



Membership Policy

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Next Review: Oct 2027

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1. Introduction

- 1.1 Rosehill Housing Association is a Registered Social Landlord which operates in Pollok. It is a charitable housing association that is led by a voluntary Management Committee; the day-to-day running of the organisation is the responsibility of a professional staff team.
- 1.2 Our work has a big impact across the communities where Rosehill's housing stock is located. Following a change in our Rules, we are able to widen our membership beyond tenants and encourage other people, who are not Rosehill tenants, to become members: this policy describes who is eligible to become a member of Rosehill Housing Association. It is effective from 1 November 2024.

2. Aims of the Policy

- 2.1 We want to ensure that our membership reflects our tenants, the diversity of our communities, the people who live and work here and people who care about maintaining a good supply of affordable rented housing. This policy aims to attract people into membership who support Rosehill's purpose and who want to play a part in supporting our success.
- 2.2 The policy is intended to:
- set out the criteria for membership
 - encourage membership applications
 - provide a transparent framework for membership decisions to be made by the Management Committee

3. Eligibility

- 3.1 Rosehill has three membership categories:
- Tenants
 - People who use our services
 - People who support Rosehill's aims
- 3.2 Tenants are at the heart of everything Rosehill does and we are very keen to involve tenants in how we deliver services and in the decisions we make. We expect tenants to make up the majority of our membership, but we also encourage membership amongst people who:
- live in our communities
 - make use of our services
 - have a connection with the area we work in

- support what we do

3.3 A member must be 16 or over.

3.4 Since November 2024, tenants do not have to be members of Rosehill. Everyone who was a Rosehill tenant on 31st October 2024 is a member. Anyone who becomes a tenant after this date will be encouraged to become a member but is not required to.

4. Promoting Membership

4.1 Rosehill wants to know what is important to tenants so that we can try to ensure that our services meet their expectations. Tenant members can attend and vote at the Annual General Meeting and seek election to the Management Committee.

4.2 Tenants can also have a say in how Rosehill delivers services by getting involved in our Tenant Scrutiny Group, taking part in consultation and responding to surveys. Our Tenant Engagement Strategy sets out how we engage with our tenants and how tenants can have their say.

4.3 Everyone who becomes a tenant will be invited to become a member. Information about membership will be provided at tenancy sign up, at the settling-in visit and at the annual house visit. We will include information about becoming a member in each newsletter.

4.4 Membership information will be available on our website and be displayed in our offices. We will promote membership at our annual community fun day.

4.5 We will also encourage membership through our social media activity.

5. Membership of Rosehill Housing Association

5.1 Members pay £1 to become a 'shareholder'. The £1 is not refundable if you cancel your membership and being a shareholder does not entitle you to any financial benefit. Members receive a share certificate, and all members are recorded in our Membership Register.

5.2 Members are invited to attend the Annual General Meeting (AGM) and to elect members of the Management Committee, which makes decisions about how Rosehill operates and delivers services. Members can seek election to the Management Committee. Each member has one vote: joint membership is not permitted.

5.3 All membership applications will be considered and decided by the

Management Committee, in accordance with this policy. People who wish to become a member must complete the Membership Application Form and return it to the office, together with the £1 fee. The Management Committee can refuse membership if it believes that it would not be in Rosehill's interest for an application to be approved or if the application does not meet the aims of this policy or if there is a conflict of interest that could have an adverse impact on our work.

- 5.4 If an application is approved, a share certificate will be issued to the new member and their details¹ will be added to the Shareholders' Register. The Register may be inspected, on request, by any member or person who has a financial interest in Rosehill.
- 5.5 If an application is refused the membership fee will be returned.
- 5.6 Applications for membership will not be considered during the 14 days leading up to the AGM.
- 5.7 Members are invited to attend the Annual General Meeting (AGM), which is usually held in September. Notices are sent out in advance.
- 5.8 If a member fails to attend five AGMs in a row, without giving apologies or appointing a proxy to act on their behalf, their membership will be cancelled. Rosehill will write to any member whose membership may be ended in this way, in advance of the fifth meeting, to alert them that their membership will be cancelled if they do not attend the next AGM.
- 5.9 Tenants who became members before 31st October will not have their membership ended for this reason before 2030.

6. Ending Membership

- 6.1 A member may end their membership by writing to the Secretary giving seven days' notice.
- 6.2 Membership will also be ended if:
 - A member does not inform the Secretary of a change of address within three months, unless they are a Rosehill tenant who has transferred to another Rosehill property
 - Rosehill receives a complaint about a member's conduct and a special meeting of members votes to end their membership
 - Rules 11 and 16 set out the circumstances in which membership may end and / or a share be transferred.

¹ Name, address, date of becoming a member (and ending membership), electronic contact information

7. Data Protection

- 7.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the GDPR. Following the UK's exit from the EU, and the end of the transition period which followed, the GDPR formed part of the retained EU law and became the UK GDPR which together with the Data Protection Act 2018 constitute the UK's data protection legislation.

8. Equalities and Human Rights

- 8.1 Rosehill's Equality and Human Rights policy (January 2024) outlines our commitment to zero tolerance of unfair treatment or discrimination towards any individuals or group of individuals, particularly those belonging to a protected characteristics (as defined by the Equality Act (2010)). This includes ensuring everyone has equal access to information and services, by making copies of all policies available in a variety range of alternative formats (i.e. large print, translated, etc.) in response to reasonable requests.
- 8.2 Rosehill is aware of the potential for policies to inadvertently discriminate against individuals or group of individuals. To help address this we carry out Equality Impact Assessments (EIA) to help identify any part of a policy that may be discriminatory so this can be addressed (please see Section 9 of our Equality and Human Rights policy for more information).
- 8.3 As this policy applies equally to all groups, Rosehill (with committee approval) made the decision not to carry-out an Equality Impact Assessment on this policy.

9. Risk Management

- 9.1 In all key areas of our business, we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our strategic risks which are regularly monitored by our Management Team, Audit & Risk Sub-Committee and the Management Committee.
- 9.2 To ensure we continue to manage the associated risks with membership, we will periodically review this policy to ensure compliance with all legislative, constitutional and regulatory requirements.

10. Approval and Review

- 10.1 This policy was approved by the Management Committee on 30 October 2024. The Committee will monitor the effectiveness of the policy by

considering reports provided at least every six months. These reports will support membership recruitment and committee succession planning.

10.2 The policy will be reviewed not later than October 2027.