options or the filling of casual vacancies, to ensure both that it can represent the interests of the association that it seeks to serve and that it contains sufficient expertise to handle its duties and control the affairs of the organisation.

The Association accepts applications from organisations as well as individuals, in accordance with the rules relating to representing an organisation.

Benefits of Membership

The benefits of membership include having a say in key constitutional issues, being able to vote for Committee members, and being able to stand for election to the Committee at the Annual General Meeting.

Promotion

The Association will actively promote membership opportunities in a number of ways which ensures people have the opportunity to make an informed decision about whether or not to become a member. Membership will be promoted by circulating information to tenants, service users, sharing owners, owner-occupiers and other customers, local community and representative groups, local authority departments and housing advice agencies. All new tenants will be advised of the benefits of membership as part of the tenancy sign-up process and will be encouraged to join. It should be noted that membership is not a condition of receiving a tenancy with the Association.

Information on membership will be disseminated periodically through local newspapers, contact with tenants, sharing owners, owner-occupiers and applicants, leaflets, posters, meetings with residents and newsletters, through our website at www.clydebank-ha.org.uk and via our social media channels.

The Association will ensure membership information is available in the most appropriate format and other languages on request. This will ensure membership is accessible to everyone who may be interested in becoming a member.

Application for Membership

Anyone wishing to apply for membership with the Association is required to complete a share membership application form. Assistance in completing the form is available if required and a copy can be provided in another language or format upon request.

Forms are available to download from our website or by contacting the main office. The completed application form should be signed and returned to our office along with a one-off payment of £1.00 for the membership fee. This fee will not be banked until after the approval has been confirmed at the next Management Committee meeting.

The application will be considered promptly, normally at the next Management Committee meeting or as soon thereafter is practicable. At said meeting, the application will be either accepted and approved or rejected for a bone-fide reason.

Per the Association's Rules, an application for membership will not be considered by the Management Committee within the period of fourteen days before the date of an Annual General Meeting (AGM).

If accepted, the share certificate will be drawn up and signed by the Secretary and two other Committee members. In the absence of the Secretary another Committee member shall be appointed to sign the certificate.

Once approved, the applicant will immediately become a member and the Association will, within seven working days, write to the new member to confirm their membership, and issue them with a Share Certificate, a copy of the Association's Rules and details of how members can participate in the organisation, including the AGM and how to stand for election to the Committee of Management.

Members will receive an annual report and regular newsletters.

The share certificate information, including name and other necessary particulars, shall then be logged in the Share Register.

Refusal of Membership

Whilst it is the Association's intention to encourage membership, the Management Committee has absolute discretion in deciding on applications for membership. In the unusual event of an application being refused, the Association will refund the £1.00 and the reason for refusal will be given to the applicant, in writing, within seven working days.

The following potential grounds for refusal (as outlined in the Association's Model Rules) are as follows:

- Where membership would be contrary to the Association's Rules or policies; or
- Where a conflict of interest may exist which, even allowing for the disclosure of such an interest, may adversely affect the work of the Association; or
- Where the Committee considers that accepting the application would not be in the best interests of the Association.

The applicant will then have one further opportunity to appeal against the original decision, through the Association's Complaints procedure, and give reasons why the decision should be changed. The Management Committee will consider the reasons at its next meeting, and its decision on that occasion will be final.

Change of Address

Members must notify the Association if they change their address within a three-month period. This requirement does not apply if share members are tenants of the Association and have moved home by transferring your tenancy to another property owned and managed by the Association.

Membership Participation

The Association wishes to ensure its members are informed and can actively participate in the organisation.

The Association will therefore ensure that: -

- General meetings are publicised within the timescales detailed within the Association rules

- Circulate information to members so they can make informed decisions at the general meeting. Where information in particular format or language is required, the Association will provide this
- Make every effort to hold general meetings at times and locations suitable for membership and in venues, which are accessible to all
- Keep members informed on all major developments affecting the Association through publication of its Annual Report and Newsletters.
- Actively promote the opportunities that exist, through election, for serving on the Management Committee

Opportunities for Involvement

Members are entitled to:

- Attend the Annual General Meeting (AGM) and any other general meetings of the Association
- Elect Management Committee members at the AGM
- Stand for election to the Management Committee
- Appoint the Association's external independent auditors at the AGM
- Apply for co-option to the Management Committee, out with the AGM, if there are places available
- Review the Annual Accounts at the AGM

All members are invited to the Association's AGM and the Association expects its members to attend the AGM to ensure that a quorum is achieved.

Ending/Termination of Membership

In line with the Association's Rules, membership ceases when a member:

- Resigns by giving seven days' written notice to the Secretary
- Failed to attend five AGMs in a row without submitting apologies, exercise a postal vote or appoint a representative to attend and vote on their behalf
- Becomes an employee of the Association
- Is expelled in accordance with the Rules
- Changes address but does not notify the Association of their new address within three months, unless the new address is also a property of the Association
- Dies

The £1 membership fee is not refundable or transferable on termination.

Transferring Shares

In line with the Association's Rules:

- Members cannot sell their share but can transfer it if the Management Committee agrees

- If a member dies, ends their membership, has their membership ended or is a representative of an organisation which no longer exists the Management Committee will cancel the share (except in those circumstances outlined in Rules 17.2 and 17.3 of the Association's Rules) and the value of the share will then belong to the Association
- More detailed provisions regarding the transferring of shares are included in the Rules at sections 15, 16 and 17.1 to 17.3
- The recipient of the transferred share must be eligible to be a shareholder in terms of the Association's Rules and this Membership policy.

Policy Review

This policy will be reviewed every three years or earlier should there be any change in legislation, the Association's Rules, or good practice recommendations within the housing sector.

Equality and Human Rights

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation. An Equality Impact Assessment has been carried out and none of these protected groups will be unduly affected by this Policy. The Policy applies to all.

The Association will provide equality of opportunity and fair treatment for all, ensuring that no individual or group is treated less favourably than anyone else. We work closely with community stakeholders, to provide assurance that we are achieving these aims.

The Association will meet, and where appropriate exceed our obligations under the **Equality Act 2010**, including the general equality duty in the Act, to ensure we do not discriminate against, harass or victimise a person because they have one or more of the nine protected characteristics described in the Act.

An Equality Impact Assessment has been carried out as part of the review of this policy, in order to assess where the aims of this policy may have a positive, negative or neutral impact upon any of the nine Protected Characteristics set out in the Equality Act 2010

For Office Use Only – Required Actions

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	Yes
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed and attached	Yes