

# LINK GROUP LIMITED

## MEMBERSHIP POLICY

### CONTENTS

1	Introduction
2	Principles
3	Aims and Objectives
4	Approach and method
5	Tenant involvement
6	Equal Opportunities
7	Monitoring, measurements and reporting
8	Appeals and complaints
9	Policy availability
10	Policy review

#### **Introduction**

The Link Group (the Group) is a parent organisation for a number of wholly owned subsidiaries which provide housing, support, factoring, and wide ranging development services. The Group owns housing which is managed by some of the subsidiaries and provides core services to the subsidiaries.

The Group is an Industrial and Provident Society, a Scottish Charity and a Registered Social Landlord.

This policy relates to membership of Link Group only. Subsidiaries are run by committees whose members are appointed by the Group.

The relationship of the Group with its subsidiaries is determined in a separate Independence Agreement with each. Among other functions the Group acts as Secretary for the subsidiaries. The Board of the Group has the power to appoint Board Members to fill vacancies on the committees of subsidiaries between annual general meetings. In terms of the Independence Agreements appointments to the subsidiary committees, if proposed by the subsidiary, must be referred to the Group for approval.

## **Principles**

Membership of the Group is open to any individual

- ❑ who is or may be affected by its activities, or
- ❑ who is committed to Link's overall aims and objectives and to developing, promoting and implementing them.

Membership is open to partner organisations (or their representatives) with which the Group or any of the subsidiaries operates (such as tenants', residents' and proprietors' associations) which meet the requirements above. Partner organisations must also demonstrate their commitment to equal opportunity and the removal of all forms of discrimination, whether direct or indirect.

## **Aims and objectives**

Link aims to attract people from the communities it serves - and those interested in helping it achieve its objectives - to become members of the Association.

## **Approach and method**

Link wishes to encourage as broad a representation as possible in its membership of the groups and communities which it serves. It therefore particularly welcomes applications from:

- ❑ Tenants of properties managed by Group subsidiaries
- ❑ Other residents of the areas within which it operates
- ❑ People who can make a positive contribution based on their community, business or professional experience or skills
- ❑ Representatives of tenants', residents' and proprietors' associations operating in neighbourhoods where Link manages properties

Applications for membership may be made direct to Link Group or to any subsidiary. If made to a subsidiary, the committee of that subsidiary will consider the application. The committee may recommend applications to the Group Board for approval, or may reject applications should it be satisfied that any of the conditions of membership contained in this policy statement have not been met. Direct applications will be referred by the Secretary to the Group Board for consideration.

Applications must be accompanied by a fee of £1 and - if successful - a certificate of membership will be issued.

Membership of Link Group will cease when a member:

- ❑ Resigns by giving written notice to the Director or Secretary
- ❑ Becomes an employee of the Group or of any other organisation within the Group
- ❑ Is expelled in accordance with the Rules
- ❑ Changes address, but does not notify the Association of the new address
- ❑ Dies

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

## **Tenant and Service User Involvement**

Link is committed to providing tenants and service users with every opportunity and encouragement to take part in its activities

## **Equal opportunities**

Link will not discriminate in the operation of its membership policy or any of its housing management policies on the basis of age, gender, race, colour, ethnic or national origin, religion, marital status, family circumstances, political or sexual orientation, medical condition or disability.

The membership policy will be operated so as not to give rise to any outcomes which could be discriminatory.

## **Monitoring, measurement and reporting**

A general register of members is maintained. A detailed register of Board and Committee members' interests and competencies is also kept and forms the basis of annual returns to Communities Scotland.

## **Appeals and complaints**

Appeals or complaints against our operation of this policy will be processed by the Chief Executive of Link Group. If the complainant remains dissatisfied the case will be referred to the Chair of the Group Board, or to any sub-committee specifically delegated to review the appeal. Should the complainant still feel aggrieved it is possible to refer the matter to the Scottish Public Services Ombudsman.

Summary reports of complaints are made annually to the Group Board.

## **Policy availability**

Link will prepare a summary of this policy in plain English, which will be available to all. All tenants and applicants will be able to get assistance from staff and interpretation facilities will be available if required. Documentation will also be available on request in languages other than English and in large print, Braille or on tape for anyone who requires it.

## **Policy Review**

Policy approved by Group Board On 18<sup>th</sup> January 2005.  
This policy will be reviewed not later than January 2008.