



Setting up and running a Residents' Association

The 'how to' guide for Network Homes residents

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1. What is a Residents' Association (RA) and why have one?

"A Residents' Association is a group of people living in an area, block or street who have come together to take up issues of common concern in relation to their housing, community and general environment"

Tenants Participation Advisory Service (TPAS) definition

A Residents' Association (RA) is a local group, made up of local residents who represent the interests of everyone living in a particular area or building, they are set up for everyone to join and membership is open to all local residents (tenants and leaseholders). For the RA to be successful and effective it should represent and include all residents in the area its serves. For this reason Network Homes requires a fair representation of tenants and leaseholders.

- **Why are they worth having?**

A collective voice is a powerful voice. Being united with other people who share your living environment, means that you have the opportunity to influence and shape the quality of the services to your local community and improve residents' quality of life.

For example, you can...

- have a say on the services provided by Network Homes – i.e. cleaning and repairs,
- develop the environment and community i.e. apply for funding for safe play areas and carry out social activities that bring you and your neighbours together.
- lobby the council for local provision i.e. recycling facilities, improved lighting etc.

- **Interested in starting a RA?**

The first thing you will need to do is to find out if there are other people in your community that are also interested in forming a RA.

You can gather their views in a number of ways, here are some ideas:

- informal discussion, as you meet in communal areas / the local shop or café, etc.
- try door knocking, this provides a more targeted approach and is useful for both street properties and estates
- you could put a sign up in the communal areas with your contact details so they can contact you.

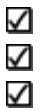
- **What should you ask them?**

At this stage you want to know if the same issues are relevant to your neighbours, would they come to an initial meeting and if in principle they think it's a good idea to have a RA.

The next step is to have an initial meeting, having around six people that will come along to this initial meeting is a good start.

Check points:

- other people are interested in being involved...at least five or six
- they are willing to come to an initial meeting
- there are some common issues / topics that you're concerned about



2. Planning your first public meeting

Once you have had an initial meeting it's time to plan your first public meeting and invite the rest of your community to come along. You can plan your first public meeting in a relatively informal way. Someone will need to chair this planning meeting to ensure it meets its aims. Network Homes is able to help you with the booking of a meeting room, if you require.

Think about what you want to achieve at your first public meeting and what it is you are trying to communicate to the people you want to come.

Things to consider...

- naming the group at the first public meeting / opening the association formally
- electing an Executive Committee
- inviting Network Homes
- deciding on the aims of the residents association and agreeing a code of conduct for members.

“The first public meeting will be the occasion when you will launch your association publicly so you will want to plan it properly”

Tenants Participation Advisory Service (TPAS)

Check points:

- A planning meeting has been arranged where those interested in forming a RA start to think about the aims of the group and how to run the first public meeting.

3. The first public meeting

Your first public meeting, where you elect the Executive Committee and adopt the constitution, is essentially your first Annual General Meeting (AGM). Each year the RA needs to hold an AGM.

- **Where and when**

Think about a date and time for your first public meeting, think about the people you want to come. Will this time/location be suitable for them too?

- **Inviting others**

You will need to give suitable notification to your neighbours to make them aware that the meeting is happening. At this stage Network Homes can help by sending a letter to your neighbours inviting them to the meeting. You may want to put a sign up in communal areas or put leaflets through their letter boxes.

- **An agenda**

An agenda is essentially a list of the topics that will be discussed during your meetings; they are a vital component for any meeting that you have. An agenda will help you to keep your meeting timely and on track.

- **Agenda sample for your first meeting**

At the first meeting your agenda might look like this:

Title

Date/ time/ venue

- 1) Welcome & introductions
- 2) Apologies
- 3) Why we need a residents association
- 4) A name for the association
- 5) Election of the Executive Committee
 - Chair
 - Vice Chair
 - Secretary
 - Treasurer
- 6) The Constitution
- 7) Plan of action
- 8) Date of next meeting
- 9) Any other business (AOB)

4. Constitution and the Annual General Meeting

The Constitution is a set of rules which guides how you operate. Network Homes can provide you with a template for this, a sample constitution is shown at the back of this pack on page 22.

