



Membership Policy

Approval Date – November 2019
Review Date – November 2022

This policy applies to

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|-------------------------------------|---|--|--|
| <input type="checkbox"/> Link Group | <input type="checkbox"/> Link Housing | <input type="checkbox"/> Link Living | <input type="checkbox"/> Link Property |
| <input type="checkbox"/> Horizon | <input checked="" type="checkbox"/> Larkfield | <input type="checkbox"/> West Highland | <input type="checkbox"/> Lintel Trust |

Policy Summary

This policy sets out the principles, objectives and processes applying to ordinary membership of Larkfield HA, in accordance with the provisions set out in the Association's Rules.

Equalities

Membership is open to all who support Larkfield's aims and objectives.

Privacy

This policy complies with Larkfield's Data Protection Policy, Data Protection legislation and good practice.

Policy Owner

Area Manager - Larkfield Housing

Approved by

Larkfield Management Committee

1.0 INTRODUCTION

Larkfield Housing Association is a charitable organisation and registered social landlord, based in Inverclyde and registered under the Co-operative and Community Benefits Societies Act 2014. Larkfield is also a subsidiary company within the Link Group.

The objectives of the Association is to provide relief to those in need, by reason of age, ill-health, disability, financial hardship or other disadvantage through the provision, construction, improvement and management of land and accommodation and the provision of care.

Larkfield is governed by Rules (its constitution) which set out the criteria for and responsibilities of membership in relation to governance of the Association. Members of the Association hold a share in the Association and their names are entered in the Register of Members.

This policy sets out the principles, objectives and processes applying to ordinary membership of Larkfield.

2.0 PRINCIPLES

This policy is designed to enable prospective and existing members to understand how the Association promotes and monitors membership, to explain eligibility and how to apply for or end membership. It ensures that we comply with our Rules and legislation.

Membership is open to any individual who:

- is or may be affected by Larkfield's activities;
- is committed to Larkfield's vision, purpose and values ant to promoting and implementing these;
- is aged 16 and over.

Membership is open to organisations which:

- are or may be affected by Larkfield's activities;
- are committed to Larkfield's vision, purpose and values ant to promoting and implementing these;

Link Group Limited, as Larkfield's parent company, has and is required To maintain organisational membership of the Association.

Membership is open to those who meet these requirements and who demonstrate their commitment to equality, diversity and inclusion.

3.0 OBJECTIVES

The objectives of this policy are to ensure that:

- Larkfield complies with all legal and regulatory requirements relating to membership of the organisation.
- Membership is open to all parties who wish to support the aims and objectives of the Association and who shares its values.
- The application process and requirements of membership are clear.

4.0 APPROACH AND METHOD

4.1 Prospective members

Larkfield wishes to encourage a broad representation from the groups and communities which it serves and from its partners. Applications are therefore, particularly welcome from:

- Tenants of the Association,
- Sharing owners, owner occupiers and tenants of other landlord who receive or are affected by our services,
- People who can make a positive contribution based on their community, business or professional experience or skills,
- Service users of Link companies
- Organisations which work with Larkfield, support its objectives and values, and Which are able to appoint a representative member.

Larkfield is committed to providing tenants and sharing owners with every Opportunity and encouragement to take part in its activities, and does this through its Tenant Participation Strategy and actions. Membership of Larkfield is one of several opportunities for Larkfield service users to have a say in its operations and governance,

Membership will be promoted through the Annual Report, tenant newsletters, and contact with tenants and representatives of organisations which support Larkfield's objectives. All new tenants, sharing owners and owner occupiers Who receive services from Larkfield shall be provided with information about Membership and invited to become members of the Association.

4.2 Application Process

Applications for membership should be submitted to the Secretary at the Association's Registered Office, using a standard application form and accompanied by £1 membership fee. Alternative formats will be provided where required.

Larkfield's Management Board will consider applications as soon as reasonably practicable, and either approve or reject these based on the terms of the Membership Policy and the Rules of the Association. Applications for membership will not be considered within 14 days of a general meeting.

If the application is approved, the applicant is immediately admitted to membership and their name will be entered in the register of members within seven days. A Share certificate will then be issued together with a copy of the Association's Rules. Should a membership application be rejected, the unsuccessful applicant will be given a statement of the reasons for this and the £1 membership fee will be returned.

4.3 Appeals

The applicant has a right of appeal and this should be made in writing within seven days of receipt of the decision. The Board will consider the grounds for appeal at its next scheduled meeting and its decision on that occasion will be final.

4.4 Cessation of membership

Membership of Larkfield will cease when a member:

- resigns by giving written notice to the Chair, Area Manager, or Secretary
- becomes a Larkfield employee
- has their membership cancelled in accordance with the Rules following a complaint about their behaviour which could harm the interests of the Association.
- Changes address, but does not notify Larkfield of the new address within three months
- for five general meetings in a row, has not attended, submitted apologies, exercised a postal vote or appointed a representative attend or exercise a proxy vote
- dies

The £1 membership is not refundable on termination of membership.

4.5 Members Register

A general register of members of Larkfield is maintained by the Secretary. The register is available to the public on request, and contains members' names and addresses.

5.0 MONITORING, PERFORMANCE MESAUREMENT AND REPORTING

An annual report on membership will be provided to the Board as part of standard reporting in preparation for the Annual General Meeting.

Equalities monitoring information will be sought from members and from Applicants for membership and an annual aggregated report made to the Board.

Audits of policy compliance may be conducted by the Internal Auditor. The Results of audits will be reported to the Group Audit and Risk Committee and the Board.

6.0 COMPLAINTS & APPEALS

Larkfield welcomes complaints and positive feedback, both of which provide information which helps us to improve our services. We use a complaints handling procedure (CHP) developed by the Scottish Public Services Ombudsman (SPSO) and the Scottish Housing Regulator.

The CHP allows for most complaints to be resolved by front line staff within a five- day target (Stage 1), or if the complaint is more complex, a detailed investigation will be made by a manager within a 20- day target (Stage 2). If the customer remains dissatisfied at the end of the second stage, he/she may then refer the matter to the SPSO.

The SPSO does not normally review complaints about our factoring service. If a factoring customer is dissatisfied after using the complaints handling process, the complaint may be referred to the

At each stage Larkfield housing will advise the customer how the complaint should be taken forward and advise which agency would be most appropriate to consider the case.

7.0 POLICY AVAILABILITY

Copies of this policy are available on request and free of charge from Larkfield's office. A summary of this policy can be made available in a number of other languages and other formats on request.

9. POLICY REVIEW

Larkfield undertakes to review this policy at least every 3 years with regard to:

- applicable legislation, rules, regulations and guidance
- changes in the organisation
- continued best practice