



Craigdale
HOUSING ASSOCIATION

MEMBERSHIP POLICY

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Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

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1.0 INTRODUCTION

- 1.1 Craigdale Housing Association (the Association) is a membership organisation and aims to attract people from the groups and communities it serves to become members of the Association.
- 1.2 The Association is a registered social landlord with charitable status and is a not-for-profit organisation. The Association aims to reflect the communities it serves and welcomes membership applications from tenants and service users of the Association, other persons who support the objects of the Association and members of the local community.
- 1.3 Members of the Association are those people who hold a Share Certificate in the Association, and whose names are entered into the Register of Members. It is a requirement of membership that members are supportive of the aims and objectives of the Association.

2.0 REGULATION & BEST PRACTICE

- 2.1 Section 6 of the Association's Rules details the approved approach to managing membership of the Association. Reference should be made to the Rules when reading this Policy. In developing this policy, consideration has been given to sector best practice.

3.0 MEMBERSHIP PROMOTION

- 3.1 The Association will promote membership by circulating information on membership to tenants, owners, sharing owners and local residents. Information on membership will be shared through local newspapers, contact with tenants and applicants, leaflets, newsletters and the Association's website.
- 3.2 Information on membership will be provided at the "sign up" interview for new tenants.

4.0 MEMBERSHIP APPLICATION PROCESS

- 4.1 A completed membership form with a fee of £1.00 should be submitted to the Association. Membership forms are available at the Association's office and can be downloaded from our website. Applicants must be 16 years of age or over. The application will be considered by the Board as soon as reasonably practicable after its receipt by the Association.
- 4.2 The Board has the absolute discretion to accept or reject an application for membership and the following shall constitute grounds of refusal of an application for membership:
 - Where membership would be contrary to the Rules or policies of the Association

- 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; and/or
- Where the Board considers that accepting the application would not be in the best interests of the Association.

4.3 Once an application is approved, membership is effective immediately. The members name and other necessary particulars will be included in the Register of Members within seven working days. A Share Certificate and the Rules of the Association will then be issued to the member.

5.0 MEMBER'S ENTITLEMENTS

5.1 Members will be:

- Entitled to attend and vote at Annual and Special General meetings
- Able to stand for election to the Board (if aged 18 or over, per 37.3 of the Rules)
- Receive a copy of the Association's annual report and accounts.

6.0 TERMINATION OF MEMBERSHIP

6.1 Membership will cease when a member:

- Resigns by giving written notice to the Secretary
- Is expelled in accordance with the Rules
- Changes their home address but does not notify the Association of their new address within three months, unless the new address is also a property of the Association.
- If you miss five annual general meetings in a row by not attending or submitting apologies, exercised a postal vote or appointed a representative to attend and vote on your behalf by proxy.

6.2 The £1.00 membership fee is not refundable on termination of membership.

6.3 If a member becomes an employee of the Association, their membership will be suspended for the duration of their employment.

7.0 WHAT TO DO IF YOU WISH TO COMPLAIN ABOUT OUR APPROACH TO MEMBERSHIP

- 7.1 We have a separate complaints policy and procedure. Leaflets and copies of the complaint's procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone 0800 377 7300 or 0131 225 5300

8.0 EQUAL OPPORTUNITES

- 8.1 We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.
- 8.2 We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

9.0 REVIEW CYCLE

- 9.1 This policy will be reviewed on a three-yearly cycle or sooner if legislation, statutory guidance or the Association's Rules change.