- **Why a constitution?**

A constitution:

- provides a clear outline of the aims and objectives of your association
- gives the association credibility with the landlord and potential funders
- clarifies the role of the Executive Committee
- ensures accountability
- enables the association to apply for a bank account

Important: Any changes to your constitution must be consulted with members 14 working days before the Annual General Meeting.

- **Annual General Meeting (AGM)**

An AGM is an annual review of how the RA is doing; this meeting is about looking at what has happened in the past year and preparing for the upcoming year.

The purpose of the AGM:

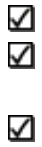
- is to present the chairman's and treasurer's reports of the work and achievements across the year to members, the format of which will usually be within a short written report. This needs to include a summation of the year's activities, and provide an end of year financial statement.
- the current Executive Committee stands down
- agree changes to your constitution
- to give members an opportunity to question the Executive Committee and discuss how they see the RA developing
- elect new Executive Committee members
- AGM's need to happen within one calendar year, but not more than fifteen months, of each other.

Before your AGM, you need to:

- advertise it, in line with the timeframe set out in your constitution; good practice is between 14 days written notice
- any proposed changes to the constitution must be published and consulted with members in writing, 14 days ahead of the Annual General Meeting.
- either have one neutral person take responsibility for the AGM process or preferably seek support from Network Homes.
- ask for members to submit any suggested constitutional changes to the Chair prior to the AGM.
- generate interest in executive positions amongst members and provide information on such positions

Check points:

- You have decided collectively how often you want to hold meetings
- You have an agenda for your meeting which details what will be discussed.
- You have the membership list at every meeting to capture the names of everyone that attends
- You will hold an AGM every 12-15 months.



Sample agendas for general meetings and AGMs are shown at the back of this guide.

5. The Executive Committee

Each RA needs an executive committee; this is a small group of people who each have a specific role in the management of the RA. They should be democratically voted in at the first public meeting / Annual General Meeting and always be representative of the tenure of housing. E.g. If the community is a mixture of leaseholders and tenants then the Executive Committee must be a proportioned representation of those leaseholders and tenants. To illustrate this if two thirds of the estate are tenants two thirds of the Executive Committee should be tenants.

These roles include a:

- Chair
- Vice Chair
- Secretary
- Treasurer

Residents' Associations as an involvement opportunity help to shape services, monitor performance, agree actions for service improvement and hold Network Stadium to account. It is therefore important that involved residents lead by example in adhering to the conditions of their tenancy agreements.

The expectation for members of the Executive Committee is that they:

- are not in arrears, or if so must have a payment plan in place,
- do not commit anti social behaviour (ASB).

6. The Chair and the Vice Chair

The Chair responsibilities include:

- chairing the meetings
- ensuring each agenda item is discussed with a decision made and recorded
- ensuring everyone has the opportunity to contribute to the discussion
- keeping the conversation at meetings on course and ensuring irrelevant items do not gain too much attention
- ensuring that the code of conduct is adhered to
- acting as the spokesperson and main contact for the group outside meetings
- ensuring that work is carried out by members in between meetings

It can be useful to have a Vice Chair for a number of reasons:

- they can step in and chair the meetings in the Chair's absence
- if the Chair has a particular interest in an item being discussed at a meeting, the Vice Chair might be a more appropriate person to chair the meeting
- the Vice Chair will generally support the Chair and share the role as appropriate

7. The Secretary

The Secretary plays an essential role in the management of the RAs records.

The duties of the Secretary include:

- taking the minutes of meetings and circulating them
- helping the Chair to prepare the agenda for the meetings
- letting people know the meetings dates/times/venues
- writing and receiving letters on behalf of the Residents Association
- keeping a record of membership including contact details, etc.

You may want to consider dividing these tasks up amongst a few members, perhaps having a Minuting Secretary, Correspondence Secretary, etc. You will need to see what works well with the number of people you have and the time they are prepared to commit to this role.

