



# Drumchapel Housing

Co-operative Limited

## Membership Policy

**Purpose:**

To clarify the policy and procedure relating to prospective members and current members of Drumchapel Housing Co-operative Limited

**Review Date:**

March 2023

**Date For Review:**

March 2028

---

## 1. Introduction

1.1 Drumchapel Housing Co-operative Limited (the “Co-operative”) is a fully mutual Co-operative society registered under the Co-operative and Community Benefits Societies Act 2014 (registered number 2222RS). It is also a Scottish charity (charity number SC046239) and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2010 as a registered social landlord (registration number 185) and, as such, the following will apply:

- a) Anyone who has applied for housing with the Co-operative and becomes a tenant of the Co-operative becomes a member of the Co-operative.
- b) Anyone who is a tenant or joint tenant of the Co-operative must be full share members of the Co-operative.

1.2 Tenancies granted to agencies and those covered under the Co-operative and Community Benefit Societies Act 2014, clause 36 (1) and (2) are exempt from the payment of the £1 share if it is proved to the Management Boards satisfaction that it is just and expedient so to do and subject to the relevant evidence being provided. The Share Register Administration Process under section [9] still applies.

1.3 Clause 36 (1) and (2) cover in particular the following:

### **Payments in respect of persons lacking capacity**

(1) This section applies if—

- (a) a registered society's committee is satisfied (after considering medical evidence) that a member is incapable of managing the member's own affairs by reason of a mental disorder or mental disability, and
- (b) the committee is satisfied that no person has been duly appointed to administer the member's property on behalf of the member.

(2) The society may (if it is proved to the committee's satisfaction that it is just and expedient so to do) pay the amount of any shares, loans, and deposits belonging to the member to a person whom the committee judges proper to receive it on behalf of the member.

(3) Receipt by that person is a valid discharge to the society for the sum paid.

1.4 Prospective members may become prospective tenants, subject to:

- the approval of their application for membership against the relevant criteria set out in section 7 which must be given by the Management Board at a full Management Board meeting prior to the granting of a tenancy; and
- upon signing of the Tenancy Agreement; and
- meeting the relevant criteria as set out at section 7 and:
- the payment of £1,

following which, the prospective tenant will become a tenant and a member of the Co-operative.

- 1.5 A Member of the Co-operative is a tenant who holds a share in the Co-operative and whose name is entered into the Share Register.
- 1.6 You can find the Co-operative Rules [here](#). Information about members is held in accordance with the Co-operative's Privacy Policy: [here](#).

## **2. Policy objectives**

- 2.1 The Co-operative recognises the following as the membership policy objectives:
- Compliance with the Co-operative's status as fully mutual society – i.e., a tenant must be a member and each member must be a tenant (as set out at section 1.3 and section 1.4 above)
  - Compliance with regulatory guidance and standards as laid down by the Scottish Housing Regulator (SHR), Financial Conduct Authority (FCA) and the Office of the Scottish Charity Regulator (OSCR).
  - The allocation of a scarce housing resource is based on housing need and properties are let in accordance with the law and the allocation policy [here](#).
  - That prospective members have a clear understanding of the Co-operative Ethos and values of tenant participation.
  - Where an application is unsuccessful a statement of the reasons for refusal will be given. An applicant will then have one further opportunity to request membership and to give reasons why the decision should be changed; this should normally be made in writing. The Board will consider the reasons at its next practical meeting and its decision on that occasion will be final.
  - To provide equality of opportunity to access to the Co-operative's services.

### **3. Equal opportunities**

3.1 Drumchapel Housing Co-operative will seek to promote and to achieve equality of treatment and opportunity for all groups in society without discrimination or prejudice on any grounds. The Equality Act introduced the term “protected characteristics” to describe groups against whom any sort of discrimination is unlawful. Section 4 of the Act specifies nine protected characteristics:

Age- Disability- Marriage and civil partnership- Pregnancy and maternity- Race- Religion or belief- Gender- Gender reassignment- Sexual orientation

3.2 The Co-operative is keen to emphasise that it will not tolerate any sort of unfair treatment or discrimination on any grounds. In addition to the above, our zero tolerance will be broadened (but not confined) to the following:

- National Origin- Cultural Background- Ethnic Origin- Tenure- Issues related to Literacy or Numeracy- Employment Status- Domestic Circumstances
- Each of the above is equally important, and we will take all reasonable steps to ensure that no discrimination, whether deliberate or inadvertent, occurs.

