

# Membership of the Association Policy and Procedures

Service: Corporate	Date	Staff Member
<b>Version Number: 2</b>		
Approved by: Governing Body	17/10/2022	N/A
Effective From:	18/10/2022	N/A
Next Review Date:	10/2027	CE
<b>Revision Number:</b>		
Revision Date:	N/A	N/A
Posted on Intranet:	N/A	N/A
Posted on Website:	N/A	N/A
Publicity Material issued:	N/A	N/A
Handbook(s) updated:	N/A	N/A
Document Register updated:	N/A	N/A
Previous Version archived:	19/09/2017	PA
SSHC: Charter Standards and Outcomes:	1,2 & 3	
SHR: Standards of Governance and Financial Management	1.3, 2.2, 6.4	

## Scottish Social Housing Charter Relevant Standard and Outcomes

STANDARD	OUTCOME
<p><b>Section:- The customer/landlord relationship</b></p> <p>1. Equalities</p> <p>Social landlords perform all aspects of their housing services so that:</p> <ul style="list-style-type: none"> <li><i>every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.</i></li> </ul> <p>2. Communication</p> <p>Social landlords manage their businesses so that:</p> <ul style="list-style-type: none"> <li><i>tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.</i></li> </ul> <p>3. Participation</p> <p>Social landlords manage their businesses so that:</p> <ul style="list-style-type: none"> <li><i>tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.</i></li> </ul>	<p>This <b>outcome</b> describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords' responsibility for finding ways of understanding the rights and needs of different customers and delivery services that recognise and meet these.</p> <p>This <b>outcome</b> covers all aspects of landlords' communication with tenants and other customers. This could include making use of new technologies such as web-based tenancy management systems and smart-phone applications. It is not just about how clearly and effectively a landlord gives information to those who want it. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.</p> <p>This <b>outcome</b> describes what landlords should achieve by meeting their statutory duties on tenant participation. It covers how social landlords gather and take account of the views and priorities of their tenants; other customers, and bodies representing them such as registered tenant organisations; how they shape their services to reflect these views; and how they help tenants, other customers and bodies representing them such as registered tenant organisations to become more capable of involvement – this could include supporting them to scrutinise landlord services.</p>

## Scottish Housing Regulator – Relevant Standards of Governance and Financial Management and Guidance

STANDARD	GUIDANCE
<p><b>1</b> The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p>	<p><b>1.3</b> The governing body ensures the RSL complies with its constitution and its legal obligations. Its constitution adheres to these Standards and the constitutional requirements set out below.</p>
<p><b>2</b> 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.</p>	<p><b>2.2</b> The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities.</p>
<p><b>6</b> The governing body and senior officers have the skills and knowledge they need to be effective.</p>	<p><b>6.4</b> The RSL encourages as diverse a membership as is compatible with its constitution and actively engages its membership in the process for filling vacancies on the governing body.</p>

# **MEMBERSHIP OF THE ASSOCIATION POLICY AND PROCEDURES**

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# **MEMBERSHIP OF THE ASSOCIATION POLICY AND PROCEDURES**

## **1. INTRODUCTION**

- 1.1 Lochalsh and Skye Housing Association is a registered social landlord first established in October 1983. This Membership of the Association Policy is designed to help us meet our aims and objectives and to ensure that we are accountable to the communities we serve, our tenants, service users and our regulators and funders.

## **2. PROMOTION OF MEMBERSHIP**

- 2.1 The Association will actively promote membership of the Association by providing information on membership to residents, tenants, service users, community and representative groups, the local authority and advice groups.
- 2.2 Information on membership is made available in written form and also through the Association's web and social media pages. Written information includes a Membership Information Pack, articles in our Newsletters and Annual Reports and occasional adverts and articles in the local press. Membership Information Packs will be made available in our offices and on request.

## **3. CRITERIA FOR MEMBERSHIP**

- 3.1 The Association seeks to achieve the broadest and most representative membership possible regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 3.2 The following categories of individuals and groups are eligible for membership:-
- All tenants, sharing owners and equity sharers of properties owned, provided by or managed by the Association;
  - Service users of the Association;
  - Individual residents from within the administrative area of The Highland Council who have an interest in social housing or who can contribute particular community, business or professional experience or skills to enable the Association to meet its aims and objectives;
  - Groups sympathetic to the objects of the Association;
  - Other persons who support the objects of the Association;
  - Employees of the Association but subject to the provisions that they will not be permitted to serve on the Board or vote in any elections to the Board;

- Applicants for membership must be at least 16 years old.