Minutes

A lot of people become panicky at the thought of writing minutes, this needn't be the case. Technically speaking, minutes are the 'agreed record of the business of the last meeting'. The minutes should record any decisions made at the meeting with a brief amount of detail of how that decision was reached.

Minutes should:

- state the name of the Residents' Association, date, time and place of meeting at the top
- include a list of people who were present at the meeting
- use the agenda items as a guide
- be clear, short, easy to read and free of jargon etc.
- include details on decisions made
- have an action column so its clear who is responsible for what
- state the date, time and place of the next meeting at the end
- be written up and distributed to the Residents' Association members and Network Homes no longer than 10 days after the meeting

Network Homes can provide you with a document on *Writing effective Minutes* as well as providing specific training on Minute Taking.

“The Secretary’s job is to keep people informed – so that they feel involved and are able to join in what the group does.”

Tenants Participation Advisory Service (TPAS)

8. The Treasurer

The Treasurer is responsible for the finances of the RA.

The duties of the Treasurer include:

- opening up a Residents' Association bank account
- keeping a record of what is going in and out of the account; this can be kept in an accounts book or on a spread sheet
- pay any bills and keep a record of money spent
- keep petty cash and a petty cash accounts log (if required)
- prepare a Treasurer's report including a detailed income and expenditure account for the year, to be presented at the Annual General Meeting

Network Homes can write a letter to the bank in support of your application for a new account.

An accounting example and Treasurer's report template is available from Network Homes. You can see what these look like on pages 29-30.

Tips for the Treasurer

- you will need a minimum of two signatories and the RAs signed constitution to set up the bank account; the other signatory is usually the Chair
- records of accounts should be held for three years and independently audited annually
- all accounts need to be kept up to date and made available for inspection at RA meetings

The role of the Treasurer is to ensure that the finances of the association are transparent to all.

Check points:

- The Treasurer advises, keeps accounts and keeps people informed of the financial situation.
- The Chair is the person who makes sure things get done – not the person that does everything. They are responsible for the smooth and orderly running of the association.
- The Secretary keeps people informed and up-to-date with the activity of the association

9. Going forward - meetings

Following your first public meeting and the election of the Executive Committee it's time to pave the way forward.

Meetings

How often will you meet? RAs sometimes meet every two months, others meet every quarter, it will depend on your RA and what suits your collective need.

Decide on the date of the next meeting at each meeting. The purposes of your meetings are to pass on information, discuss issues, make decisions and lead their resolution.

Successful meetings will have a clear agenda and be chaired well. The agenda ensures you know what you're there for whilst the Chair should ensure the agenda is kept to, decisions are made and that a respectful environment is maintained throughout.

Some important things to remember in meetings:

- everyone should listen to each other; multiple conversations shouldn't take place
- it's good practice for members wishing to speak to raise their hand and the Chair will indicate when to speak – this means everyone gets a chance to speak and meetings are not dominated by a few
- members should bring the Minutes of the last meeting and the agenda to the meeting
- invite key officers giving 10 days working days notice with agenda

Think about the environment you create for the meeting, after all you want people to be engaged and interested in what's going on:

- think about how chairs are arranged: a circle of chairs can feel less formal and more inviting than rows
- some venues have tea and coffee facilities; check availability and maybe bring some biscuits!
- let everyone introduce themselves at the beginning of the meetings

10. Setting up for success

You will want to get the best out of your RA; here are some tips on setting up for success!

- **Share tasks**

There should be a balance between members when it comes to getting things done. Those who do too much can start to feel tired and demotivated whilst those not doing enough can feel unimportant and disengaged. A strong association will share tasks.

List the jobs that need doing and see if they are equally distributed amongst members, the list could include things like writing letters, booking rooms, putting up posters etc.

- **Share information**

Let people know what you're doing as an association. Try sending out regular newsletters or setting up a website or other social media page for the RA.

Although your neighbours might not regularly attend meetings it doesn't mean that they won't be interested in what's going on. There may be reasons why they can't attend such as having children or working shifts.

When people feel informed they are more likely to want to be involved and you can think of other ways to involve them. Perhaps set up an email address for the RA where people can email their recommendations.

Think about having a logo for your RA, this can then go on any correspondence you send out. This could be a picture of the building or place you live in with the name of the residents association underneath.

- **Enjoy yourselves**

Create a friendly environment where people feel welcome and valued. Consider holding a social event just so your Executive Committee members can have fun together. There's a considerable amount of work to do when running a RA and a little bit of fun will go a long way.

- **Reflect**

As time goes on pause to think about how you RA is doing. Especially think about the following:

- what are you trying to achieve?
- are you achieving these things?
- how are you communicating with people about what you do?
- are members enjoying their involvement with the RA?
- do people have much to say at the meetings?
- is this group representative of the wider community?

Knowing where the RA's strengths and weaknesses lie will help you to continually improve.

Check points:

- You have an idea of the sort of tasks that will need to be done by the RA
- You have looked at how tasks will be shared amongst members.
- You are thinking about how to share the work of the RA with the wider community
- Think about the environment that's being created at meetings; ask yourself 'would I feel welcomed and valued here'?
- Be prepared to review how it's all going, after six months you may want to bring this up at a meeting or give out a feedback form

11. Support from Network Homes

There are a number of ways that Network Homes will support you to help you set up and run your RA.

- **Help with engagement**

The Community Engagement & Investment team is here to help you in engaging your neighbours and community. Some of the ways we can do this include:

- door knocking with you to generate interest
- sending letters to notify your neighbours about the RA
- attending your initial meetings to support you

- **Training**

We provide specialist training that addresses as a variety of the skills necessary to run a successful RA. Here are some of the courses we run:

- Setting up a group
- Running effective meetings
- Executive Committee skills
- Specific training on the Executive Committee roles: Chair, Secretary and Treasurer
- Tackling community issues
- Engaging with social media
- Working together as a group

- **Funding**

We also financially support RAs in two ways:

1. *Seed funding*

As a start up fund we give formally recognised RAs £250, this is referred to as seed funding. This money is intended to help the RA start work and should be used to the benefit of all.

2. *Membership funding*

At the end of each financial year (following your AGM) the RA will receive its membership funding – *this is dependent on receiving a signed membership list, see page 17 for further detail.*

Membership funding is calculated as £2 per property for each member of the RA, for example if you live in a block of 40 flats and 20 residents are members the membership funding for the year would be £40.

The purpose of this money is to support the work of the RA and could be used in a number of ways i.e. to reimburse Executive Committee members for costs incurred in carrying out the work of the RA, or to buy refreshments and snacks for a social event.

- ***Venues for meetings***

We can help you find a suitable venue to host your meetings. We will cover reasonable costs for local venues where you would like to hold your meetings. Where available you can also use Network Homes community space free of charge.

- ***Printing & posting***

We can help with any printing you might need for the RA, such as printing meeting minutes or leaflets. We can also assist by sending out meeting invitations on your behalf.

- ***Officer attendance***

We can arrange Network Homes officers to attend your meetings if you would like them to. This may be because you would like an update from your neighbourhood officer or technical officer on a specific issue.

We ask that you give 10 days working days notice prior to the meeting in order for the officer to schedule it in their diary and that you have a specific issue for them to attend to. You will need to provide an agenda for the meeting 10 days in advance of the meeting date.

- ***Advice & guidance***

The Community Engagement & Investment team is available to offer you support and advice for all your RA queries. You can contact us by phone, email or text. See page 18 for our contact details.

12. Residents' Association Requirements

If you would like to be formally recognised as a RA by Network Homes there are few things we require...

- **A handover meeting**

Shortly after the AGM the Community Engagement and Investment team will meet with new or re-elected Executive Committees.

This meeting is a friendly and informal way of going through a handover; it gives an opportunity to clearly establish roles and expectations for the year ahead.

- **A constitution**

A document that sets out the rules for running a group.

See page 7 for full details.

A sample constitution is shown at the back of this guide

- **A democratically elected Executive Committee:** The Executive Committee consisting of the Chair, Vice Chair, Treasurer and Secretary will need to stand down each year giving other people the opportunity to put themselves forward for these roles and a vote should be made on who will fill the positions for the coming year. The Executive Committee is also required to reflect the communities they serve. Please see section 5, page 9.

- **A code of conduct and a statement of equal opportunities**

You can include a statement of equal opportunities within your code of conduct. The code of conduct maintains high standards of conduct assist members on their work for the RA and protects the best interests of the RA.

Equal opportunities ensures people have the same opportunities in life as other people, without being treated in an unfair way because of their race, sex, sexuality, religion, or age. A statement of equal opportunities is usually included as a statement within your constitution; it should give reference to how you intend to include everyone within your given community.

- **Representative and inclusive off all residents**

For an RA to be effective it must consider and represent the needs of everyone.

Network Homes provide an annual health check on this by asking RAs to complete an annual membership form in return for an annual membership funding contribution.

Network Homes will make every effort to assist the RA to increase membership from under represented groups where required. RAs must be acknowledged by two thirds of the local community in order to be recognised by Network Homes and to work effectively for your community.

- **A bank account:**

The bank account should be set up by the Treasurer of the association and must have minimum 2 signatories. Having a bank account is essential for the RA to receive funding.

- ***A membership list***

We will provide you with a template for resident members to sign. This list provides us with an audit trail when we release your membership funding. Inactive members can sign this list too; as long as they have signed you will receive funding for them. We recommend bringing the membership list to every meeting so that it can be signed by anyone that attends over the course of the year. This ensures that you get funding for those who attend even one meeting.

You can see what the template look like on page 31.

- ***Code of conduct***

A code of conduct outlines what behaviour is appropriate and acceptable within in a particular setting.

Why a code of conduct

- *establishes common principles for everyone to follow*
- *safeguards group members from poor treatment by others*
- *gives permission to ask anyone who breaks the associations code of conduct to leave*

Your residents association can include a code of conduct as part of your constitution or as a separate signed document.

A model code of conduct is shown on page 28.

Remember Network Homes is here to help, support and advise you with the setting up and management of your RA. You can contact us in a number of ways:

The Community Engagement and Investment team.

Registered address:

Olympic Office Centre
8 Fulton Road
Wembley
HA9 0NU

Tel: 0300 373 300

Email: get-involved@networkhomes.org.uk

13. Glossary of Terms

- **Agenda**

A schedule of items that will be discussed at a meeting.

- **AGM (Annual General Meeting)**

Held each year where the existing Executive Committee step down.

- **Code of conduct**

The expected behaviour for meetings, this includes maintaining a respectful environment.

- **Constitution**

A document that sets out the rules for running a group.

- **Executive Committee reports**

Commonly refers to the Chair and Treasurer reports that are produced annually for the AGM.

- **Minutes**

A record of the meeting produced by the Secretary which outlines decisions made, who was present and when the next meeting will be.

- **RA (Residents' Association)**

Organisations formed by groups of people from a specific geographic community who come together to address issues within their local area and act as a voice for their local community.

- **Signatory**

The person authorized to conduct business with the bank, who has permission to write and sign cheques.

- **Tenants Participation Advisory Service (TPAS)**

A tenant empowerment organisation that specialises in tenant involvement at a national level.

- **The Executive Committee**

Consists of the Chair, Vice Chair, Secretary and Treasurer who carry out the work of the association.

14. Examples and samples of RA documents

- **Constitution**

See appendix 1:

A constitution is a formal document which clarifies three main points about the association:

- Who you represent
- What your group aims are
- How the group is run

- **Sample agendas**

A typical agenda for a general meeting

1. Minutes of the last meeting
2. Matters arising
3. 1st agenda item
4. 2nd agenda item
5. 3rd agenda item
6. Any other business
7. Date and time of next meeting

- *A typical agenda for an Annual General Meeting*

1. Welcome
2. Executive Committee reports from the Chair or Treasurer (as minimum) and questions from members
3. Executive Committee's recommendations for the future
4. Standing down of existing Executive Committee members
5. Elections:
 - Nominations
 - Voting Process
 - Counting & Results
6. Set date for handover and next meeting
7. Any other business

- ***Sample code of conduct***

See appendix 2:

Once again you can adapt the code of conduct shown in this guide.