### **4. Promotion of the Co-operative ethos**

4.1 Within the membership process, the Board expects the staff of the Co-operative to positively promote the Co-operative ethos (see Appendix 1).

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

- Publicise any general meetings (AGM) at least 14 days before date of meeting
- Circulate information to members so they can make informed decisions at the AGM. Where information is requested in a particular format or language is requested, the Co-operative will endeavour to provide this
- Keep members informed on all major developments affecting the Co-operative
- Actively promote the opportunities that exist, through election, for serving on the Board
- Make a copy of our annual accounts available to all our members
- Provide a copy of our Annual Report to all our members

4.3 When approving admission to the membership of the Co-operative, the Board aims to ensure that through their staff, the prospective member has been encouraged to gain a clear understanding of the Co-operative ethos. Therefore the following areas will be explained to prospective members at key times in the process:

- When a prospective member requests a housing application form, an information leaflet will be attached to promote understanding of the Co-operative before actually applying for a house.
- At the point when the Housing Officers carry out a home visit, information is given on the Co-operative being fully mutual and a community-based landlord, how to become a member and the importance of the Board.
- At the signing of the Tenancy Agreement an information leaflet will be attached to promote understanding of the Co-operative before signing the Agreement.
- At the settling-in visit to the new tenant, approximately 4-6 weeks after commencement of the tenancy, tenants are asked if they are interested in becoming a Board member or a member of the tenant panel after explanations and role of both are given.

## 5. Membership

**Rule 6 of Drumchapel Housing Co-operative's Rules state that:**

The Members of the Co-operative shall be those persons who hold a share in the Co-operative and whose names are entered in the Register of Members. You are only eligible to apply for membership of the Co-operative if you are a tenant occupying housing or accommodation provided by the Co-operative under the terms of a Tenancy Agreement granted by the Co-operative, or, where the Co-operative admits prospective tenants into membership, if you are a prospective tenant. If the Co-operative determines to admit prospective tenants into membership prospective tenants will be those persons fulfilling the relevant criteria determined by the Board and whose names are entered in the register of prospective tenants. You can apply to the Co-operative to dispose of, transfer or assign your Tenancy Agreement but this will be possible only if the Co-operative consents in writing.

## 6. Who may become a member of Drumchapel Housing Co-operative?

- Tenants of the Co-operative
- Anyone aged 16 or over
- If you are applying for membership you must be a tenant of the Co-operative or a prospective tenant and send a completed and signed application form to the Co-operative's registered office having met relevant criteria determined

by the Board under Rule 6. Whilst it is the Co-operatives intention to encourage membership the Board has absolute discretion on deciding on applications for membership and the following shall constitute grounds for refusal of an application for membership;-

- 6.1 Where membership may be contrary to the Co-operative's Rules or any policies and/or any relevant criteria determined by the Board under Rule 6; or
- 6.2 Where a conflict of interest may exist which even allowing for the disclosure of such an interest, may adversely affect the work of the Co-operative; or
- 6.3 Where the Board considers that accepting the application would not be in the best interests of the Co-operative
- 6.4 Your application shall be considered by the Board as soon as reasonably practicable after its receipt by the Co-operative. We would anticipate refusal happening only in exceptional circumstances and, where it did occur, a full written explanation would be provided. Examples for refusal are provided at section 8.
- 6.5 If the Board approve your application, you will, upon (i) fulfilling the relevant criteria as determined by the Board under Rule 6; (ii) signing of a Tenancy Agreement with the Co-operative; and (iii) payment of a £1, become a Member and your name and other necessary particulars will be included in the Register of Members within seven working days. You will then be issued with one share in the Co-operative.
- 6.6 You may at any time, with the approval of the Board, become a joint Member together with another person admitted by the Board to joint membership and the share issued to you as a Member shall be converted to a joint share in both your names. The Register of Members shall be amended accordingly, and your name shall stand first in the Register of Members as between you and the other person. The joint Member whose name appears first in the Register of Members is solely entitled to exercise the rights of membership granted by the Rules. Joint Members must become joint tenants under the Tenancy Agreement. If you are a joint tenant of the Co-operative, you may become an individual Member of the Association if you wish, with the approval of the Board.
- 6.7 Two or more persons may apply for joint membership. You must send an application form to the Secretary at the registered office. The Board will consider your application as soon as reasonably practicable after its receipt by the Co-operative.

