

MEMBERSHIP OF THE ASSOCIATION - POLICY

1.0 INTRODUCTION

- 1.1 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.
- 1.2 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.
- 1.3 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, service users, community groups and other residents of the towns and villages in which we are active.
- 1.4 This policy complies with sections 6–12 of our Rules, which cover membership of the Association, and with Regulatory Standard 2 on openness and accountability, and Regulatory Standard 5 on honesty and integrity.

2.0 DEFINITION OF MEMBERSHIP

- 2.1 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.
- 2.2 Anyone who is 16 years or older, and who meets the criteria for applying for membership set out at Rule 7 of our Rules, may apply to become a member.
- 2.3 No member can hold more than one share in the Association.
- 2.4 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.
- 2.5 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.

3.0 PROMOTING MEMBERSHIP

3.1 We will seek to ensure that all sections of the community are represented in our membership, particularly those which are currently under represented. We will therefore welcome applications from:

- tenants and service users;
- individuals with direct or indirect experience of disability;
- members of ethnic minority communities;
- representatives of organisations that work in partnership with us.

3.2 We will promote membership, with particular reference to the priority groups referred to in paragraph 3.1 by:

- providing information on membership to tenants and service users through 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 when re-letting a vacant property (although we will make it clear that membership is not a condition of receiving a tenancy).

3.3 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 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.

4.0 PROCEDURE

Applying for membership

- 4.1 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.
- 4.2 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.
- 4.3 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.
- 4.4 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.

Maintaining and updating the Register of Members

- 4.5 Information on members will be held in accordance with the provisions of the General Data Protection Regulation (Regulation (EU) 2016/679) and other relevant legislation.
- 4.6 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.
- 4.7 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.

Ending membership

- 4.8 A member may end his or her membership by writing to the Secretary at our office, giving seven days notice.

4.9 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.

4.10 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.

4.11 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.

4.12 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.

Representing an organisation

4.13 To confirm the identity of their representative, an organisation which is a member will require to send 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.

4.14 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.

Monitoring

4.15 We will monitor our membership according to the following categories:

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

4.16 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.

5.0 IMPLEMENTATION AND REVIEW

- 5.1 The Chief Executive is responsible for ensuring that this policy is implemented when required.
- 5.2 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.
- 5.3 The Chief Executive will ensure that this policy is reviewed at least every three years.

Approved by the SLT in:

September 2017

Approved by the Board of Management in:

October 2017

Review of policy due by:

November 2020

Complies with:

Regulatory Standards 2 & 5

APPENDIX 1 – Application for Organisation Association Membership

ARK HOUSING ASSOCIATION LTD – APPLICATION FOR INDIVIDUAL ASSOCIATION MEMBERSHIP	
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 and 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 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:.....	
Any information received will be treated as confidential	

Appendix 2 – Application for Organisation Association Membership

ARK HOUSING ASSOCIATION LTD – APPLICATION FOR ORGANISATION ASSOCIATION MEMBERSHIP	
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.	
<p>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.</p> <p>Signed: Date:</p> <p>Director/Secretary/Authorised Signatory</p> <p>Signed:..... Date:</p> <p>Witness</p> <p>Witness Name: Witness Address:</p>	
Any information received will be treated as confidential	

Appendix 3 – Equality Monitoring Form – Application for Individual Membership

Private & Confidential Equality Monitoring Form - Application for Individual Membership



ARK Housing Association Ltd is committed to ensuring that, as far as possible our membership is as representative as possible of the communities we serve.

This questionnaire is intended to assist us to monitor the effectiveness of this policy statement and to support us to comply with the terms of the relevant equalities legislation.

You are requested, but not obliged, to complete this questionnaire and return it with your application form.

The information provided by you on this form will be retained anonymously and separately from any information which identifies you.

Age & Gender

Date of Birth:		Gender:	Male <input type="checkbox"/>	Female <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>						
Which age group do you fall into?	16-20 <input type="checkbox"/>	21-25 <input type="checkbox"/>	26-30 <input type="checkbox"/>	31-35 <input type="checkbox"/>	41-45 <input type="checkbox"/>	46-50 <input type="checkbox"/>	51-55 <input type="checkbox"/>	56-60 <input type="checkbox"/>	61-64 <input type="checkbox"/>	65+ <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>

Ethnic Origin

Please choose one section from A to E, and then tick **one** box which **best describes** your ethnic group or background.

