



<u>KNOWES HOUSING ASSOCIATION LTD</u>	
Policy Name	Membership Policy
Policy Category	Board Governance
Policy Number	G13
Date to Board	April 2026
Previous Review Date	New Policy
Next Review Date	Next full review April 2029
Data Protection Impact	DP considered. Member's data will be treated in accordance with our Data Protection Policy and the membership register will be kept in line with our Rules.
Links to other Policies	Entitlements, Payments and Benefits (EPB) Policy Model Code of Conduct for Governing Body Members Declaration of Interest Policy Committee Powers and Remits Policy Board Recruitment, Induction, Succession, Training and Appraisal Policy Knowes Housing Association Ltd's Rules

This document will be made available in different languages and formats on request, including Braille and audio formats.

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MEMBERSHIP POLICY

1. Introduction

- 1.1 Knowes Housing Association Ltd, known as Knowes, is a Registered Social Landlord (RSL) and a Registered Property Factor that provides and manages a range of housing and services.
- 1.2 Knowes Housing Association Ltd is a Scottish Charity which is registered with the Office of the Scottish Charity Regulator (OSCR). As a landlord, we are regulated by the Scottish Housing Regulator (SHR).
- 1.3 Knowes Housing Association Ltd is a membership organisation. This policy sets out:
 - who can apply for membership
 - the benefits and responsibilities of membership
 - how Knowes engages with and is accountable to its members
 - how applications are processed in line with our Rules and the SHR Regulatory Framework
- 1.4 The Rules of Knowes Housing Association Ltd (our constitution) set out the structure of the organisation, the rights and responsibilities of members, and the processes for governance. This policy supports and complements the Rules.
- 1.5 The aim of this policy is to encourage a broad, inclusive and representative membership that reflects the communities Knowes Housing Association Ltd serves, supports the Association's long-term sustainability, and strengthens accountability.

2. What Does Being a Member Involve?

- 2.1 Knowes Housing Association Ltd actively engages with all its customers. Knowes Housing Association Ltd provides a variety of opportunities for customers to influence our decision-making and be actively involved as per our Customer Engagement Strategy. These are designed around customer needs and preferences. Membership provides an additional opportunity for individuals to participate more fully in the work and direction of the Association.
- 2.2 Knowes Housing Association Ltd is run by a Board which is made up of volunteers who are committed to ensuring that the organisation is run efficiently; that high quality services are provided to our customers and that the organisation is in good financial health and meets all regulatory and legal requirements. Members of Knowes Housing Association Ltd elect members of the Board at the Annual General Meeting (AGM). Only members of Knowes Housing Association Ltd can be elected to the Board and only members can vote in Board elections. Members may stand for election to the Board subject to eligibility criteria set out in the Rules and relevant governance policies. Members can nominate other members for election to Knowes Housing Association Ltd's Board. Please see Knowes Housing Association Ltd's Board Recruitment, Induction, Succession, Training and Appraisal Policy for more information. Members may also join the Board in between AGMs as co-optees or to fill casual vacancies which may arise in accordance with the Association's Rules.

- 2.3 Members of Knowes Housing Association Ltd are entitled to attend the AGM. At the AGM, Knowes Housing Association Ltd's financial statements are presented for approval. Knowes Housing Association Ltd's Chairperson provides a short introduction to members at the meeting (Vice-Chair in the Chairperson's absence). The Chief Executive also reports on key highlights of the year, particularly in relation to our Strategy and Business Plan.
- 2.4 All members are entitled to attend and vote at any other general meetings that are called in accordance with Knowes Housing Association Ltd's Rules. In certain circumstances, members can request for a Special General Meeting (SGM) to be held. All members have an equal vote. Knowes Housing Association Ltd will ensure that members receive sufficient notice of meetings and that information about the matters to be discussed is presented in a clear fashion. Meetings will be held in accessible venues and at times and locations which maximise opportunities for members to attend.
- 2.5 Members will be able to access Knowes Housing Association Ltd's Annual Report, as published on the Knowes website, which will include an update on the Association's Performance as submitted to the Scottish Housing Regulator. Hard copies will be provided on request. Knowes Housing Association Ltd will keep members informed about important issues affecting the organisation.
- 2.6 Members are expected to support Knowes Housing Association Ltd's aims, objectives, and activities and to comply with the Association's Rules.