If your application is approved, upon:

- (i) fulfilling the relevant criteria determined by the Board under Rule 6;
- (ii) each person signing a Tenancy Agreement with the Co-operative; and
- (iii) payment of £1, each of your names shall be entered into the Register of Members as joint Members and one share of the Co-operative shall be issued to you. Your names shall be entered in the Register of Members and shall appear on the Share Certificate in the order that they appeared on your application form. As joint Members, you must sign a Tenancy Agreement for a house provided by the Co-operative. You must each sign the Tenancy Agreement and occupy the house within one month of being requested to do so by the Co-operative. The joint Member whose name appears first in the Register of Members is solely entitled to exercise the rights of membership granted by the Rules. Joint Members must become joint tenants under the Tenancy Agreement. If you are a joint tenant of the Co-operative, you may become an individual Member of the Co-operative, if you wish, with the approval of the Board.

6.8 Every tenant shall take up and hold, either solely or jointly, one share only within Drumchapel Housing Co-operative Limited, upon becoming a member of the Co-operative.

6.9 Please note that applicants must pay the sum of £1 themselves which can be paid by any means including electronically. This sum cannot be paid by the Co-operative or loaned to the applicant except for the below. Those living in the Co-operative's properties under the terms of a management or occupancy agreement (for example, by the Scottish Association for Mental Health or Glasgow City Council Temporary Accommodation Development Service) are exempt from the share membership process of standard tenancies as per the Co-operative and Community Benefit Societies Act 2014 - Payments in Respect of Persons Lacking Capacity (clause 36 (1) and (2) and Co-operative's Rules.

## **7. SHARE MEMBERSHIP APPLICATIONS**

### **7.1 Membership Overview**

Applicants accepted onto the Co-operative's waiting list should become prospective members.

In the event of a joint membership, both members must be detailed on the Share Certificate Application Form but only the person named in Part 1 shall obtain voting rights. The person first named in the Share Application Form must also be the person

first named in the Application for Housing and subsequent Tenancy Agreement.

A report detailing all prospective members will be prepared and presented to the next practical Board Meeting following administration of the application. The Board approval date within the housing software system is the date that the membership application is approved.

## **7.2 Criteria for Membership**

Applicants must in order to apply to become a tenant of the Co-operative meet the following criteria:

- Aged 16 or over
- Agree with the Co-operative's vision and values (Appendix 1)
- Complete and sign a Share Application Form (Appendix 2)
- Complete and sign Housing Application form
- Declare if they are a connected person to any Board or staff member

If the Management Board approves the applicant's application, then the prospective tenant upon offer of tenancy, must sign the Tenancy Agreement to confirm acceptance of their offer of housing. The £1.00 membership is not paid by the applicant until an offer of housing is made and accepted.

## **7.3 The Role of the Housing Officers**

Once the prospective member has: met the relevant criteria, signed the Tenancy Agreement and paid their £1.00 membership, the new share application details are registered on the Share Register database held on SDM Housing Management Software system. The application date is the effective date we received the Housing Application, not the date the prospective member signed this.

The Housing Officer should pass completed Share Applications of new tenants to the finance department as the new members are signed up, and will notify the Senior Housing Officer of exceptions to the application approval.

The Housing Officer should pass the £1.00 Share Capital to the Finance Section when received on a "Share Capital Form".

## **7.4 Role of the Finance Section**

The Finance Section shall deposit the Share Capital into the Bank Account of

Drumchapel Housing Co-operative Limited and record it as such.

## **7.5 Role of Management Board**

The Board will approve share certificates to be issued to new tenants at the next practical meeting thereby authorising the use of the seal and the signing of the share certificates to be issued by the office bearers.

## **8 Rejecting an application for membership**

8.1 An applicant for housing/prospective member may not be granted a tenancy and, therefore, the Co-operative will have to reject their application for membership if they meet any of the following relevant criteria (please note the below list is not exhaustive):

- Arrears equating to more than one month's rent or more from their current tenancy and there is no repayment agreement in place and being maintained format least three months prior to the tenancy offer.
- It is determined by the Board that the applicant's membership would be contrary to the Co-operative Rules or any policies;
- Where a conflict of interest may exist, even allowing for the disclosure of such an interest, which may adversely affect the work of the Co-operative;
- Where the Board considers that accepting the application would not be in the best interest of the Co-operative.
- The applicant or any of the persons to be re-housed:
  - have been convicted of using their current property for illegal purposes which did, or were likely to, endanger or cause nuisance or harassment to neighbours, for example, fire raising, drug dealing, prostitution
  - are responsible for causing nuisance or harassment in the vicinity of the property
  - been the perpetrator of racial or homophobic harassment
  - allowed other household members or visitors to cause nuisance and harassment in the vicinity of the property
  - been abusive or violent towards the Co-operative's employees
  - caused extensive damage to the property (tenant only)
  - abandoned the property (tenant only)
  - had an unsatisfactory tenancy in writing from the current or previous landlord with evidence that the claims have been confirmed by Police reports or issue of an Anti-Social Behaviour Order or by official documentation.
  - in the discretion of the Board the decision was made to reject the application.

8.2 The Co-operative recognises that hearsay, rumour or unconfirmed reports will not be considered as proving a prospective member has an unsatisfactory tenancy history; the test normally applied will be whether there has been a criminal conviction or finding against the applicant (or member of the household) in the civil courts.

8.3 Any decision to reject an application for membership or, in some cases, prospective membership will be communicated to the applicant in writing.

## 9 DECLARATION OF INTEREST

9.1 The prospective member should declare if they are a connected person to a Board Member or staff member of the Co-operative. A list of the current Board Members can be found [here](#). A list of current staff can be found [here](#). It should be noted that declaring an interest will not have a bearing on whether the membership application is accepted or rejected unless as detailed at 6.2.2 and is simply for recording purposes to ensure good governance.

9.2 Where a prospective member is a connected person to a Board Member, then:

9.2.1 that information will be on the application form for housing which shall be notified to the Executive Director;

9.2.2 the Executive Director will advise the Board Member to declare an interest at the appropriate meeting;

9.2.3 the Board Member will take no part in the approval of the person as a prospective member;

9.2.4 the declaration of interest should be recorded in the Register of Declaration of Interest

9.2.5 Prior to a tenancy being offered to a connected person, Board approval will be sought.

9.2.6 The award of the tenancy will be recorded in the Register of Declaration of Interests

9.3 The definition of a **connected person** is detailed in Table A below:

<b>Group 1 Members of your household</b>	<b>Group 2 People closely associated with you</b>	<b>Group 3 Others you need to consider</b>
Anyone who normally lives as part of your household, whether they are related to you or not, including spouses/partners who work away from home and sons and daughters who are studying away from home	<ul style="list-style-type: none"> <li>• Parents, parents-in-law and their partners</li> <li>• Sons and daughters; stepsons and step-daughters and their partners</li> <li>• Brothers and sisters and their partners</li> <li>• A partner's parent, child, brother or sister</li> <li>• Grandparents, grandchildren and their partners</li> <li>• Someone who is dependent on you or whom you are dependent on</li> <li>• Close friends</li> </ul>	<p>Other relatives (e.g. uncles, aunts, nieces, nephews &amp; their partners)</p> <p>Other friends (e.g. someone you are acquainted with socially, neighbours, business contacts/associates)</p>

## 10. CURRENT AND NEW MEMBERS SHARE REGISTER

10.1 All current Share Members will be registered in SDM Housing file marked "**Share Register**". Within the SDM database, each property owned by Drumchapel Housing Co-operative Limited has been given a Share Number. The Housing Officer will enter the following information in the database:

- The date of membership application
- The Date membership application approved.
- Share number.
- Share Certificate signing date
- Share payment received date

### **Maintenance and Administration of the Share Register:**

1. Share application forms of all current tenants with proof of Share Certificate attached will be held on file manually.
2. Any new member's application form shall be inserted into the appropriate position in the file which will be kept in share number order.
3. For auditing purposes, monthly reports will be run at the start of each new monthly period which will detail the number of new shares, the forfeited shares, and any share transfers which have occurred.
4. An annual report will be run which details all current members registered, and will also detail all the forfeited shares in the financial year.
5. The reports will be held within the current share register for validation.
6. The Co-operative's Auditor will have access to all such records.
7. Any Member can inspect their own account. They can also inspect a second Copy of the Register of Members which will be made available for viewing at our offices, during office opening hours, within 7 days of the request.

### **10.2 ENDING YOUR MEMBERSHIP**

If membership of the Co-operative is ended in accordance with Rule 10.1, the criteria listed below from Drumchapel Housing Co-operative Limited's Rules, are that a person shall cease to be a member at the expiration of 28 days from the date which the resolution to expel him or her was carried. Rule 10.1 of the Co-operative Rules states: Your membership will end, and the Board will cancel your share and record the ending of your membership in the Register of Members, if:

- You resign your membership by giving 1 months' notice to the Secretary in writing, provided you give up your Tenancy Agreement at the same time; or
- You have ceased to occupy the house provided by the Co-operative under the tenancy agreement; or
- Your tenancy agreement ends or is ended; or
- NOT USED; or

- You have died; or
- You fail to sign a Tenancy Agreement as required by Rule 6
- (Rule 10.1.7) the Co-operative receives a complaint about your behaviour and two-thirds of the Members voting at a special meeting agree to end your membership. The following conditions apply to this procedure:
  - the complaint must be in writing and must relate to behaviour which could harm the interests of the Association.
  - the Secretary must notify the Member of the complaint in writing not less than one calendar month before the meeting takes place;
  - the notice for the special general meeting will give details of the business for which the meeting is being called;
  - you will be called to answer the complaint at the meeting. The members present will consider the evidence supporting the complaint and any evidence you decide to introduce;
  - the Members can vote in person or through a representative by proxy;
  - if you receive proper notice but do not go to the meeting without providing a good reason, the meeting will go ahead without you and the Members will be entitled to vote to end your membership

If your membership is ended in accordance with Rule 10.1.7 (above), you will immediately cease to be a Member from the date that the resolution to end your membership was passed and any further application for membership by you will need to be approved by two-thirds of the Members voting at a general meeting

- Your joint membership shall end, and the Co-operative will cancel your share, the value of which will then belong to the Co-operative with effect from the date of a Board resolution to that effect, and the Register of Members will be amended accordingly if:
  - you fail to sign a Tenancy Agreement as required by Rules 7.5 and 7.6; or
  - your Tenancy Agreement ends or is ended; or

- you cease to occupy the house provided by the Co-operative under the Tenancy Agreement.
- If one of you ceases to occupy the house provided by the Co-operative under the Tenancy Agreement or dies your interest in the membership share and the Tenancy Agreement shall belong to the remaining joint Member who will then become an individual Member. The joint share shall be changed to a share in the sole name of the remaining Member and the Register of Members shall be amended accordingly.
- If your Tenancy Agreement ends or is ended, you will cease to be a Member seven days after the Tenancy Agreement comes to an end unless within those seven days you enter into a new Tenancy Agreement with us.
- If you notify the Co-operative in writing that you no longer need the house provided by the Co-operative, your name will be removed from the register of prospective tenants.

Please note the £1.00 membership is non-refundable on termination of membership. The value of the share will then belong to the Co-operative and transferred to our revenue reserves.

## **11 FORFEITED SHARES**

- 11.1 Any members who end a tenancy in the following ways shall forfeit their one-pound share capital:
- end of tenancy
  - expiry of an abandoned house notice and tenancy ended
  - succession to tenancy
  - death
- 11.2 In the event of a person succeeding a tenancy, he or she must apply to become a member of Drumchapel Housing Co-operative Limited by applying for membership per the process outlined in section 7, and a new share certificate issued but is not required to pay £1 which is transferred from former tenant.
- 11.3 In the event of a non-voting joint member surviving the tenancy, he or she will be required to become a voting member of Drumchapel Housing Co-operative by purchasing and paying for a one-pound share and applying for membership per the process outlined in section 7 and a new share certificate issued.

- 11.4 A monthly report of the forfeited shares will be produced and a copy of which will be held by the Housing Officer.
- 11.5 Once the member forfeits their share, their share application form is removed from the current register and placed in a register for forfeited shares, which will be held in date order and split between Share Transfers and Forfeitures for ease of retrieving information.
- 11.6 The monthly forfeited shares report will be held with the forfeited shares to validate the register of forfeited shares.

## **12 SUCCESSION TO TENANCY**

- 12.1 In the event of a person succeeding a tenancy, he or she must apply to become a member of Drumchapel Housing Co-operative Limited by applying for membership per the process outlined in section 9, and a new share certificate issued but is not required to pay £1 which is transferred from former tenant.
- 12.2 In the event of a non-voting joint member surviving the tenancy, he or she will be required to become a voting member of Drumchapel Housing Co-operative by purchasing and paying for a one-pound share and applying for membership per the process outlined in section 9 and a new share certificate issued.

## **13. MUTUAL EXCHANGES**

- 13.1 When a mutual exchange takes place between existing Co-operative members, neither member will be able to buy another one-pound sterling share. The share register should be amended to reflect the start and end of tenancies.
- 13.2 Where a mutual exchange is approved which involves a tenant out with the Co-operative area, the Co-operative member, at the end of tenancy, foregoes the share capital which becomes the property of Drumchapel Housing Co-operative. The incoming tenant must apply as a new prospective member of Drumchapel Housing Co-operative per the process outlined in section 7.

## **14. INTERNAL TRANSFERS**

- 14.1 Where an existing Co-operative member transfers to another property within the Co-operative, he or she will not be required to purchase another one pound share. The Housing Officer should amend the share register to reflect start and end of

tenancies.

#### **14. ASSIGNATION**

- 14.1 Where an existing tenant assigns the tenancy in part (i.e. becomes a joint tenant) or in whole to another household member, the house must have been the tenants only or principal home during the 12 months immediately before the date of the request and the person to be assigned the tenancy must have been living in the house as their only or principal home for at least 12 months before the date of the written request and the Co-operative must have been notified and permission granted for them to move in. The person being assigned the tenancy will be included on the membership report as a prospective member for Board approval prior to the assignation taking place. If the tenancy is being assigned in whole the current tenant will forfeit their share, the person being assigned the tenancy will be required to pay £1. If the tenancy is being assigned in part (i.e. becoming a joint tenancy) the share will not be forfeited however a new share certificate will be issued.

#### **15. THE ROLE, DUTY AND AUTHORITY OF THE SECRETARY**

##### **15.1 The Role and Duties**

- The Secretary keeps the Register of Members and other registers required as per The Rules and supervises the use of the Co-operative's seal. The full Role, Duty and Authority of the Secretary are as indicated in Appendix 3.

#### **16. MONITORING AND REVIEW**

- 16.1 All membership applications will be presented for approval by the Management Board subject to sections 1.3 and 1.4 of this Policy, and where approved shall be admitted into prospective membership from which offer of tenancy may be awarded.
- 16.2 The Co-operative collates various information monthly relating to membership which includes share issues, transfers, and forfeitures.
- 16.3 The Senior Housing Officer will be responsible for the effectiveness of the Membership Policy and will ensure that at least a quarterly audit is carried out on a sample of new tenant members' files to ensure that an effective paper trail has been established for the membership process.
- 16.4 The effectiveness of this policy will be monitored on an ongoing basis and will be reviewed as appropriate, or according to statute and no later than 5 years from the date of implementation.

## Appendix 1

### Vision and values

#### 2.1 Mission Statement

- 2.1.1 The Board considered our mission statement and decided that it remained relevant, encompassing what the Co-operative seeks to achieve.