A – White	B – Asian, Asian British	C – Black, Black British	E – Mixed Ethnic Group	F - Other
<input type="checkbox"/> Scottish <input type="checkbox"/> English <input type="checkbox"/> Welsh <input type="checkbox"/> Irish <input type="checkbox"/> Other <i>please specify</i>	<input type="checkbox"/> Pakistani <input type="checkbox"/> Indian <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Other <i>please specify</i>	<input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Other <i>please specify</i>	<input type="checkbox"/> Please specify	<input type="checkbox"/> Please specify <input type="checkbox"/> Prefer not to say

Sexual Orientation

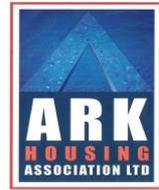
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay Man <input type="checkbox"/> Gay Woman <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
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Religion

Do you have religious beliefs?	Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
If yes, how would you describe them?	

Disability

Do you consider yourself to have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
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Appendix 4 Data Protection Statement

DATA PROTECTION STATEMENT IN RELATION TO ARK MEMBERSHIP

ARK Housing Association Ltd. will use any personal data we hold about you, and any information you may provide us with for:

- the purposes of dealing with your application
- delivering a membership service to you
- sending you information relevant to membership, and in relation to members' meetings
- evaluating the service we have delivered to you
- carrying out relevant research into our services and activities.

The personal information we hold will be information you or others on your behalf, have given us and will include the following:

- your name and address, and where provided for the purposes of electronic communication, fax numbers and email addresses
- a statement of any share held by you and the amount you paid for it
- the date you are registered as a member, and as appropriate the date that you cease to be a member
- a statement of other property you hold in ARK, whether in loans or loan stock

We will process this data in accordance with Article 6(1)(b) of the GDPR, on the basis that the processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

The data which you have provided to us will only be processed by authorised ARK officers. It will be disclosed to third parties, as follows:

- Any ARK member will be entitled to view the second copy of ARK's Register of Members, which will show the information highlighted above, but will omit information in relation to shares and other property held in ARK
- Any member, or member of the public, will be entitled to inspect the third copy of ARK's Register of Members, although this copy will contain only the names of the Association's members who have given consent for this purpose

If you wish to give consent to your name appearing in the third copy of ARK's Register of Members, please confirm this by signing and dating this form, before returning it to the Personal Assistant to ARK's Executive Team.

We will store the information above for as long as you remain a member of ARK. Should you resign your membership, or should your membership be terminated, we will delete all data other than the relevant entry in our Register of Members, which we will retain in accordance with our Rules, until such time as retention of this data is no longer a regulatory requirement.

You have the following rights in relation to the processing of data associated with your membership of ARK:

1. The right to be informed- your data will be processed in accordance with this statement, and you will be advised in advance of any proposed changes to the processing
2. The right of access- you have the right to obtain confirmation that your data is being processed, and access to your personal data, which can be done by contacting ARK's Data Protection Officer at the contact details below
3. The right to rectification- you are entitled to have your personal data rectified if it is inaccurate or incomplete
4. The right to erasure- you can request the deletion or removal of personal data where there is no compelling reason for its continued processing
5. The right to restrict processing- if you contest the accuracy of the personal data we process, or object to the processing, we will restrict the processing until the issue has been resolved
6. The right to data portability- we will, upon request, provide you with a copy of the data that you have provided to us, in a structured form, which can be reused for your own purposes across different services

If you have any questions about the use we make of your data, or if you wish to obtain a copy of this information, please contact the Data Protection Officer at:

ARK Housing Association Ltd, The Priory, Canaan Lane, Edinburgh, EH10 4SG.

Tel: 0131 447 9027- Ext: 196

email: john.rankin@arkha.org.uk

I consent to my name, or if I represent an organisation, the name of my organisation, appearing in the copy of ARK's Register of Members which will be available to both ARK members and members of the public:

Signed:

Name:

Date: