



Membership of the Association Policy

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Owner:	Michaela Loughlin	Job Title:	Head of Compliance & Improvement
To be issued to: (check as needed)			
<input checked="" type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
Method of Delivery: (check as needed)			
<input type="checkbox"/> Learn Pro <input checked="" type="checkbox"/> Board Portal <input type="checkbox"/> Line Manager to Share (e.g. Agencies)		<input type="checkbox"/> Policy Owner to Notify (e.g. Contractors) <input type="checkbox"/> Other: _____	
Stakeholder Consultation Completed (check as needed)			
<input checked="" type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input checked="" type="checkbox"/> CEO <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM,OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	

Version Control

Date	Owner	Version	Reason for Change
January 2025	Michaela Loughlin	5.0	Cyclical review

Summary of Changes

Section	Change
Appendix 1 & 2	ARK changed to Ark and added link to Privacy Notice
Appendix 4	Data protection statement removed, and section added to application forms on Appendix 1 & 2
5.0	Added additional Legal/Regulatory Frameworks – Regulatory Standard 1, Data Protection Act 2018 & GDPR, Equality Act 2010
7.7	Removed section 7.7 Monitoring and added the text under section 11 Monitoring and Review
11.2	Review period changed from three years to five years.
Appendix 3	Equality monitoring form replaced with Equality Impact Assessment. Details noted under section 9.0

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1.0 Arks Values

Arks values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships and our customers will feel assured that they can rely on us to deliver.

Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others as they would wish to be treated.

Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

Integrity

We will do the right thing and take responsibility for our actions. We will work together to uphold the highest standards of behaviour and practice.

2.0 Purpose

Ark Housing Association Ltd. is a membership-based organisation. We will seek to recruit as members, individuals and organisations that have an interest in our work, and also to make effective use of their skills, views and experience.

3.0 Policy Statement

We recognise that our membership is an important means of enhancing and demonstrating Our accountability to the local communities in which we operate. We will promote

Membership through all appropriate channels as a way of providing opportunities for those interested to play an active part in our affairs

4.0 Scope

We will seek to ensure that we have a broad-based membership which reflects our purpose and objects, and the communities we serve. In particular we will welcome applications for membership from tenants, supported people supported person, community groups and other residents of the towns and villages in which we are active.

5.0 Legal/Regulatory Framework

This policy complies with:

Our Rules -sections 6–12 which covers membership of the Association

Scottish Housing Regulator Regulatory Standard 1 - Ensures that housing associations have effective governance frameworks in place. This includes the establishment of clear, transparent, and inclusive membership policies

Scottish Housing Regulator Regulatory Standard 2 – The RSL gives tenants, service users and others stakeholders information that meets their needs about the RSL, its services, its performance and future plans.

Scottish Housing Regulator Regulatory Standard 5 – The RSL conducts its affairs with honesty and integrity.

Data Protection Act 2018, which implements the **General Data Protection Regulation (GDPR)** in the UK, governs how housing associations handle personal data about members and applicants.

The Equality Act 2010 applies to housing associations to ensure that membership and housing allocation policies do not discriminate on grounds of race, gender, disability, sexual orientation, religion, or other protected characteristics.

6.0 Responsibilities

6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy, and for ensuring that where relevant its decisions are taken in accordance with relevant legislation, training and guidance.

6.2 Executive Team

Ark's Executive Team is responsible for ensuring that this policy is reviewed in accordance with Ark's schedule for review of policies, or sooner if required. The Executive Team is responsible for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.3 Leadership Team

Ark's Leadership Team is responsible for review of this policy, and for ensuring that relevant measures are put in place in order to implement its requirements.

7.0 Membership of the Association

7.1 Definition and Eligibility of Membership

A member of the Association is an individual or an organisation holding a share in the Association and whose name is entered in the Register of Members.

Anyone who is 16 years or older, and who meets the criteria for applying for membership set out at Rule 8 of our Rules, may apply to become a member.

No member can hold more than one share in the Association.

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 the Association. For further details see Section 12 of our Rules.

Members are entitled to:

- attend and vote at Annual or Special General Meetings of the Association;
- seek election to the Board of Management;
- vote at meetings on issues such as elections to the Board.

7.2 Promoting the Membership

We will seek to promote membership to anyone and in line with our Equality, Diversity, Human Rights and Inclusion policy and ensure that those defined are represented in our membership. We are keen that members interests are aligned with our own so we will therefore, promote membership to:

- tenants and supported people.
- other persons who support the work of the organisation;
- representatives of organisations sympathetic to the work of the organisation that work in partnership with us.

