Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	MHA Board
PREPARED BY:	Craig Boyle (Governance Manager)
SUBJECT:	Membership Policy
DATE OF MEETING:	14 April 2026
APPROVED BY:	Paul Martin (CEO)
VERSION NUMBER:	1
DATE OF LATEST VERSION:	14 April 2026

MEMBERSHIP POLICY

HAPPY TO TRANSLATE

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

CB/APRIL.2026/REF.P35

MEMBERSHIP POLICY

CONTENTS

1. MHA's Strategic Objectives
2. MHA's Values
3. Legal & Regulatory Compliance
4. Principles Membership Policy
5. Criteria & Eligibility for Membership
6. Applications for Membership
7. Ending Membership
8. Benefits of Being a Member of MHA
9. Promotion of Membership & Community Empowerment
10. Equality & Diversity
11. GDPR
12. Monitoring & Review

APPENDIX 1 - Membership Application

1 MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

1.1 MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2 MHA's VALUES

2.1 Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3 LEGAL & REGULATORY COMPLIANCE

3.1 The Board leads and directs MHA to ensure good outcomes for its tenants and other service users. The Scottish Housing Regulator's Regulatory Framework, Standard 6, states that the governing body and senior officers have the skills and knowledge they need to be effective. Specifically, Standard 6.4 states *"The RSL encourages as diverse a membership as is compatible with its constitution and actively engages its membership in the process for filling vacancies on the governing body"*.

3.2 MHA's rules ensure we abide by the Scottish Housing Regulator's (SHR) constitutional requirements of general membership, which state:

3.2.1 *"It is clear who is eligible to become a member of the RSL and who cannot, and it is clear how to become a member and how membership is ended. Names of the members must be accessible to any other member or anyone with an interest in the RSL's funds".*

3.2.2 *"Membership of the RSL should reflect the purpose and objects of the RSL".*

3.2.3 *"There is a clear procedure, including the quorum and voting procedure, for the membership of the RSL to meet and it is clear what business the membership can discuss and what decisions it can make, subject to a minimum of one annual meeting".*

3.4 MHA also abide by the Equality Act 2010, which prohibits MHA from refusing access to membership, or granting it on lesser terms, based on the protected characteristics, as defined in the act i.e. age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

4. PRINCIPLES OF THE MEMBERSHIP POLICY

4.1 MHA is committed to the involvement of tenants, factored owners, and other residents in the running of its affairs. MHA is a community controlled Housing Association and we are governed by a set of rules, which sets out our structure of operation and explains that we are a membership organisation.

4.2 It is a primary objective of MHA to actively promote Membership in the Organisation as set out in its rules through the purchase of a £1 share.

4.3 This policy sets out eligibility of membership and how to apply, as well as the benefits of becoming a member, how to end membership and how MHA promotes membership.

4.4 The Membership Policy should be read in conjunction MHA Rules which are provided to each applicant who becomes a Member.

5. CRITERIA & ELIGIBILITY FOR MEMBERSHIP

5.1 Members of the Association shall be those persons or organisations who hold a share in the Association and whose names are entered in the Register of Members.

5.2 A member will require to pay £1.00 for membership and the share capital of the Association will be raised by issuing £1.00 shares to members.

5.3 To qualify as a member, a person must be the age of 16 or above and live within MHA's area of operation, as set out in point 2.3 of our rules:

"We will operate in the geographical areas bounded to the North by the M8 Motorway from the junction with Provan Road, West to the junction with Castle Street. From Castle Street the boundary runs South into High Street to the junction with Gallowgate. The boundary then runs East along Gallowgate and Biggar Street to the junction with Duke Street, then North West along Duke Street to the junction with Todd Street. From this point it runs North along Todd Street, Ledaig Street, Cumbernauld Road and Provan Road to the junction with the M8 Motorway."

5.4 The above (point 5.3) does not apply to an organisation seeking membership.

5.5 Any person or organisation seeking to become a member will require to be:

5.5.1 a tenant or service user of MHA (i.e. an owner, factored my MHA's subsidiary organisation, Milnbank Property Services).
or
5.5.2 a person or organisation who supports the objects of the Association.

5.6 Organisations seeking membership will require to nominate any person it considers suitable as its representative to the Association. That person will represent all of the organisation's rights and powers at general meetings.

More information on representing an organisation is detailed in section 12 of MHA's rules (a copy of which is provided to all members and is available on MHA's website).

5.7 Whilst it is MHA's intention to encourage membership, the Board has absolute discretion in deciding on approving membership and the following shall constitute grounds for refusal of an application for membership:

5.7.1 Where membership would be contrary to the Association's rules or policies.

5.7.2 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.

5.7.3 Where the Board considers that accepting the application would not be in the best interests of the Association.

5.8 No member can hold more than one share in the Association. Shares cannot be held jointly; however joint tenants may each become individual members.