The *code of conduct* for a group is an agreement on rules of behaviour for the members of that group.

- ***Treasurer's report template and sample of budget account budget sample***

See appendix 3:

This gives you information on the details that need to be included within a Treasurer's report. The sample of the budget account is a table that shows the money that has gone in and out of an account including where the money has come from.

- ***Membership fee confirmation sheet***

See appendix 4:

This register of members enables us to release membership funding to RAs on a yearly basis.

Appendix 1: Constitution

Network Homes: Residents' Association Constitution

1. NAME

The name of the Association is

.....Residents'
Association

2. AIMS

- 2.1 The aims of the Residents' Association are to:
- 2.2 Promote membership to all people eligible to join.
- 2.3 Promote equal opportunities within the community.
- 2.4 Improve the housing, environment and other services in the area.
- 2.5 Be non-party political.
- 2.6 Promote social, welfare, recreational and training activities for the benefit of members of the Association.
- 2.7 Represent the majority view of the members.
- 2.8 Build and encourage a partnership and improve communication between landlord and membership.
- 2.9 Provide regular information to all members.
- 2.10 Regularly consult all members on issues. Monitor the Association, its work, finances and membership.
- 2.11 Provide and promote training for members on areas of the Residents' Association's activity and concern.
- 2.12 To work in partnership with Network Homes.

3 EQUAL OPPORTUNITIES

3.1. This Association shall positively promote equal opportunities within the community and within its membership, work for the elimination of discrimination against persons on the basis of race, gender, age, sexuality, disability and religion.

4. MEMBERSHIP

4.1. Membership of the Association shall be open to all people who would normally reside at, over the age of 18 years, up to a maximum of two people per property.

4.2. A record of all members in the current year shall be kept by the secretary of the Association.

4.3 Any membership fee shall be determined at the Annual General Meeting.

4.4. The Residents' Association must be acknowledged by two thirds of the community in order to be recognised and work effectively. This is to be evidence through completion of Network Stadium's membership form.

5. ENDING MEMBERSHIP

5.1. Membership shall end when a member ceases to live on the estate, except for those members who have been moved off the estate temporarily due a major works programme.

5.2. Membership shall end when a member dies, resigns or has it's the membership terminated.

5.3. In the event of gross misconduct membership can be suspended or ended by a two-thirds majority vote of the Executive Committee.

5.4. A member whose membership has been suspended in accordance with clause 5.1 shall be entitled to have that suspension reviewed at the next general meeting of the Residents' Association.

6. THE ANNUAL GENERAL MEETING

6.1. The Association shall hold an Annual General Meeting (AGM) once in each year and not more than 15 months shall pass between the date of one AGM and the next.

6.2. The AGM shall:

- Receive an annual report from the Executive Committee
- Present annual accounts to members
- Elect the Executive Committee

- Consider any resolutions put forward by members
- Vote on any amendments to the constitution

6.3. All members shall be given 14 days written notice of the AGM, such notice to include any proposed changes to the constitution.

6.4. At the meeting all members shall be given an agenda, Minutes of the last AGM, details of nominations to the Executive Committee and any resolutions which include any proposed changes to the constitution.

6.5. Any proposed changes to the constitution must be notified and sent to the Secretary in writing at least 14 days before the AGM.

7. GENERAL MEETINGS

7.1. Each year the Association shall hold at least four General Meetings (including the AGM) which shall be open to the general membership.