We will promote membership, in an open and transparent way by:

- providing information on membership to tenants and supported people through Ark Newsletters;
- providing information on membership on our website;
- promoting membership through public meetings in which we are involved;
- making information available within our office to all those who enquire about membership;
- making reference to membership to new tenants.

We will not only encourage wide membership but also an active, informed and participative membership. We will seek to achieve this by:

- publicising general meetings at least 14 days before the day of the meeting;
- circulating information in advance to members so they can make informed decisions at general meetings;
- making every effort to hold general meetings at times and at locations suitable for the membership;
- keeping members informed on all major developments affecting our business and our services;
- making a copy of our Annual Report and our audited accounts available to all our members;
- providing information, support and training to tenant and supported person members who are interested in becoming more actively involved in decision making, in accordance with our Tenant Participation policy;
- promoting opportunities for members to seek election to our Board of Management, in accordance with our policy and procedure on Recruitment of Board Members.

7.3 Applying for a Membership

Any enquiry about membership of the Association, whether in response to the promotions referred to in paragraph 3.3 above or otherwise, will be passed to the appropriate person in the Executive Team, who will issue the relevant application form (Appendix 1 for individuals or Appendix 2 for organisations) together with a data protection consent form (see Appendix 3 of this policy) together with a covering letter giving details of how an Application should be submitted and how it will be processed.

The Board will normally consider each application at their first meeting following receipt of the form, or as soon as possible thereafter. However, an application will not be considered within a 14-day period preceding the date of an Annual or Special General Meeting.

If the application is approved membership will take effect immediately, and within 7 working days the appropriate person in the Executive Team will:

- enter the applicant's name in the Register of Members;
- write to the applicant to advise them of the decision;
- arrange for two Board Members and the Secretary to sign a Share Certificate which will then be sent to the new member.

If the application is refused the appropriate person in the Executive Team will, within 7 working days of the meeting at which the decision was made, write to the applicant with the reasons for refusal, and return their £1.

7.4 Maintaining and updating the register of Memberships

Information on members will be held in accordance with the provisions of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Any member who changes his or her main residence should advise us of their new address in writing within 3 months. This requirement does not apply to an Association tenant who has moved home as a result of a transfer of tenancy to another property owned by the Association.

In accordance with our Rules, we will maintain 3 copies of our Register of Members at our registered office:

- The principal Register will contain the information set out in Rule 64 of our Rules. Any member will be entitled to inspect their own account in the Register;
- The second copy of the Register will show the same details as required by Rule 64, although it will omit information on shares and other property held in the Association by members. Any member will be entitled to inspect this register; and
- The third copy of the Register will contain only the names of the Association's members who have given consent for this purpose. Any member, or member of the public, will be entitled to inspect this Register.

Relevant copies of the Registers will be made available for inspection within 7 days of the request of any person.

7.5 Ending Membership

A member may end his or her membership by writing to the Secretary at our office, giving Seven day's notice.

If a member:

- fails to advise us of a change of address as detailed in paragraph 4.6 above; or
- fails to attend five Annual General Meetings in a row and has not submitted apologies for absence, exercised a postal vote or appointed a representative to attend and vote on his or her behalf, the Board may decide to end their membership and cancel their share.

From the date of the Board's decision to cancel the membership, the value of the Individual's share will belong to the Association. The ending of the membership will be recorded in the Register of Members.

If a complaint is made about the behaviour of a member, which could harm the interests of the Association, a Special General Meeting may be called to consider the circumstances. If two-thirds of those present or voting by proxy agree, the membership may be ended from the date of that meeting.

For further details of this process see section 11 of our Rules.

If a membership is ended as the result of a vote at a Special General Meeting, any future application for membership by the person concerned will need to be approved by two-thirds of the members voting in favour at a General Meeting.

7.6 Representing the Organisation

To confirm the identity of their representative, an organisation which is a member will require sending to the Secretary a copy of the authorisation or appointment of the Individual appointed for this purpose, signed by the Director, Secretary or other Authorised Signatory and witnessed, or in the case of a local authority, signed by the Chief Executive or Another properly authorised Officer of the authority.

An organisation can change the identity of the person entitled to represent it at any time by confirming the identity of the new person, as detailed in paragraph 4.13 above, and withdrawing the authority of the original representative.

8.0 Learning & Development Requirements

No learning & development requirements have been identified in relation to this policy.

