



MEMBERSHIP POLICY

Date Approved	Proposed Review Date
April 2025	April 2028
Chair Person/Office Bearers Signature:	

CASSILTOUN HOUSING ASSOCIATION LTD

Castlemilk Stables, 59 MACHRIE ROAD, GLASGOW G45 OAZ

Cassiltoun Housing Association is a recognised Scottish Charity SC035544

CASSILTOUN HOUSING ASSOCIATION LIMITED

MEMBERSHIP POLICY

1. INTRODUCTION

- 1.1 Cassiltoun Housing Association is a community owned and managed housing organisation and our model rules include membership criteria for shareholders. Whilst our rules are the benchmark for membership eligibility and approval, it is of benefit to us in terms of our accountability and long-term development to have a proactive membership policy. The purpose of this policy therefore is to lay down procedures for the administration of membership applications and records, and to define the criteria governing admission to membership of the Association.

2. RULES AND LEGAL STATUS

The main legislation which pertains to this policy is covered under the following Acts

- 2.1 Cassiltoun Housing Association Limited is registered with the Financial Conduct Authority as a Community Benefit entity (Co-operative and Community Benefits Societies Act 2014, which consolidates previous industrial and provident society legislation including:
- Industrial and Provident Societies Act 1965
 - Friendly and Industrial and Provident Societies Act 1968
 - Co-operative and Community Benefit Societies Act 2003).
 - The Office of the Scottish Charities Regulator (OSCR) as a Charity and the Scottish Housing Regulator as a Registered Social Landlord.
- 2.2 The Housing (Scotland) Act 2001: provides a statutory right to all tenants with Scottish Secure Tenancies to receive information about their landlord's policies and procedures. The Act also obliges landlords to consult and provide tenants with information in developing their Tenant Participation Strategy.
- 2.3 The Data Protection Act 2018: provides rights to individuals in relation to personal data held about them; and regulates the use of personal data
- 2.4 The Freedom of Information Act (Scotland) 2002 and Environmental Information (Scotland) Regulations 2004: entitles members of the public to receive information for a public authority, subject to certain exemptions such as the need for the protection of personal data, commercial sensitivity or national security
- 2.5 The Scottish Social Housing Charter: the purpose of the Charter is to help improve the quality and value of the services that social landlords deliver for their tenants and other customers and supports the Scottish Government's strategic objective of a safer and stronger Scotland:

Charter Indicator 1: Equalities

Social Landlords perform all aspects of their housing services so that

- They support the right to adequate housing
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

This outcome describes what social landlords, by meeting their statutory duties on equalities 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. This includes the need to eliminate discrimination and advance equality of opportunity. It includes landlords' responsibility for finding ways of understanding the rights and needs of different customers, for example victims/survivors of domestic abuse and delivering services that recognise and meet these. This may include making reasonable adjustments.

Charter Indicator 3: Participation

Social landlords manage their businesses so that:

- Tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with.

This outcome 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 and, other customers to become more capable of involvement – this could include supporting them to scrutinise landlord services.

- 2.6 Equalities Act 2010: The Equality Act 2010 sets out the protected characteristics on which discrimination is prohibited in law
- 2.7 Copies of our rules may be obtained from our registered office, 59 Machrie Road, Glasgow, G45 0AZ. These provide for the proper conduct of all our affairs as a Limited Company and should be read in conjunction with this policy and our Standing Orders.

3. **POLICY OBJECTIVES**

- 3.1 To ensure that we comply with the statutory requirements of the Co-operative and Community Benefits Societies Act 2014.
- 3.2 To define the criteria for membership of the Association to ensure that membership is consistent with the aims and objectives of the Association.

- 3.3 To ensure compliance with equal opportunities legislation

4. **THE AIMS AND OBJECTIVES OF THE ASSOCIATION**

- 4.1 Cassiltoun Housing Association aims to complete the regeneration of our community through housing led and resident controlled initiatives. We will deliver high quality services, affordable rents and value for money for all our customers. The vehicle for regeneration of our community will be through the development and management of housing for rent, the provision of housing in a diversity of tenures and economic and social activities that address social exclusion.

5. **MEMBERSHIP CRITERIA**

- 5.1 The members of the Association shall be those people who hold a share in the Association and whose names are entered in the Register of Members, (referred to in Rule 64 of our constitution), into any one of the membership categories indicated below.
- 5.2 Membership of the Association shall be held in only one of the following categories:-
- a) Tenants of the Association
 - b) Service Users of the Association
 - c) Other persons who support the objects of the Association
 - d) Organisations sympathetic to the objects of the Association

6. **APPLYING FOR MEMBERSHIP**

- 6.1 To apply for membership, you must send an application form and one pound, (£1), to our registered office. Our Board of Management will consider your application at its next meeting or as soon as possible after that. We will return your money if we do not approve your application.
- 6.2 An application for membership will not be considered by the Board within the 14 day period occurring before the date of a general meeting.
- 6.3 If we approve your application you will immediately become a member of the Association and your name and other necessary particulars will be included in our Register of Members (referred to in rule 64), within seven working days. You will then be issued one share in the Association.
- 6.4 If you are a representative of an organisation which is a member of the Association, you cannot be a member of the Association as an individual yourself. If you are already a member as an individual when you start to represent an organisation

which is a member, we will suspend your membership as an individual, until such times as you are no longer a representative of an organisation which is a member.