5.9 Members who change address and remain within MHA's geographical area of operation (as defined in point 5.3) must inform us within three months, in order for our records to be updated. This requirement does not apply if you are a tenant of MHA and have moved home by transferring your tenancy to another property owned and managed by MHA.

6. APPLICATIONS FOR MEMBERSHIP

6.1 To apply for membership you must send a completed and signed application form (see Appendix 1) and the sum of £1.00 (a one-off share payment) to MHA's registered office.

6.2 Applications can also be submitted online, through MHA's website, as well as through email to the Association.

6.3 Applications shall be considered by the Board as soon as reasonably practicable, after receipt. An application will not be considered by the Board within the period of fourteen days before the date of a general meeting. The Board has the power in its absolute discretion to accept or reject the application.

6.4 If the Board approves an application, they will immediately become a member, and their name and other necessary particulars will be included in the Register of Members within seven working days. You will then be issued one share in the Association.

6.5 If your membership application is unsuccessful, your £1.00 will be returned to you.

7. ENDING MEMBERSHIP

7.1 Membership with MHA shall end, with cancellation of a member's share, and the recording of this in the Register of Members if:

7.1.1 a member resigns, providing 7 days' notice in writing.

7.1.2 a member dies or an organisation ceases to exist.

7.1.3 the Board reasonably believes a member has failed to tell the Association of a change of address or their home is no longer located in the area of MHA's operation.

7.1.4 a member fails to attend, submit apologies, use a postal vote or appoint a representative to attend and vote on their behalf by proxy, for five annual general meetings in a row.

7.1.5 MHA receives a complaint about a member's behaviour, and two-thirds of the members voting at a special general meeting agree to end the membership. Details of the conditions and procedure in relation to ending membership due to a complaint is covered in section 11.1.4 and 11.2 of MHA's Rules (a copy of which is provided to all members and available on MHA's website).

7.2 Members cannot withdraw or sell their share, however in certain circumstances they can transfer their share if the Board agrees. Details of the relevant criteria to transfer membership is contained in sections 15 – 17 of MHA's rules.

7.3 Where a membership has ended (for any reason) the £1.00 member fee is non-refundable and the value of the share will then belong to MHA.

8. BENEFITS OF BEING A MEMBER OF MHA

8.1 MHA actively engages with all its customers and provides a variety of opportunities for customers to influence our decision-making and service delivery, therefore membership is not required for you to provide feedback or to get involved with consultation exercises.

8.2 As a member of the Association, the following benefits are available:

8.2.1 Attendance at MHA's Annual General Meetings or Special General Meetings. Attendance provides automatic entry into the attendance prize draw.

8.2.2 The right to vote on relevant matters raised at Annual General Meetings and Special General Meetings.

8.2.3 Receive a copy of MHA's annual accounts.

8.2.4 The right to vote on any change of Rules that are proposed.

8.2.5 The right to nominate, or be nominated, for election to serve on the Management Board.

8.3 Where a member is elected to the Management Board they will also:

8.3.1 Have a say in the future direction and strategic aims of the Association.

8.3.2 Set MHA's Business Plan

8.3.3 Appoint MHA's Auditors.

8.3.4 Scrutinise and monitor MHA's performance and service delivery.

9. PROMOTION OF MEMBERSHIP & COMMUNITY EMPOWERMENT

9.1 MHA believes that a healthy membership base is essential to the ongoing viability of the Association as a community controlled organisation and necessary to ensure a good ongoing supply of Board Members and future leaders of the Association. Therefore, MHA actively seeks to encourage residents to become members of the Association and staff will be encouraged to highlight the benefits to potential new members.

9.2 MHA uses the following methods to promote membership:

9.2.1 Provide promotional information to new tenants whenever the tenancy agreement is being signed and similarly to new owner-occupiers as part of the standard factoring package.

9.2.2 Share promotional information in MHA newsletters, in Annual Reports, on notice boards, in the MHA reception area and on the Association's website and social media platforms.

9.2.3 Provide promotional information at annual tenancy visits, tenant participation/consultation events and other community involvement activities.

10. EQUALITY & DIVERSITY

10.1 This policy aims to promote good governance of MHA and to ensure the proper accountability of its Management Board by having a membership which is as widely representative as possible, subject to the criteria described in Section 5.

10.2 MHA welcomes and encourages applications for membership from all sectors of society and seeks to encourage that each of its geographic areas of operation is represented on the Board. However, the Board will remain conscious of the need to retain a balance that reflects the wider community and adheres to the Equality Act 2010 (as detailed in MHA's Equality, Diversity & Inclusion Policy).