3. Who Can Join Knowes Housing Association Ltd as a Member?

- 3.1 We are committed to developing a broad and diverse membership that reflects and supports the work that we do and the communities that we serve. Membership of the Association can come from the following categories:
- Tenants of the Association;
 - Service users of the Association;
 - Other persons who support the objects of the Association;
 - Organisations sympathetic to the objects of the Association.
- 3.1.1 **Tenants and Service users of the Association:** We encourage customers - and prospective customers - to become members of Knowes Housing Association Ltd if they want to participate in a more active way in the running of the Association. We communicate regularly with all our customers and provide information about performance and service delivery in accordance with the requirements of the Scottish Social Housing Charter – our approach is described in our Customer Engagement Strategy. We also consult with customers about changes in service delivery that affect them and about rent increases. In addition, customers who are also members receive regular information about Knowes Housing Association Ltd's wider activities and are consulted about various issues such as proposals to change our Rules.
- 3.1.2 **Other persons who support the objects of the Association:** We welcome applications for membership from people who have an interest or expertise in any aspect of our work and who want to support what we do. This may be through lived experience, employment, study or interest in the Association's work. We welcome applications from people who live or work in the communities we are active in, or those who want to support our work and help us achieve our goals.

3.1.3 **Organisations sympathetic to the objects of the Association:** We welcome applications for corporate membership from organisations which share our values and want to support our activities. Corporate members will nominate an individual to exercise their voting rights at general meetings. Registered Tenants Organisations (RTOs) cannot join as a group, but individual tenants who are part of the RTO can become members.

3.2 Applicants must be aged 16 or over.

3.3 Applicants must meet the eligibility criteria outlined in Knowes Housing Association Ltd's Rules (Membership Section) and Membership Policy.

3.4 Former employees of Knowes Housing Association Ltd are eligible to apply for membership.

4. Promoting Membership

4.1 Knowes is committed to actively promoting membership and ensuring clear, accessible information is available.

We will:

- provide membership information to all new tenants at tenancy sign-up
- include membership adverts in newsletters
- ensure membership information and forms are available in the office with assistance offered
- promote membership through our website, social media, annual report and publications
- highlight opportunities at public events such as open days, consultations and community events
- encourage membership during day-to-day contact with customers.

The Association will circulate membership information to tenants, factored owners, residents, service users, the local community, representative groups and housing advice agencies. Information on membership will be disseminated through our annual report, newsletters, surveys and other residents' meetings. We will make reasonable adjustments to ensure equality of opportunity for all prospective members.

5. Register of Members

5.1 The Association will maintain a Register of Members in accordance with our Rules. This will include the following information: (i) the names and addresses of the Members and where provided for the purposes of electronic communications, fax numbers and email addresses; (ii) a statement of the share held by each member and the amount each Member paid for it; (iii) the date each person was entered on the Register as a Member and the date at which any person ceased to be a Member of the Association; (iv) a statement of other property in the Association, whether in loans or loan stock held by each Member; and (v) the names and Office Bearers of the Association, their positions and the dates they took and left office.

5.2 Any Member or person having a financial interest in the Association can inspect their own account.

- 5.3 Any Member or person having a financial interest in the Association may inspect an abridged account of the Register of Members, which includes the information set out in 5.1, but omitting the statements of shares and property.
- 5.4 Any person applying for Membership, being a Member, or being a previous Member, is hereby notified that their personal information, for the purposes of Membership, will be processed as set out in clause 5, under the lawful basis of contract.
- 5.5 Any person applying to be an Office Bearer, who currently is an Office Bearer, or was previously an Office Bearer, is hereby notified that their personal data, for the purposes of being an Office Bearer, will be processed as set out in clause 5, under the lawful basis of contract.
- 5.6 If a Member or Office Bearer changes their address, they must notify the Association by writing to the Secretary to the Registered Office of the Association within three months of such change of address. This requirement does not apply to tenants of the Association who have moved home by transferring their tenancy to another property owned and managed by the Association.
- 5.7 The Association may also share the Register of Members and / or Register of Office Bearers where required, or authorised, by law.