*DHC is committed to providing an excellent service to our tenants and service users. We will work in partnership with the local community to provide good quality homes and create a better Drumchapel.*

#### 2.2 Vision

- 2.2.1 DHC will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose to, and are happy to, live. Great service and value for money will be at our core and we will strive relentlessly to balance both.

#### 2.3 Values

- 2.3.1 The following values will shape how we do business to achieve our mission and the strategic objectives set out in this plan. They underpin all the work that we do.
- ⇒ **Excellence** – We are committed to providing a quality, customer focused service that demonstrates value for money. We will publicise information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.
  - ⇒ **Accountability** – Our Board and senior staff team will provide strong strategic leadership and oversight, with non-senior staff at the forefront of delivery, ensuring tenants' interests are protected in all that we do. We will ensure that our actions are transparent.
  - ⇒ **Partnership working** – We will work collaboratively with all sections of the local community. This includes working collectively and individually with our customers, other registered social landlords, and statutory and voluntary sector partners working in Drumchapel to improve the lives of our tenants. We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues

Appendix 2



**Drumchapel  
Housing**  
Co-operative Limited

Share No:

**Share Certificate Application Form**

VOTING MEMBER	
Name:	
Current Address:	
Future Address <b>(office use only)</b>	

**I hereby apply to become a member of Drumchapel Housing Co-operative Limited:**

Signed: \_\_\_\_\_  
Date: \_\_\_\_\_

JOINT MEMBER	
Name:	
Current Address:	
Future Address <b>(office use only)</b>	

**I hereby apply to become a joint member of Drumchapel Housing Co-operative Limited:**

Signed: \_\_\_\_\_  
Date: \_\_\_\_\_

**NOTES**

Drumchapel Housing Co-operative Limited is a Fully Mutual Co-operative. Members will not have the right to purchase the property under the Tenants Rights (Scotland) Act 1980 and the Housing (Scotland) Act 1986.

**Our Board approve all membership applications, your name is shared with Board during the application process.**

Where a joint application is made, only the member whose name stands first in the register of members of the Co-operative shall be entitled to exercise the rights of membership. If a member of the Co-operative ends their tenancy, the £1.00 share capital is forfeited.

**Please complete this Share Certificate Application Form and return with your Housing Application Form. YOU DO NOT NEED TO PAY FOR THE PURCHASE OF YOUR SHARE AT THIS TIME** (refer to Note 1.2 in the Information to Housing Applicants booklet enclosed).

FOR OFFICE USE ONLY	DATE	SIGNED
Membership Application (effective from)		
Membership Application Approval		
£1 Share Capital Paid		
<b>Transfers/Terminations</b>		
£1 Share Transfer		
Forfeited		
<b>Exemptions</b>		
Reason		

## Appendix 3

### THE ROLE, DUTY AND AUTHORITY OF THE SECRETARY

The Association must have a secretary, a chairperson and any other office bearers the Board considers necessary. The office bearers, except for the Secretary, must be elected Board Members or Board Members appointed to fill casual vacancies in accordance with Rule 35 but cannot be a co-optee. An employee may hold the office of Secretary although not be a Board Member. The Board will appoint these Office Bearers. If the Secretary cannot carry out his/her duties, the Board, or in an emergency the Chairperson, can ask another Office Bearer or employee to carry out the Secretary's duties until the Secretary returns.

The Secretary and the other Office Bearers will be controlled, supervised and instructed by the Board

The Secretary's duties include the following (these duties can be delegated to an appropriate employee with the Secretary assuming responsibility for ensuring that they are carried out in an effective manner):

- calling and going to all meetings of the Association and all the Board meetings
- keeping the minutes for all meetings of the Association and Board;
- sending out letters, notices calling meetings and relevant documents to Members before a meeting;
- preparing and sending all the necessary reports to the Financial Conduct Authority and The Scottish Housing Regulator;
- ensuring compliance with these Rules;
- keeping the Register of Members and other registers required under these Rules; and
- 53.3.7 supervision of the Association's seal.

The Secretary must produce or give up all the Association's books, registers, documents and property whenever requested by a resolution of the Board, or of a general meeting.