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**Registered Providers Membership Policy**

Overview

1. Our vision states Housing matters: Fairness matters. We believe housing is important to people’s lives and that we should help improve landlord and resident relationships when things go wrong. We do not limit this vision to social housing.

Registered Providers - membership application

1. Any provider who registers with the Regulator of Social Housing (RSH) is a social landlord and, therefore, required to be a member of our Scheme.
2. The Scheme imposes certain conditions on membership (see Annex 1) and these need to be confirmed as met or as agreed to be met within an agreed timescale. Where conditions are agreed to be met, we will follow up to ensure compliance by the date agreed and to the standard expected.
3. Though rare, we may do extra due diligence checks, as we see fit.
4. HOS may impose additional undertakings as a condition of membership on a case-by-case basis.
5. Membership fees due in the first year will be calculated pro-rata.

Deregistration from the RSH

1. Providers may choose to deregister from the RSH. However, under the terms of our legislation, they remain required to be a member of our Scheme and fees remain payable.

Failure to comply

1. HOS does not have the power to deregister a mandatory member of the Scheme for any reason, for example if they:

* fail to comply with the Scheme
* fail to comply with any additional undertakings given as a condition of membership
* fail to pay membership fees by the due date

Action will be taken on a case-by-case basis and could involve communication to the Chief Executive and/or Board by the Ombudsman or reporting the non-compliance to the RSH. This should be agreed by the Ombudsman and Deputy Ombudsman.

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**Annex 1 – Extracts from the Scheme**

Members

As a condition of membership of the Scheme, a member must:

a. agree to be bound by the Scheme;

b. establish and maintain a complaints procedure;

c. as part of that procedure, inform complainants of their right to bring complaints to the Ombudsman under the Scheme; and

d. publish its complaints procedure and its membership of the Scheme, and make information about them available to those entitled to complain to the Ombudsman.

Mandatory members

6. All bodies, other than Local Housing Authorities, which are or at any time have been social landlords must be members of the Scheme (which is the only scheme currently approved by the Secretary of State) in respect of all their housing activities. Local Housing Authorities in England which are registered providers of social housing are social landlords and must be members of the Scheme in connection with their housing activities in so far as they relate to the provision or management of social housing. In addition, those Local Housing Authorities must be members of the Scheme in connection with the management of dwellings which they own and let on a long lease.