6. Applying for Membership

- 6.1 Applications for membership must be made using the Knowes Housing Association Ltd's membership application form (See Appendix 1) and be accompanied by payment of £1. Applications must be submitted to the Secretary and can be done in the following ways:
- By sending in an application via post or in-person to our office at 10 Field Road, Failfey, Clydebank, G81 5BX.
 - By sending in an application to our email address – info@knowes.org
- 6.2 All applicants must confirm on the application form that they have read and will comply with the Membership Policy. All applications must be considered and approved by the Board in accordance with the Rules before being entered in the Register of Members.
- 6.3 Only one share can be held per member, and a named representative of a member organisation cannot also hold individual membership as outlined in Knowes Housing Association's Rules.
- 6.4 Please note, in accordance with Data Protection Regulations, as outlined in our Data Protection Policy, the information submitted on the application form will only be used for the purposes of Membership of Knowes, in accordance with this policy.
- 6.5 In accordance with the Association's Rules and policies, the Board may refuse an application for membership where it considers that an individual or organisation has, or is likely to have, an interest which conflicts with those of Knowes Housing Association Ltd, or where acceptance of the application would not be in the best interests of the Association. Where an application is refused, the £1 share payment will be returned to the applicant within seven days. An applicant may request the Board to review its decision by writing to the Secretary within seven days of being notified of the refusal. Where it would be difficult for the applicant to submit a written

request, the Secretary may agree an alternative method of submission. Any review will be considered by the Board, whose decision will be final.

- 6.6 Knowes Housing Association Ltd will not consider or approve any membership applications during the fourteen days preceding the AGM or any other general meeting of the membership.

7. Equalities and Diversity

- 7.1 We welcome and encourage applications for membership from all sectors of society. Knowes Housing Association Ltd will monitor applications for membership as part of our commitment to promoting equality and diversity. We may carry out activities to promote membership to specific groups or communities that the Board identifies as being under-represented.

Membership will also be reviewed at regular intervals to ensure it is representative of the Association's interests and to identify and actively encourage membership from any under-represented groups.

8. Membership Approval

Once approved, the Association will, within seven working days, write to the new member to confirm their membership and issue them with a Share Certificate, a copy of the Association's Rules, latest Annual Report, Newsletter and details of how members can participate in the organisation including the AGM and how to stand for election to the Board.

9. Member Participation

The Association wishes to ensure its members are informed and can actively participate in the organisation. To this end, the Association will:

- Publicise general meetings at least 14 days before the day of the meeting.
- Circulate information to members so they can make informed decisions at the general meetings. Where information in particular format or language is required, the Association will endeavour to provide this.
- Make every effort to hold general meetings at times and locations suitable for members and which is accessible to all.
- Keep members informed on all major developments affecting the Association.
- Actively promote the opportunities that exist, through election, for serving on the Board.

10. Ending Membership

- 10.1 Members can end their membership at any time by writing to the Secretary. Membership can also be ended in accordance with Knowes Housing Association Ltd's Rules if:

- A member fails to attend or submit apologies for 5 consecutive AGMs or;
- A member is found to have breached Knowes Housing Association Ltd's Rules or;
- A member is found to have acted in a way that could be seen to be damaging to Knowes, or which brings Knowes Housing Association Ltd into disrepute.

- 10.2 Members who resign their membership or have their membership ended in accordance with the Rules will not be entitled to receive a refund of their £1 share.
- 10.3 As per rule 17.1, if a Member dies or ends their membership or has their membership ended, or they are a representative of an organisation which no longer exists, the Board will cancel their share (except in those circumstances outlined in Rules 17.2 and 17.3) and the value of the share will then belong to the Association.
- 10.4 Former members whose membership has been ended in accordance with Rule 11 may re-apply only in accordance with the Association's Rules.

