

Policy on:	Membership Policy
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Compliant with Regulatory Framework:	Compliance with approved BHA Rules 2020
Compliant with Tenant Participation Strategy:	Consultation to take place
Compliant with Equal Opportunities:	Clause included
Compliant with Business Plan:	Policy Review
Compliant with GDPR:	Storage, use and retention as per General Data Protection Regulations 2016

Date for final approval:	January 2021
Date for Review:	January 2024 (3-5 years unless sooner by change of legislation)

Responsible Officer:	Chief Executive
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1. Introduction, aims, values, mission

1.1 Barrhead Housing Association is a non-profit making charitable organisation registered initially in 1986. Barrhead Housing Association believes that everyone deserves a secure home. We deliver secure homes by providing good quality, affordable, well maintained rented housing to people with a need to be housed. Our qualified staff team is dedicated to providing customer focused services from our office in Main Street, Barrhead. We are committed to continuous improvement.

1.2 The Association's aims are to :

- Create communities that fit the needs and aspirations of our customers and allow customers to engage with us
- Provide quality homes that are affordable to our customers now and in the future
- Create desirable safe and secure homes and neighbourhoods by investing in our homes
- Strive for excellence across the organisation by being responsive to development and improvement in all areas of our work
- Grow our business, our communities and our people
- Improve the quality of our customers' lives
- Be flexible and adaptable to our changing environment

1.3 Our Values are:

- Respectful: we are honest, trustworthy and reliable
- Adaptable: we are flexible and react to change
- Dedicated: we care about our purpose
- Aspirational: we are forward thinking and committed to improvement
- Responsible: we are efficient and accountable

1.4 Our Strategic objectives are:

- We will deliver our 5-year proposed investment as defined in our asset management strategy by March 2024
- We will continue to develop our self-assessment governance framework to ensure high standards of leadership, updating two Regulatory Standards each year to complete a full review by March 2022
- We will maintain our engagement and participation with our customers in delivery of our services including maximising the opportunities to improve

the health and well-being of our customers' lives (community regeneration strategy review due 2019)

- We will support financial advice and service improvements to minimise the impact of Universal Credit
- We will continue to develop enhanced digital services to meet the demands of all our customers
- We will deliver 100 new social rented homes by March 2023 to exceed our '1000 homes' target
- We will continue to invest, support and reward our people to maximise staff empowerment and support personal development
- We will continue to deliver efficiencies by understanding and reviewing our costs, our performance, our benchmarks against the housing sector and demands on our resources
- We will continually review the opportunities to maximise growth through our subsidiary for the wider community, to grow our in-house repairs service over the next 5 years, for employment and training, and to maintain collaboration and partnership working

Mission statement – 'At the heart of our communities; investing in your future'.

2. **Membership aims and objectives**

2.1 We are a membership organisation and aim to attract people from the communities we serve to become active members of the Association. We provide a range of opportunities for engagement with us and believe residents can participate and get involved with us should they choose to be more involved. We aim to encourage a wide and active membership by recruiting as members, individuals with an interest in the work of the organisation, and to make effective use of the skills, experience and to capture the views of our members to influence service delivery and improvements.

2.2 Members of the Association, either individual or as an organisation are those who actively take an interest in our work, who demonstrate a commitment to our communities and wider area, and who hold a share in the Association. Members who hold a share certificate have their names entered into the Register of Members referred to by our Rules. Local councilors, nominated by East Renfrewshire Council,

- or elected members of Parliament or member of the Scottish Parliament, can become members of the Association.
- 2.3 Our governing Board is recruited from our membership. We aim to ensure we have a diverse range of members on our Board to ensure we represent our tenants and residents, have the skills and experience required, have local knowledge and professionalism to ensure the Governing Board can lead and direct the Association to achieve good outcomes for tenants and other service users.
- 2.4 The aim of this policy is to promote good governance of the Association and to ensure the proper accountability of our Governing Board by having a membership that is both open and widely reflects the communities that we serve.

