


Membership

If you have difficulty with sight or hearing, or if you require a translated copy of this document, we would be pleased to provide this information in a form that suits your needs.

	Policy number:	G02
	Policy approved on:	25 May 2022
	Due for review:	May 2025

Our Vision, Mission Statement and Values

Glen Oaks' vision statement '**Where Communities Thrive**' and our mission statement '**Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community**' provide the foundation for Glen Oaks Housing Association's commitment to its residents and the communities they live in.

This commitment is also demonstrated in the Association's values which were agreed following discussions with the Board and staff. Glen Oaks' values are fundamental to how we carry out our day-to-day activities.

Our values are:

respectful

we trust and respect our customers and each other

dedicated

we will give 100% commitment to our work

transparent

we will be open and honest about what we do

aspirational

we will strive to achieve the best we can for our communities

Equality & Diversity Statement

The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

This document complies with the Association's Equality & Diversity policy.

The Association will regularly review this document for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

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1.0 Introduction

- 1.1 We believe that it is important to encourage a broad and representative membership of Glen Oaks Housing Association. We are accountable to the community we serve and we will seek to ensure a balance of representation in our general membership and Board from tenants, residents and other interested parties to ensure that no organisation or group has undue influence.
- 1.2 The Members of the Association are those persons or organisations who hold a share in the Association and whose names are entered in the Association's Register of Members.
- 1.3 This policy document should be read in conjunction with the Association's Rules which are available from our office or can be downloaded from our website - www.glenoaks.org.uk
- 1.4 Notifiable events will be reported to the Scottish Housing Regulator in line with our Notifiable Events Policy.

2.0 Promoting Membership

- 2.1 We are a membership organisation and we aim to establish a strong and active membership base by recruiting individuals who have an interest in the work of the Association.
- 2.2 We actively promote membership opportunities throughout the communities we serve to ensure all sections of the community are represented. This is done, for example, by promoting membership at the point of signing a tenancy agreement, and through the use of leaflets, newsletters, Facebook and our website. We also promote the benefits of membership in our Annual Report and Tenant Satisfaction Surveys.
- 2.3 It should be noted however, that membership is **not** a condition of receiving a tenancy with the Association.
- 2.4 We 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.
- 2.5 Members will be reminded annually, prior to each Annual General Meeting, of the opportunity for nomination and election to the Board.

3.0 Eligibility for Membership

3.1 Glen Oaks seeks to ensure broad representation in our membership from the communities we serve. We welcome applications from:

- 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.

3.2 As per our Rules (Rule 8), you can apply for membership of the Association from the age of 16.

4.0 Application for Membership

4.1 To apply for membership, applicants should complete an application form which is available from our office or can be downloaded from our website. Completed application forms should be signed and returned to our office along with a one-off payment of £1.00, which is the limit of each member's financial liability.

4.2 Membership applications will be considered promptly, normally at the next Board meeting or as soon as reasonably practicable after its receipt by the Association. An application for membership will not be considered by the Board within the period of fourteen days before the date of a general meeting. The Board has the power in its absolute discretion to accept or reject the application.

4.3 Once approved by the Board, applicants will immediately become a Member and their name and other necessary information will be entered into our Register of Members. Applicants who have been accepted as members will be notified within seven working days of the decision of the Board and will receive a ~~£1.00~~ share certificate and a copy of our Rules.

4.4 No Member can hold more than one share in the Association.

4.5 Current staff employed by Glen Oaks Housing Association are not eligible for membership. If a Member takes up employment with us, they will be required to cancel their membership for their period of employment.

5.0 Representing an Organisation

- 5.1 An organisation which is a member is free to nominate any person it considers suitable as its representative to the Association. That person will represent all of the organisation's rights and powers at general meetings (Rule 12.1).
- 5.2 To confirm their representative, the organisation must send Glen Oaks a copy of the authorisation or appointment of the individual as a representative (Rule 12.2).
- 5.3 An organisation can change their representative at any time, by confirming a new representative and withdrawing the authority of the original representative (Rule 12.3).
- 5.4 If a person already holds membership as an individual when they start to represent an organisation which is a Member, their individual membership will be suspended until they are no longer a representative of an organisation which is a Member (Rule 12.4).