7.2. All members of the Association shall receive 7 days notice of General Meetings.

7.3. The general Meetings shall have minutes.

7.4. The quorum for all General Meetings shall be ____ members.

8. SPECIAL GENERAL MEETINGS

8.1. A Special General Meeting may be called by the Executive Committee and must be called by the Executive Committee if requested by at least five members or ten per cent of the membership, whichever is the most, at least 28 days before the date on which those members request the meeting to be held. The Secretary must send to each member written notice of a Special General Meeting 14 days in advance of the meeting.

9. VOTING

9.1. Each member shall have one vote on any resolution put before an AGM, General Meeting or Special General Meeting.

9.2. All voting that takes place at an Annual General Meeting, Special General Meeting and Executive Committee Meeting, shall be counted and recorded in the Minutes.

9.3. All formal meetings such as Executive Committee Meetings, Special General Meetings and Annual General Meetings must be minuted and the minutes formally approved by the next meeting of the Executive Committee or General Meeting respectively.

10. MINUTES

- 10.1. All formal meetings such as Executive Committee Meetings, Special General meetings and Annual general Meetings must be minuted and the minutes formally approved by the next meeting of the Committee or General Meeting respectively.
- 10.2. All minutes shall be available for inspection by members of the Association.

11. THE EXECUTIVE COMMITTEE

- 11.1. Any member over the age of 18 shall be entitled to stand for election to the Executive Committee.
- 11.2. The Executive Committee shall stand down at each Annual General Meeting and may be re-elected.
- 11.3. There shall be at least six Executive Committee Meetings each year.
- 11.4. The Quorum for all Executive Committee Meetings shall be members.
- 11.5. All members shall be given not less than seven days notice of each Committee Meeting, at which any member shall be entitled to attend (but not vote).
- 11.6. The Committee may from time to time as necessary create any sub-Executive Committees and/or working parties on a permanent or temporary basis. The members of any such sub-committee or working party shall be selected by the Committee from among its members.
- 11.7. Any such sub-committees or working parties shall report to the Executive Committee for decision making.
- 11.8. The Committee should encourage appropriate representation from tenants in both the rented and the commercial leasehold properties.
- 11.9. The Committee shall monitor the work, finances and membership of the Association.
- 11.11 The committee shall report to each General meeting on the work done by the Committee since the last General Meeting.
- 11.12. The Committee shall produce Standing Orders which it may revise from time to time to govern the conduct of Committee Meetings.
- 11.13. Members of the Committee should:
 - not be in arrears, or if so they must have a payment plan in place,
 - not commit anti social behaviour (ASB).
- 11.14 .The Committee must be a proportioned representation of the area it represents. Eg. If the community is a mixture of leaseholders and tenants, then the Executive Committee must be a proportioned representation of those leaseholders and

tenants. To illustrate this if two thirds of the estate are tenants two thirds of the Executive Committee should be tenants.

12. OFFICERS OF THE COMMITTEE

- 12.1. The Association shall have a Chair, Vice Chair, Secretary and Treasurer.
- 12.2. The Chair shall chair the General and Executive Committee Meetings. The duties of the officers shall be defined in the standing orders of the Association.
- 12.3. The Vice Chair shall chair meetings in the absence of the Chairperson
- 12.4. The officers shall report to each Executive Committee Meeting and General Meeting of their work.
- 12.5. There shall be no more than one Executive Committee members from the same household.

13. CO-OPTEES

- 13.1. The Executive Committee may co-opt non-voting members onto the Executive Committee in order to fill vacancies that occur during the year or to ensure appropriate representation of all people in the community.

14. FINANCE

- 14.1. The Treasurer shall open a bank or building society account in the name of the Residents' Association and keep records of the Association's income and expenditure. The Treasurer shall report the balance in the account to the Executive Committee at each Executive Committee Meeting.
- 14.2. The Executive Committee shall appoint three authorised signatories for any cheques and cheques shall be signed by at least two of the authorised signatories. The signatories should be from different households and not related to one another.
- 14.3. The Association's accounts shall be kept up to date and annual accounts for each year shall be presented to the Annual General Meeting.
- 14.4. The accounts of the Association shall be available for inspection by any members of the Association who require seeing them, within 28 days. The request for inspection must be made in writing to the Treasurer.
- 14.5. The Treasurer is authorised to pay for petty cash travel and other expenses to representatives of the Association undertaking the Association's work providing that each payment is supported by a receipt, ticket or voucher. Each such payment of petty cash shall be signed by the receiver. The Treasurer shall provide a list of petty cash payments to the Executive Committee, at each Executive Committee Meeting.