11. Transferring Shares

- 11.1 Members are not entitled to any property of Knowes Housing Association Ltd in their capacity as Member and their share is not withdrawable or transferable except in the circumstances set out in Knowes Housing Association Ltd's Rules 16 and 17.
- 11.2 Members cannot sell their share but can transfer it if the Board agrees this. Members can nominate the person to whom Knowes Housing Association Ltd must transfer their share when they die, as long as the person that is nominated is eligible for membership under the Rules and in terms of this policy. On being notified of a Member's death, the Board will approve the transfer or payment of the full value of the share to the person that has been identified. The nomination must be in the terms required by the Co-operative and Community Benefit Societies Act 2014.
- 11.3 If a Member dies or becomes bankrupt and their personal representative or trustee in bankruptcy seeks to claim their share, the Board (to the extent that the personal representative or trustee in bankruptcy has right) will transfer or pay the value of the share in terms of the representative's or trustee's instructions.

12. Policy Review

This policy was adopted by the Board on 28th April 2026. It will be reviewed every 3 years or more often if required.

Appendix 1



BECOMING A MEMBER OF KNOWES HOUSING ASSOCIATION

1. Introduction to Knowes Housing Association

Knowes Housing Association is a community-based organisation based in Faifley, Clydebank. Its members play an important role in shaping the future of the Association by electing the Board and supporting its accountability and future direction.

Knowes Housing Association Ltd provides good-quality, affordable homes and services to meet local needs. The Association manages and maintains its homes and neighbourhoods and supports the local community.

2. Membership and Approval

Applications for membership are considered by the Board. Approval will not be unreasonably withheld; however, an application may be refused where:

- The applicant is under 16 years of age.
- Membership would be contrary to the Association's Rules or policies.
- A conflict of interest exists which, even with disclosure, could adversely affect the work of the Association.
- The Board considers that acceptance would not be in the best interests of the Association.
- The applicant is a current member of staff.

3. Who Can Join?

Membership is open to anyone aged 16 years or over.

4. What Does Membership Entitle Me To?

As a shareholder of Knowes Housing Association, you will:

- Receive a share certificate confirming your membership.
- Be entitled to attend the Annual General Meeting (AGM).
- Have the opportunity to vote on key matters, including the election of Board Members.
- Be eligible to stand for election to the Board if you wish.

Knowes Housing Association Ltd's Board is made up of volunteers who are committed to ensuring that the organisation is run efficiently; that high quality services are provided to our

customers and that the organisation is in good financial health and meets all regulatory and legal requirements.

5. How Do I Become a Member?

To apply for membership, please:

1. Complete the Application Form below.
2. Return it to:

Knowes Housing Association

10 Field Road
Faifley
Clydebank
G81 5BX

3. Pay the £1 membership share by Debit or Credit Card by calling the Finance Team on 01389 877752 (Option 4).

Membership Application Form

Name (BLOCK CAPITALS):

.....

Address:

.....
.....

Postcode:

Email Address:

.....

Telephone Number:

.....

Signature: **Date:**

Connection with Knowes Housing Association

Please tick all that apply:

- ☐ Tenant
- ☐ Factored Owner
- ☐ Resident
- ☐ Local Councillor
- ☐ Other (please specify):

☐ *I am interested in becoming a member of the Board*

Declaration

To enable the Association to make an informed decision, please answer the following:

1. Have you knowingly broken any rules or policies of Knowes Housing Association or any other housing association where you have held a tenancy?
☐ Yes ☐ No
2. If you are a tenant or factored owner, have you breached any tenancy conditions or deeds of conditions (e.g. rent arrears or action for anti-social behaviour)?
☐ Yes ☐ No
3. Have you been convicted of any criminal offence which may affect your suitability for membership?
☐ Yes ☐ No
4. Have you ever had a membership application refused, or been removed or deselected as a Board Member by another organisation?
☐ Yes ☐ No

If **Yes**, please provide details:

.....
.....
.....

For Official Use Only

Membership fee of £..... received.

Signed:

Date:

Approved by Board: ☐ Yes ☐ No

Date of Meeting:

Membership Number:

Passed to Finance on by

Posted to Accounts on by