9.0 Equality Impact Assessment (EIA)

An Equality Impact Assessment (EIA) has been carried out when reviewing this policy.

10.0 Data Protection Impact Assessment (DPIA)

No potential data protection issues have been identified in relation to the development of this policy, and consequently an DPIA has not been completed.

11.0 Monitoring and Review

We will monitor our membership according to the following categories:

- Membership type (i.e. individual or organisation).
- Tenant, supported person, other connection with the Association.
- Place of residence.
- Age, gender, ethnicity, disability and other protected characteristics under the Equality Act 2010.
- Equal opportunities.

We will use this information to assess the extent to which our membership is representative of the communities we serve. The information will be reported on annually to the Board of Management, with any recommendations for action.

11.1 Monitoring

The Chief Executive will ensure that an annual report on our current membership is Submitted to the first meeting of the Board following each Annual General Meeting.

11.2 Review

The Head of Compliance & Improvement will ensure this policy is reviewed every five years from the date this policy is approved by the Board of Management or earlier if deemed appropriate if there are any changes to legislation or Regulatory requirements. In the event that this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.

Appendix 1

ARK HOUSING ASSOCIATION LTD – APPLICATION FOR INDIVIDUAL ASSOCIATION MEMBERSHIP	
Data Protection Statement	
We are committed to protecting your privacy and handling your personal data in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). The personal information we collect will be used solely for the purpose of your membership and will not be shared with third parties without your consent, unless required by law. You have the right to access, correct, or request the deletion of your personal data. For more details, please refer to our Privacy Notice .	
Title:	
First Name (s):	
Surname:	
Address:	
Postcode:	
Contact Details:	Telephone no: Email address:
Date of Birth:	
Occupation:	Occupation: Employer:
Racial or Ethnic Origin (please note that this information will be used for monitoring purposes only and will not be disclosed to any third party. You are not obliged to provide this information):	
Have you read our Rules and Membership Policy?	
Have you read Ark's Data Protection Statement and read and signed Ark's Sensitive Data Consent Form?	
Are you a tenant, service user or employee or related to a tenant, service user, or Board member of Ark Housing Association? Please provide details:	
Do you have any direct or indirect experience of disability? (As above this information will only be used for monitoring purposes)	
How did you hear about Ark Housing Association:	
In accordance with Ark's rules and with this Policy, Ark requires making available a list of Members' names to any member of the public who requests sight of this. Please advise if you <u>do not</u> want your name to be included in this list.	
I enclose the sum of One Pound (£1) and apply for membership of and one share in Ark Housing Association Ltd. I understand the Association's Board of Management has the sole right to determine membership. In the event that my application is not approved, my One Pound (£1) will be returned to me.	
Signed:	
Date:.....	

Appendix 2

ARK HOUSING ASSOCIATION LTD – APPLICATION FOR ORGANISATION ASSOCIATION MEMBERSHIP	
Data Protection Statement	
We are committed to protecting your privacy and handling your personal data in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). The personal information we collect will be used solely for the purpose of your membership and will not be shared with third parties without your consent, unless required by law. You have the right to access, correct, or request the deletion of your personal data. For more details, please refer to our Privacy Notice .	
Name of Organisation:	
Address of Organisation:	
Postcode of Organisation:	
Title of Organisation's representative:	
First Name(s) of representative:	
Surname of representative:	
Address of representative:	
Postcode of representative:	
Contact Details of representative:	Telephone no: Email address:
Occupation of representative:	Occupation: Employer:
Have you and your representative read our Rules and Membership Policy?	
Has your representative read and signed Ark's Sensitive Data Consent Form?	
Is your representative a tenant, service user, employee or Board member of Ark Housing Association? Please provide details:	
Does your organisation have any direct or indirect experience of disability? (This information will only be used for monitoring purposes)	
How did you hear about Ark Housing Association:	
In accordance with Ark's rules and with this Policy, Ark requires making available a list of Members' names to any member of the public who requests sight of this. Please advise if you <u>do not</u> want your Organisation's name to be included in this list.	
I enclose the sum of One Pound (£1) and apply for membership of and one share in Ark Housing Association Ltd. I understand the Association's Board of Management has the sole right to determine membership. In the event that my application is not approved, my One Pound (£1) will be returned to me.	
Signed:	Date:
Director/Secretary/Authorised Signatory	
Signed:.....	Date:
Witness	
Witness Name:	
Witness Address:	