15. INFORMATION

- 15.1. The Executive Committee shall provide information to all members on things that affect the Association and its members.
- 15.2. Every member of the Association shall be given a copy of the constitution when they join. Members shall be given copies of any changes to the constitution.
- 15.3. Minutes of all General Meetings and Executive Committee Meetings shall be available from the Secretary for all members.

16. DISSOLUTION OF THE RESIDENTS ASSOCIATION

- 16.1. The Residents' Association can only be dissolved by a Special General Meeting called specifically to consider a motion to dissolve the Association.
- 16.2. All members shall be given 10 working days written notice of such a meeting, which shall contain the wording of the dissolution.
- 16.3. The Residents' Association shall only be dissolved if two-thirds of members present at the Special General Meeting vote for a motion to dissolve the Association.
- 16.4. The Special General Meeting shall decide on disposal of assets, funds and equipment.

Signed.....Name.....Date
Chair

Date:

Signed.....Name..... Date
Vice Chair

Date:

Signed.....Name..... Date
Secretary

Date:

Signed.....Name..... Date
Treasurer

Date:

Signed.....Name.....
Date On behalf of Network Homes

Appendix 2: Code of Conduct

1. Members are expected to conduct themselves in an orderly fashion, respecting other members at all times, both in meetings and on the premises.
2. Members should at all times remember their role as a resident's representative is to bring forward the views of residents in general. It is inappropriate for members to raise matters that directly relate to their personal circumstances.
3. Members should be aware of the confidential and sensitive nature of information that they may be given or may be told to them by other residents.
4. Offensive, disruptive, threatening or abusive behaviour and language including racist, sexist, disablist or homophobic inflammatory remarks shall not be permitted and will constitute a breach of reasonable behaviour.
5. Members will be aware of the equal opportunities policies of Network Homes and will at no time act in a manner which is intentionally contrary to the spirit of these policies.
6. In their roles as members, residents should not act in a manner that might bring the Association into disrepute.
7. Members wishing to speak should indicate to the Chair, and then wait to be called upon to speak. All speakers should address the Chair. It is the Chair's role to make certain everyone has the opportunity to speak. Members should be careful not to dominate the discussion.
8. Speakers should stick to the subject matter in hand and not stray from the point.
9. Only one person shall speak at a time and there should not be any private debates within the meeting.
10. Members should be punctual and arrive at meetings on time.
11. Any breach of reasonable behaviour will result in a vote of no confidence being called against the offending member.

Appendix 3: Treasurer's report template

The purpose of this template is to show what information needs to be included within your Treasurer's report.

	<i>Treasurer's report template</i>
1.	<i>Name of the Association</i>
2.	<i>The period which the report covers (beginning to end)</i>
3.	<i>The cash balance at the beginning of the period</i>
4.	<i>The income received during the period (who from, when)</i>
5.	<i>The expenses paid during the period (who to, when)</i>
6.	<i>The cash balance at the end of the period</i>
7.	<i>The signature of the Treasurer Date</i>

Appendix 3: Accounting budget sample

This table is designed to show you what needs to be included within an account budget. An account summary should accompany the Treasurer's report.

Date	Cheque. No	Description	Income	Expenditure	Balance
<i>Example:</i> 1 st April 2013		Seed funding	£250		£250
<i>Example:</i> 25 th April 2013	001	Stationary		£20	£230
<i>Date</i>					£
<i>Date</i>					£
<i>Date</i>					£
<i>Date</i>					£
TOTAL					£
<i>Date</i>		Balance bought forward			£

Appendix 4: Membership list template

Residents' Association Membership Confirmation Sheet

Name of Association.....

Date.....

	Name	Address	Signature
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			