10.3 MHA will monitor our Membership Register as part of our commitment to promoting equalities and diversity, and in line with regulatory requirements. We may carry out activities to promote membership to specific groups or communities that the Board identifies as being under-represented.

11. GDPR

11.1 When applying for membership, MHA will comply with the terms of the General Data Protection Regulations (GDPR) on how we collect, hold, and use personal information. More information can be found in MHA's Privacy Policy and GDPR Policy

11.2 MHA will maintain a Register of Members in accordance with our rules. Anyone may inspect our summary Membership Register which will show the names of all shareholding members (but not the addresses of individual members). Members should therefore be aware that by becoming a member they are providing their consent to their details being made available to anyone who requests to inspect our summary membership register.

12. MONITORING & REVIEW

12.1 The Membership Policy will be reviewed by the Management Board on a triennially basis, or as otherwise deemed necessary.

APPENDIX 1

Community Counts
Milnbank
Housing Association

53 Ballindalloch Drive, Glasgow G31 3DQ

BECOME A MEMBER

Milnbank Housing Association (MHA) is a Community Controlled Housing Association, registered under the Industrial & Provident Societies Act 1965. This means that the affairs of the Association are controlled by local residents who form a Management Board which is elected by the Members. To qualify for Membership, a person must be a resident within the Association's area of operation, a service user of the Association, other persons who support the object of the association or an organisation sympathetic to the objects of the Association and be 16 years of age or older.

To become a Member, individuals purchase a £1 share in the Association, which entitles them to attend and vote at General Meetings and to stand for election to the Management Board. The Association does not trade for profit, and it should be stressed that no personal liability is attached to Members.

All local residents are encouraged to become Members as the Association believes that in this way, activities will best meet the needs and aspirations of the community. The Association is community owned and being a Member means that you will always have a say in the future direction of MHA. Any changes in relation to our Rules and the way we operate must be approved by the Members. It is essential, therefore, that local people become Members to ensure that our community owned assets are protected.

Full details can be found in the Milnbank Housing Association's Model Rules and Membership Policy, which can both be found on our website.

I hereby apply for membership of Milnbank Housing Association and enclose £1.00 for one share. By becoming a Member, I acknowledge that my details will be entered into MHA's Share Membership Register and that a summary version of the Register (containing my name only) can be inspected by anyone, upon request.

Full Name: _____

Address: _____

Email: _____

Telephone Number: _____

Do you have any special requirements? Yes ☐ No ☐
(if you tick yes, we will contact you to gather more information)

HAPPY TO TRANSLATE

Signed: _____

Milnbank Housing Association
Equality Impact Assessment Tool



Name of the policy / project proposal to be assessed	Membership Policy	Is this a new policy /proposal or a revision?	Revision
Person(s) responsible for the assessment	Craig Boyle, Governance & Compliance Manager		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The policy sets out eligibility of membership and how to apply, as well as the benefits of becoming a member, how to end membership and how MHA promotes membership.		
2. Who is intended to benefit from the policy/ proposal? *(e.g. applicants, tenants, staff, contractors)*	Any person wishing to become a member of MHA.		
3. What outcomes are wanted from this policy/ proposal? *(e.g. the benefits to customers / benefit to staff)*	To provide clarity on the rules surrounding MHA membership, ensuring criteria is clear and easy to understand.		
4. Which protected characteristics could be adversely affected by the proposal? (*tick all that apply*) ☐ Age ☐ Race ☐ Disability ☐ Marriage & civil partnership ☐ Pregnancy / Maternity ☐ Religion or belief ☐ Sex ☐ Gender reassignment ☐ Sexual Orientation			
5. Which other characteristics could be adversely affected by the proposal? (*tick all that apply*)			

☐ Socio-economic ☐ Geographic Location ☐ Literacy & Numeracy ☐ Carers ☐ Migrant Status ☐ Single Parents ☐ Families ☐ Other (including Human Rights), please state: Policy is inclusive of all individual needs		
6. Have you consulted on the potential impacts of the policy/proposal? (this could be internally with other staff, or externally with customers, focus groups etc) ☐ Yes ☒ No If yes, provide further details, of who was consulted:		
7. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4 & 5.	**Positive impact(s)** Membership is freely open to persons regardless of characteristics protected under the Equality Act. It takes account of varying communication methods to ensure options are available, to suit individual needs and ensure no one is adversely affected by the policy.	**Negative impact(s)** N/A
8. What actions are required to address / mitigate the impacts arising from this assessment? *(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).*	N/A –	
Decision / Outcome (Pending Board Approval)	☒ Approved, no changes required (no impact) ☐ Approved after changes made ☐ Approved with no changes (despite impact) ☐ Stop the Policy . Proposal	

Signed: _____ Job title: Governance & Compliance Manager

Date the Equality Impact Assessment was completed: 01/04/26