3. Promotion and participation of our Membership

- 3.1 The Association will promote membership and encourage participation of members by circulating information on membership to tenants, our local residents, our service users, local community, and representative groups and housing advice agencies. Information on membership will be disseminated through our annual report, newsletters and other residents' meetings and through our comprehensive surveys.
- 3.2 This policy on membership refers to membership of Barrhead Housing Association as the parent organisation. We do not offer membership of Lavern Property Services but residents receiving services from LPS can still apply under this policy.

4. Categories of Membership

- 4.1 The Association seeks to ensure broad representation in our membership of the groups and communities that we serve. Membership of the Association can come from the following categories:
- 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.
- 4.2 Barrhead Housing Association seeks to ensure that its membership reflects the communities it serves, and that all sections of the communities are represented. Membership is open to all sections of the community regardless of colour, race, nationality, ethnic or national origin, gender, disability, religion, age, or sexuality

4.3 Barrhead Housing Association does not discriminate in the application of its membership policy. Under the Equalities Act 2010, it is against the law to discriminate against someone because of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

4.4 The Association seeks to recruit as members those with a particular interest in the running of the organisation. Following a recent skills audit and review of our business objectives, we have highlighted the following skills that would benefit the organisation at this time:

- Asset Management and investment
- Customer focused service delivery
- Customer engagement and participation
- Development of new housing
- Business growth and diversification
- Financial management
- Social Security Reform

Other skills that would be desirable would include those working in health and social care; and health and safety.

4.5 Barrhead Housing Association accepts applications from organisations as well as individuals in accordance with paragraph 8 below.

5. Applying for Membership

5.1 To apply for membership applicants should complete a membership form. The completed form should be sent with £1.00 to the Secretary at our registered office, 60-70 Main Street, Barrhead, G78 1SB.

5.2 Applications for membership shall be considered by the Governing Board as soon as reasonably practicable after its receipt by the Association. An application for membership will not be considered by the Governing Board within the period of

fourteen days before the date of a general meeting. The Governing Board has the power in its absolute discretion to accept or reject the application.

- 5.3 If the Governing Board approves an application, membership of the Association is immediate and the name and other details of the new member will be included in the Register of Members within seven working days. You will then be issued one share in the Association. No member can hold more than one share in the Association.
- 5.4 Whilst it is the Association's intention to encourage membership, the Governing Board has the absolute discretion in deciding on applications for membership, and the following shall constitute grounds for refusal of an application for membership:
- Where membership would be contrary to the Association's Rules or policies;
 - 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;
 - Where the Governing Board considers that accepting the application would not be in the best interest of the Association;
- 5.5 Where an application is unsuccessful a statement of the reasons for refusal will be given and the £1 fee refunded.
- 5.6 If a member changes their address, they must let the Association know by writing to the Secretary at our main, registered office within three months. This requirement does not apply if you are a tenant of the Association and have moved home by transferring your tenancy to another property owned and managed by the Association.

6. Member Participation

- 6.1 The Association wishes to ensure its members are informed and can actively participate in the organisation. To this end the Association will:
- Invite members to participate at general meetings in accordance with our Rules.
 - Where information in a particular format or language, braille or in plain English is required, the Association will provide or assist in the provision of this.
 - Make every effort to hold general meetings at times and locations and in formats suitable for membership, ensuring accessibility for all to attend.
 - Keep members informed of all major developments affecting the Association through the issue of Newsletters, and our Annual Performance Report

- Actively promote the opportunity that exists, through election, for serving on the Governing Board.