6.0 Refusal of Membership

- 6.1 Whilst it is the Association's intention to encourage membership, the Board has absolute discretion in deciding on applications for membership and can refuse an application of membership for the following reasons:
- (a) Where membership would be contrary to the Association's Rules or policies;
 - (b) Where conflict of interest may exist which, even allowing for the disclosure of such an interest, may adversely affect the work of the Association.
 - (c) Where the Board considers that accepting the application would not be in the best interests of the Association.
- 6.2 In exceptional cases, where a membership application has been refused, the applicant will be advised in writing of the reason for the decision within seven working days. A refund of the £1.00 paid will be given. An applicant can appeal the decision by following the Association's Complaints procedure, a copy of which is available by contacting our office.

7.0 Change of Address

7.1 If you change your address, you must notify the Association within three months by writing to the Secretary at our registered office at 3 Kilmuir Drive, Arden, Glasgow, G46 8BW. This requirement does not apply if you are a tenant of the Association and have moved to another property owned and managed by us.

8.0 Participation

8.1 The Association wishes to ensure that our members are informed and can actively participate in the organisation. The benefits of membership of Glen Oaks Housing Association include the right to:

- Nominate, or be nominated, for places on the Board.
- Participate in the election of the Association's Board members.
- Review the Association's annual accounts.
- Vote for the appointment of the Association's External Auditor.

8.2 In accordance with our Rules, we will invite all members to the Association's Annual General Meeting (AGM) which is normally held in September each year. We expect our Members to attend our AGM to ensure that a quorum is achieved and we are able to carry out our legal business.

8.3 It should be noted that the Association encourages other methods of participation through its Customer Engagement Strategy, a copy of which is available from the Association's office.

9.0 Ending Membership

9.1 You can end your membership of the Association by giving the Secretary of the Association seven day's notice in writing.

9.2 The Association can end your membership and cancel your share if the Board is satisfied that:

- you have failed to tell us of a change of address as required by Rule 10, or
- you have failed to attend five annual general meetings in a row and did not submit apologies, exercise a postal vote, or appoint a representative to attend and vote on your behalf by proxy.

- 9.3 The ending of your membership will be recorded in the Register of Members and the value of the share will then belong to the Association.
- 9.4 The Association may end your membership if we receive a complaint about your behaviour and two-thirds of the members voting at an annual or special general meeting agree to this. More information is available regarding this procedure in our Rules, a copy of which is available from the Association. If your membership is ended this way, any further application for membership by you will need to be approved by two-thirds of members voting at a general meeting.

10.0 Transferring Shares

- 10.1 You shall not be entitled to any property of the Association in your capacity as Member and your share is not withdrawable or transferable save in the circumstances set out in Rules 16 and 17.
- 10.2 You cannot sell your share but you can transfer it if the Board agrees.
- 10.3 If you die or end your membership or have your membership ended, or you are a representative of an organisation which no longer exists, the Board will cancel your share (except in those circumstances outlined in Rules 17.2 and 17.3) and the value of the share will then belong to the Association.
- 10.4 You can nominate the person to whom the Association must transfer your share in the Association when you die, as long as the person that you nominate is eligible for membership under the Association's Rules and Membership Policy. On being notified of your death, the Board shall transfer or pay the full value of your share to the person you have identified. Your nomination must be in the terms required by the Co-operative and Community Benefit Societies Act 2014.
- 10.5 If you die or become bankrupt and your personal representative or trustee in bankruptcy seeks to claim your share, the Board (to the extent that your personal representative or trustee in bankruptcy has right) will transfer or pay the value of your share in terms of your representative's or trustee's instructions.

11.0 New Board Members' Induction

- 11.1 New Board members can join following election at the AGM, appointment or co-option. Prior to joining they are likely to have some understanding of the Association and its activities, of its Board and/or aspects of its governance. However, new members are likely to be unfamiliar with the detail, complexity and expectations of being a Board member. They may well be uncertain and apprehensive and have questions about the Association, their role and responsibilities. We are committed to supporting our new Board members in order that they can contribute effectively, meet the expectations of being a Board member and bring value to the work of the Association.
- 11.2 New members need time to settle in to the Board, get familiar with procedures and better understand the governance and activities of the association. It is important that they are supported through this process. We recognise that everyone learns in different ways and at different speeds, depending on their previous experience and strengths. We will ensure that induction is phased over a period of up to a year after becoming a Board member. Reviews will take place over the induction period to ensure that Board members feel supported, that training needs have been identified, and that they have benefitted from training opportunities and are able to contribute at the level required.

12.0 General Data Protection Regulation

- 12.1 The Association will treat all personal data in line with our obligations under the General Data Protection Regulation and our Data Protection Policy.
- 12.2 Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

13.0 Policy Review

- 13.1 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.