



POLICY STATEMENT

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Policy:	Membership Policy
Legal Requirements:	There are no legal requirements applicable to this policy.
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. 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>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights:	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Christopher J Forrest
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every five years in the month of June.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 26th of June 2025.



Statement of Policy Aims / Principles

The Association's membership policy should ensure, enable and encourage maximum participation to all residents in Yoker. It should also be made clear to all residents that the Association is accountable to its members first and foremost and that as a member they have a democratic right to influence any direction or policy that the Association may wish to adopt. All members will be issued with a copy of the Association's rule book and encouraged to become members of the Management Committee. The key principles of the policy are that it should operate as follows:

1. Membership may only be considered if it is in accordance with the Rules of the Association;
2. Membership shall not be discriminated against on grounds of race, colour, nationality, ethnic origin, disability, religion, age, sex, marital status, family circumstance or political or sexual orientation.

Policy Details

Promotion of Membership

It is recognised that the Association benefits from a full, active and representative membership. Consequently the Association will promote membership through the following primary methods:

- New Tenants: all new tenants will be invited to apply for membership as part of the procedures at the point of signing of their tenancy agreement.
- New Owners: all new owners who enter into a property managed by the Association will be invited to apply for membership and will be issued with a membership application form with their first property management account.

The above methods of promotion represent the main methods adopted by the Association in promoting membership. However additional ad hoc methods may be adopted from time to time.

Membership Applications

A membership application received at the Registered Office of the Association shall be recorded as such along with other correspondence received. It shall then be passed to the Secretary who shall be responsible for presenting the application for consideration by the Committee at its next meeting or as soon thereafter as is practicable.

Procedure for Approval

All membership applications shall be presented by the Secretary for approval by the Committee.

Approved Applications

In the event that an application for membership is approved by Committee, the name and allotted share number shall be recorded in the minute of the meeting at which it was approved. Thereafter the Secretary shall be authorised to carry out the following:

1. Execute the Seal of the Association on the next allotted share certificate;
2. Enter the relevant details in the Register of Members; and
3. Issue the relevant share certificate.

This whole process should be completed immediately following the meeting at which the application was approved or as soon as is practicable thereafter. In any event, the process should not take more than seven days.

Unapproved Applications

In the event that an application for membership is not approved by Committee, the reasons shall be recorded in the minute of the meeting at which it was not approved. Thereafter the Secretary shall be required to notify the unsuccessful applicant in writing immediately following the meeting at which the application was not approved or as soon as is practicable thereafter. The Secretary will be required to detail the reason(s) why the application was rejected and return the membership fee.

Appeals

The decision of the Committee is final in assessing the eligibility of an application to membership. No further correspondence will be entered into by the Committee.