7. Ending Membership

7.1 Membership of the Association will end and the Governing Board will cancel your share and record the ending of your membership in the Register of Members if:

- The member resigns giving seven days' notice in writing to the Secretary at our main registered office.
- The Governing Board reasonably believes that the member has failed to tell the Association of a change of address as required by our Rules (Rule 10).
- For five annual general meetings in a row, the member has not attended, submitted apologies, or appointed a representative to attend and vote on your behalf by proxy.
- The Association receives a complaint about a member's behaviour and two-thirds of the members voting at a special general meeting agree to end the membership. The following conditions apply to this procedure:
 - The complaint must be in writing and must relate to behaviour which could harm the interests of the Association
 - The Secretary must notify the member of the complaint in writing not less than one calendar month before the meeting takes place
 - The notice of the special general meeting will give details of the business for which the meeting is being called
 - The member will be called to answer the complaint at the meeting. The members present will consider the evidence supporting the complaint and any evidence the member decides to introduce
 - The members can vote in person or through a representative by proxy
 - If the member receives proper notice but does not go to the meeting without providing a good reason, the meeting will go ahead without the member and the Members will be entitled to vote to end the individual membership.

7.2 If the membership is ended in accordance with the above, the member will immediately cease to be a member from the date that the resolution to end the membership was passed and any further application for membership by that individual member will need to be approved by two-thirds of the Members voting at a general meeting.

8. Representing an Organisation

- 8.1 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.
- 8.2 To confirm the identity of a representative, the organisation must send the Association a copy of the authorisation or appointment of an individual as a representative. This should be signed by a Director, Secretary or authorised signatory of the organisation which signature must be witnessed, or in the case of a local authority, by the Chief Executive, or properly authorised Officer of the local authority.
- 8.3 An organisation can change the identity of the person entitled to represent that organisation at any time by confirming the identity of the new representative in terms of the Association's Rules and withdrawing the authority of the original representative.
- 8.4 If you are a representative of an organisation which is a member, you cannot be a member as an individual yourself. If you are already a member as an individual when you start to represent an organisation which is a member, the Association will suspend your membership as an individual, until such time as you are no longer a representative of an organisation which is a member.

9. Shares

- 9.1 The share capital of the Association will be raised by issuing one-pound share to members. Shares cannot be held jointly. Joint tenants of the Association may each become individual members. There is no interest, dividend or bonus payable on shares.

10. Transferring Shares

- 10.1 Members cannot sell their share but can transfer the share if the Governing Board agrees.
- 10.2 If members die or end membership or have membership ended, or are a representative of an organisation which no longer exists, the Governing Board will cancel the share (except in where membership is transferred in accordance with our Rules in the following paragraph. 10.3) and the value of the shares will then belong to the Association.

- 10.3 Members can nominate the person to whom the Association must transfer a share in the Association when a member dies, as long as the person nominated is eligible to become a member under the Association's rules and membership policy. On being notified of the member's death, the Governing Board shall transfer or pay the full value of the share to the person identified to take the transfer.
- 10.4 If a member dies or becomes bankrupt and the member's personal representative or trustee in bankruptcy seeks to claim your share, the Governing Board will transfer or pay the value of your share in terms of the instructions provided by the representative or trustee.

11. General Data Protection Regulations 2016

The Association will treat all personal data in line with our obligations under the current General Data Protection Regulations and our own Data Protection Policy Statement, Privacy Policy and Data Retention Policy.

Information regarding how your data will be used and the basis for processing your data is provided within our employee and resident Fair Processing Notices.

Application Form for Membership

I wish to become an active, supportive and participative member of Barrhead Housing. I confirm I am:

- The tenant or joint tenant of a Barrhead Housing Association house, or
- A resident with an interest in Barrhead Housing Association aged over 16 years of age, or
- An organisation sympathetic to the objects of the Association

Details of interest, relevant skills or experience and your interest in Barrhead HA:
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I enclose £1.00 for my Share Certificate. In signing this membership form, I understand and agree that my details will be recorded in a public Register, which is kept according to the Rules of Barrhead Housing Association.

Name:
Address:

Signature: _____ Date: _____

Please return to:
The Secretary
Barrhead Housing Association Limited
60/70 Main Street
BARRHEAD
G78 1SB

Official Use Only
£1 paid:
Date:
Receipt issued:
Share issued:

T: 0141 881 0638
E: enquiries@barrheadha.org