- 6.5 You can apply for membership of the Association from the age of 16.
- 6.6 No member can hold more than one share in the Association.
- 6.7 If you change your address, you must let us know by writing to our Secretary at our registered office within three months. This rule does not apply if you are our tenant and have moved home by transferring your tenancy to another property owned and managed by the Association.
- 6.8 Should any application for membership be refused the applicant will receive a full written explanation. A refused applicant will have recourse to our complaints procedures and ultimately, the Scottish Public Services Ombudsman.
- 6.9 We operate an Equal Opportunities Policy and all applications for Membership and shares issued will be duly recorded in a Register of Members and monitored for Equal Opportunities.

7. ENDING YOUR MEMBERSHIP

- 7.1 You can end your membership of the Association by giving the Secretary at our registered office seven days notice in writing.
- 7.2 If the Board is satisfied that:
 - you have failed to tell us of a change of address as set out in Rule 10, or
 - you have failed to attend five annual general meetings in a row and you did not submit apologies, exercised a postal vote or appointed a representative to attend and vote on your behalf by proxy;

We will end your membership and cancel your share.

The value of the share will then belong to us with effect from the date of a Board resolution to that effect. The ending of your membership will be recorded in the register of Members referred to in Rule 64.

- 7.3 We may end your membership if we receive a complaint about your behaviour and two-thirds of the members voting at a special general meeting agree to this. The following conditions apply to this procedure:-
 - The members can vote in person or through a representative by proxy.
 - The complaint must be in writing and must relate to behaviour which could harm our interests.
 - The Secretary must notify the member of the complaint in writing not less than one calendar month before the meeting referred to above takes place.
 - The notice for the special general meeting will give details of the business for which the meeting is being called

- You will be called to answer the complaint at the meeting. The members present will consider the evidence supporting the complaint and any evidence you decide to introduce, and
- if you receive proper notice but do not go to the meeting referred to above without providing a good reason, the meeting will go ahead without you and the Members will be entitled to vote to end your membership

7.4 If membership is ended in accordance with Rule 11.1.4, you will immediately cease to be a member from the date that the resolution to end your membership was passed. If we end your membership in this way, any further application for membership by you will need to be approved by two-thirds of the members voting at a general meeting.

8. **MEMBERSHIP RECORDS**

8.1 The Association must keep at its registered office a Register containing:-

- the names and addresses of the Members and where provided for the purposes of electronic communication, fax numbers and email addresses;
- a statement of the share held by each member and the amount each member paid for it
- the date each person was entered in the Register as a Member and the date each person ceased to be a Member of the Association
- a statement of other property in the Association, whether in loans or loan stock held by each member; and
- the names and addresses of the Office Bearers of the Association, their positions and the dates they took and left office

The Association must also keep at its registered office:-

- a second copy of the Register showing the same details as above but not the statements of shared and property. This second register must be used to confirm the information recorded in the main Register
- a register of loans and to whom they are made
- a register showing details of all loans and charges on the Association's land

Why become a member

Membership provides both benefits and responsibilities. The benefits include having a say, through the democratic processes in the management and direction of the organisation.

Members are also an important constituent whereby we can get feedback about our work and performance. At the same time, members are expected to act responsibly to promote and support our work.

Members will receive regular reports, newsletters and other forms of information to keep them abreast of the work and new developments of our work. They will

also receive invitations to regular meetings and events organised by us. Members are automatically entitled to attend and vote at our Annual and Special General Meetings.

Membership does not however prefer any benefits to individual members in terms of the service they may receive from us.

Promoting Membership

Cassiltoun HA are committed to tenant participation in our management and work and will actively promote membership among our tenants. All tenants when signing their tenancy agreement will be informed of their right to become a member and given an application form and details of membership. While we will encourage participation of all our tenants, we recognise those tenants who have chosen to become members may be particularly consulted on issues relating to the management of the Association.

Each issue of our periodic newsletter will also contain information on how to apply to become a member

Details of how to become a member of our Association will also be contained in the Tenant's Handbook and also on our website www.cassiltoun.org.uk

9. POLICY REVIEW

- 9.1 This Membership Policy will be reviewed every three years, in accordance with legislation or earlier as required by the Board of Management.