#### **4. APPLYING FOR MEMBERSHIP**

4.1 Applicants will complete and sign the Membership Application Form and return it to the Association with the £1.00 fee. This fee will be returned if the application is not approved.

4.2 The Board will consider applications at the meeting following receipt of the application or as soon as possible thereafter. The Board has absolute discretion in deciding on applications for membership and the following will constitute grounds for refusal:-

- 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 Board considers that accepting the application would not be in the best interests of the Association.

4.3 Approved applications will immediately become Members of the Association and will be written to within 10 working days to confirm their membership. The letter will also enclose:-

- Share Certificate
- Copy of Rules

4.4 The member will be added to the register and duplicate register of members within 7 working days of their application being approved.

#### **5. 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.

5.2 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.

- 5.3 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 and withdrawing the authority of the original representative.
- 5.4 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.

## 6. **MEMBER INVOLVEMENT**

- 6.1 Members will be encouraged to be as involved as possible in the activities of the Association. To this end, the Association will:-
- Actively promote membership of the Board through election, appointment and co-option. Information on membership of the Board will be made available in the same way as information on membership of the Association (see paragraph 2.2 above);
  - Keep members informed of all significant developments affecting the Association;
  - Effectively publicise all general or special meetings within the timescales set out in the Rules;
  - Circulate information to members to enable them to make informed decisions at meetings or in consultation exercises. Where information in particular formats or languages is required, we will make every endeavour to provide this;
  - Hold meetings at times and in locations with venues suitable for the membership.
- 6.2 The Association will monitor its membership to ensure that it is representative of the local community and is in accordance with the Association's Equality and Diversity Policy.

## 7. **ENDING YOUR MEMBERSHIP**

- 7.1 Your membership of the Association will end and the Board will cancel your share and record the ending of your membership in the Register of Members if:-
- You resign your membership giving seven days' notice in writing to the Secretary at the registered office;
  - The Board reasonably believes that you have failed to tell the Association of a change of address;

- For five annual general meetings in a row you have not attended, submitted apologies, exercised a postal vote or appointed a representative to attend and vote on your behalf by proxy;
- The Association receives a complaint about your behaviour and two-thirds of the Members voting at a special general meeting agree to end your membership.

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

## 8. **GENERAL DATA PROTECTION REGULATIONS**

8.1 The Association will treat your personal data in line with our obligations under the current data protection regulations and our own policies and procedures.

8.2 Information regarding how your data will be used and the basis for processing your data is provided in the Association's Privacy Policy

## 9. **REVIEW OF POLICY**

9.1 This document will be reviewed by the Board or Sub-Committee set up for that purpose in accordance with the requirements of the Association's Register of Policies and Procedures

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BUIDHEANN TIGHEADAS LOCH AILLSE AGUS AN  
EILEIN SGITHEANAICH LTD  
LOCHALSH AND SKYE HOUSING ASSOCIATION

# **Membership of the Housing Association**

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## **Information Pack and Application Forms**

BUIDHEANN TIGHEADAS LOCH AILLSE AGUS AN  
EILEIN SGITHEANAICH LTD  
LOCHALSH AND SKYE HOUSING ASSOCIATION

## **HOUSING ASSOCIATION MEMBERSHIP**

### **INFORMATION FOR PROSPECTIVE MEMBERS**

#### **INTRODUCTION**

Lochalsh and Skye Housing Association is a registered social landlord first established in 1983. The Association is registered with the Scottish Housing Regulator, the Financial Services Authority and with the Office of the Scottish Charity Regulator. It is also a member of the Scottish Federation of Housing Associations.

#### **OUR AIMS**

To work in partnership to provide access to high quality affordable housing solutions and related services and to contribute to the improvement of the social, economic and cultural wellbeing of the whole community.

#### **MEMBERSHIP OF THE ASSOCIATION**

The Association is formed from a membership base of individuals and organisations who hold one-off share subscriptions of one pound. We encourage the widest possible membership to reflect the interests of the community we serve. We particularly encourage residents, our tenants, sharing owners, service users and community and representative groups to become members and to participate in the activities of the Association.

All members of the Association are entitled to:-

- attend the Annual General Meeting
- receive a copy of our Annual Report and Financial Statements
- have voting rights in respect of the election of the Board.

