



Policy: Membership Policy

Title of Policy:	Membership Policy
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Lead Officer:	Susan Bell, Governance and Compliance Manager
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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.

Our Vision, Our Mission, Our Values

Our Vision is an engaged, thriving, desirable and eco-friendly Muirhouse with high quality, truly affordable and greener homes.

Our Mission - We will provide high quality, truly affordable homes and services for residents and strengthen our engagement and partnerships to enrich the community and safeguard our environment.

Our Values - In upholding our central value of providing high quality, affordable homes and services, our behaviours and decisions will demonstrate our commitment to

Excellence: Ensuring the highest standards in all that we do and innovating to continually improve. Across the MHA Group, we are committed to providing a high quality, customer focused service that demonstrates value for money.

Caring: Being compassionate about and responding appropriately to the needs of our residents, staff, and Board.

Mutual Respect: Valuing the views, knowledge, expertise, and skills of others and collaborating to achieve good outcomes for residents, staff and the Association. We will continue to be a leading member of the local community, working with our customers and statutory, voluntary, and private sector partners.

This policy applies to

The policy applies to all MHA employees, governing body members, contractors, and volunteers.

Policy Summary

Provide information on MHA Membership.

Equalities

Muirhouse Housing Association will ensure there is a consistent approach in promoting equality and diversity across all areas and this policy will be administered in accordance with The Equality, Diversity and Inclusion Policy.

Privacy

This policy has been developed and will be applied in compliance with General Data Protection Regulations (2018).

Compliance

Policy drawn up with reference to:

- Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management
- SFHA Charitable Model Rules (Scotland)
- Scottish Social Housing Charter's Outcomes and Standards

Cross Reference to the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management:
Standard 1, 2 and 5

Related Policies

Rules of the Association

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1.0 Introduction

Muirhouse Housing Association (MHA) Limited is a Co-operative and Community Benefit Society and a Registered Social Landlord with charitable status.

2.0 Purpose of the Policy

The aim of this policy is to ensure

- Information on membership is widely available to all interested parties
- MHA complies with legislative and regulatory requirements
- We will seek to ensure that we have a broad-based membership which reflects our constitution and the communities we serve, applications are welcome from everyone. In particular we will welcome applications for membership from tenants, community groups and local residents of Muirhouse and North Edinburgh.

We are committed to the principles of good corporate governance and sustainability and will endeavour to develop fair and consistent policies, procedures and practices.

In line with our commitment to inclusion and diversity, this policy can be made available in a variety of formats, including large print, translated into another language or other media. We will make any reasonable adjustments to assist you if you have a disability.

3.0 Definition, Eligibility and Rights Of Membership

A member of MHA is an individual or organisation holding a £1.00 share and whose name(s) are entered in the Register of Members. The membership fee is non refundable.

Anyone who is 16 years or older may apply to become a member.

No member can hold more than one share in MHA. There is no interest, dividend or bonus on shares.

An organisation which is a member is free to appoint any person it considers suitable to act as its representative. A representative of an organisation cannot also be an individual member of MHA.

Representatives of organisations who are already individual members will have their individual membership suspended whilst they represent that organisation.

Becoming a member entitles you to attend our annual general meeting and any special meetings that are called and gives you the right to vote on any matters at these meetings.

Members are also eligible for nomination onto the Board of Management.

4.0 Promoting Membership

We will promote a broad representation of membership by various measures including:

- Promoting membership on our website, through social media and in press/publications.
- Making information available within our offices to all those who enquire about membership.
- Advising prospective customers on how to become members.
- Periodically publicising the role of general members.
- Inviting applications from individuals with specific occupational skills/backgrounds to meet identified skill gaps.
- Providing information on membership to tenants through our allocations process and our Newsletter.

Whilst membership is offered to potential customers, it is not a requirement to become a member to receive a service.

Membership can also be much more. If you are interested in our work and would be willing to be elected onto the Board of Management, which is responsible for setting MHA's strategic objectives and monitoring and reviewing the progress made in achieving these objectives, information is available on our website. We specifically encourage membership and election to the Board of Management on an annual basis at our Annual General Meeting.

5.0 Applying For Membership

Membership is made by application and will be considered by our Board of Management at their next available meeting. Our Board of Management will either accept and approve or reject your application for membership. All applications must be accompanied by the fee of £1. The fee will be refunded in the event that the membership is not agreed.

Whilst our Board of Management will consider each application for membership, there is a general presumption that applications will be accepted and it is only in exceptional circumstances that an application will be refused.

Once approved, we will write to you, as a new member, to confirm your membership and issue you with a Share Certificate, a copy of MHA's Rules and details of how you can participate in our organisation, including the AGM and how to stand for election to the Board of Management. You will also receive an annual report and regular newsletters.

In the unusual event of an application being refused, we will write to you to explain the reasons for our Board of Management's decision and will refund your £1. The grounds for refusal, whilst not exhaustive, may be due to a conflict of interest or where you have acted and continue to act in a way that is contrary to the interests of MHA.

You will have one opportunity to appeal against our Board of Management's refusal of your application. Your appeal should be made in writing, giving your reasons why the decision should be changed. Our Board of Management will consider your appeal at their next meeting. Their decision will be final.

6.0 Maintaining Membership

You should notify the Secretary in writing of a change of address within 3 months. This rule does not apply if you are a tenant and have moved home by transferring your tenancy or to another property owned and managed by us.

We will maintain a Register of Members in accordance with our Rules of the Association. The Register will contain details of the members name and address, date of membership approval and membership number of each member.

7.0 Ending Membership

You can end your membership by giving the Secretary at our registered office notice in writing. In addition, your membership will end where:

- You are expelled in accordance with our Rules of the Association.
- You change your address but do not notify us of your new address within 3 months (see paragraph above).
- You fail to attend, submit apologies, exercise a postal vote or appoint a representative to attend and vote by proxy for five consecutive Annual General Meetings.
- We receive a complaint about your behaviour prejudicial to our interests and two-thirds of the members voting at a Special General Meeting agree to this. The conditions applying to this procedure can be found in our Rules of the Association.

Membership will also end in the event that a member dies unless the member has nominated a person to whom the share should be transferred as outlined in our rules.

The membership fee of £1 is non-transferrable on termination of membership.

8.0 Monitoring and Review

This policy will be reviewed 5 years from the date of implementation, latest review date, or any change in legislation, which will be the date the policy is approved by the Board of Management, or earlier if deemed appropriate. If this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.