


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.

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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.

Contents

Section		Page
1.0	Introduction	1
2.0	Promoting Membership	1
3.0	Review of Membership	1
4.0	Eligibility for Membership	2
5.0	Application for Membership	2 - 3
6.0	Refusal of Membership	3
7.0	Change of Address	3
8.0	Participation	4
9.0	New Board Members Induction	4
10.0	Ending Membership	5
11.0	Transferring Shares	5 - 6
12.0	Policy Review	6

1.0 Introduction

1.1 The Association believes that it is important to encourage a broad and representative membership of the 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. The Members of the Association are those persons or organisations who hold a share in the Association and whose names are entered in the Register of Members.

2.0 Promoting Membership

2.1 The Association will actively promote membership opportunities to tenants throughout the communities it serves to ensure all sections of the community are represented. This will be 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. It should be noted however, that membership is **not** a condition of receiving a tenancy with the Association.

2.2 The Association will ensure membership information is available in the most appropriate format including large print, Braille, audio or other non-written format and other languages on request. This will ensure membership is accessible to everyone who may be interested in becoming a member.

3.0 Review of Membership

3.1 The Association will monitor and review its Membership policy every three years and in doing so will explore representation from wider or mis-represented groups, especially from tenants, ethnic minority groups and local special need community interests. An analysis of membership will be included in our Annual Report.

4.0 Eligibility for Membership

- 4.1 Membership of Glen Oaks Housing Association Limited is open to any interested person in the community:
- a) who is committed to the overall aims and objectives of Glen Oaks Housing Association Limited and to developing, promoting and implementing them; and
 - b) who wishes to contribute to Glen Oaks Housing Association's best interests; and
 - c) who meets the criteria for membership laid down in the Rules of Glen Oaks Housing Association Limited (copy of Rules available from the Association's office on request).

You can apply for membership of the Association from the age of 16.

- 4.2 Membership is also open to 'unincorporated bodies' (such as Tenant and Resident groups) and 'corporate bodies' (such as voluntary and support organisations) who comply with the above conditions. If you are a representative of an organisation which is a member of the Association, you cannot be an individual member. If you are an individual member prior to the organisation taking membership, your individual membership will be suspended until you are no longer a representative of the organisation.
- 4.3 No Member can hold more than one share in the Association.
- 4.4 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 Application for Membership

- 5.1 Persons interested in membership should contact the Association's office. Information about membership will be sent to the applicant along with a Membership Application Form. The application form can also be downloaded from our website (www.glenoaks.org.uk). 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.

5.2 The membership application will be considered promptly, normally at the next Board meeting or as soon thereafter as is practicable. 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.

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.

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 office at 3 Kilmuir Drive, Arden, Glasgow, G46 8BW. This requirement does not apply if you are a tenant of the Association and move to another property owned and managed by us.

8.0 Participation

- 8.1 When membership applications have been approved and a share certificate issued, a Member can become more involved in the Association's work. All members are invited to the Association's AGM, 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.
- 8.2 Members can stand for election to the Board at the AGM and/or take part in the election of members to the Board. Board members will encourage eligible people to apply to join the Association.
- 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 New Board Members' Induction

- 9.1 New Board members can join following election, 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.
- 9.2 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.

10.0 Ending Membership

- 10.1 You can end your membership of the Association by giving the Secretary of the Association seven day's notice in writing.
- 10.2 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.

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.

- 10.3 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.

11.0 Transferring Shares

- 11.1 You cannot sell your share but you can transfer it if the Board agrees.
- 11.2 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 Rule 17.1 of the Association's Rules) and the value of the share will then belong to the Association.
- 11.3 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. 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 Industrial and Provident Societies Act 1965.

11.4 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.

12.0 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.