#### **THE BOARD**

The Association is controlled by a voluntary, unpaid Board which can consist of up to 15 members.

The main responsibilities of the Board include:-

- setting the Association's Aims and Objectives
- agreeing strategies to achieve the Aims and Objectives
- considering and approving policies and procedures
- ensuring adequate resources to carry out the activities of the Association
- taking legal responsibility for the Association and its actions.

The Board employ staff to provide information and advice to them and to carry out the day to day administration of the Association's activities.

## **CRITERIA FOR MEMBERSHIP OF THE ASSOCIATION**

The following categories of individuals and groups are eligible for membership of the Association:-

- All tenants, sharing owners and equity sharers of properties owned, provided by or managed by the Association;
- Service users of the Association;
- Individual residents from within the administrative area of The Highland Council who have an interest in social housing or who can contribute particular community, business or professional experience or skills to enable the Association to meet its aims and objectives;
- Groups sympathetic to the objects of the Association;
- Other persons who support the objects of the Association;
- Employees of the Association but subject to the provisions that they will not be permitted to serve on the Board or vote in any elections to the Board;
- Applicants for membership must be a least 18 years old unless already a tenant who can apply from the age of 16.

## **APPLYING FOR MEMBERSHIP**

Applicants should complete either the Individual or Organisation Membership of the Association Application Form and return it to the Association with the £1.00 fee for a Share Certificate. This fee will be returned if the application is not approved.

The Board will consider applications at the meeting following receipt of the application or as soon as possible thereafter. Applications will only be refused on the following grounds:-

- The applicant does not meet the criteria for membership.
- Acceptance of the application would seriously compromise the interests or independence of the Association.

Approved applicants will immediately become Members of the Association and will be written to within 10 working days of the Board meeting to confirm their membership.

**If you agree with our aims and meet the criteria for Membership of the Association, please complete the appropriate Application Form attached and return it to us.**

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Encs: Individual Membership Application Form  
Organisation Membership Application Form

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EILEIN SGITHEANAICH LTD  
LOCHALSH AND SKYE HOUSING ASSOCIATION

**INDIVIDUAL MEMBERSHIP APPLICATION FORM**

I have read the Information Pack on membership of the Housing Association. I confirm that I meet the criteria for membership and enclose £1.00 in respect of a Share Certificate.

**PLEASE COMPLETE IN BLOCK CAPITALS**

Title			
Full Name			
Address:			
Postcode:			
Telephone:	Home	Work	Mobile
E-mail address:			
Date of Birth:			

I confirm that to the best of my knowledge the information given in this application form is correct and complete.

**Signed:**..... **Date:**.....

Thank you for completing the form. Please return to:

The Secretary  
Lochalsh and Skye Housing Association  
Morrison House  
Bayfield  
PORTREE  
Isle of Skye  
IV51 9EW

Telephone: 01478 612035

Fax: 01478 613377

e-mail: [info@LSHA.co.uk](mailto:info@LSHA.co.uk)

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*For Office Use Only:*

*Date Received*..... *Date Approved*.....  
*Date Added to Member's Register*..... *Date Added to Member's Database*.....  
*Date Share Certificate Issued*.....

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EILEIN SGITHEANAICH LTD  
LOCHALSH AND SKYE HOUSING ASSOCIATION

**ORGANISATION MEMBERSHIP APPLICATION FORM**

We have read the Information Pack on membership of the Housing Association. We confirm that we meet the criteria for membership and enclose £1.00 in respect of a Share Certificate.

**PLEASE COMPLETE IN BLOCK CAPITALS**

Name of Organisation			
Address:			
Postcode:			
Telephone:			
E-mail address:			

<b>Nominated Representative</b>			
Title			
Full Name			
Address:			
Postcode:			
Telephone:	Home	Work	Mobile
E-mail address:			
Date of Birth:			

We enclose a copy of the authorisation or appointment of the Nominated Representative signed by a Director, Secretary or Authorised Signatory of the Organisation, which signature has been witnessed, or in the case of a local authority, by the Chief Executive or properly authorised officers of the local authority.

**Signed:**..... **Date:**.....

Thank you for completing the form. Please return to:

The Secretary  
Lochalsh and Skye Housing Association  
Morrison House, Bayfield  
PORTREE  
Isle of Skye  
IV51 9EW

Telephone: 01478 612035      Fax: 01478 613377      e-mail: [info@LSHA.co.uk](mailto:info@LSHA.co.uk)

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