



Membership of Hanover Procedure

1. Introduction

- 1.1 This procedure provides a step-by-step guide to processing and terminating applications in relation to the Membership of Hanover.
- 1.2 Applications can be received at any point throughout the year.
- 1.3 Membership fees are currently £1.00 per share. Payment should be presented at the same time as the application form. Customers are encouraged to pay via BACS wherever possible, but cheques are still currently accepted.
- 1.4 Applications are considered for approval at the succeeding Board meeting following receipt of application forms.

2. Receipt of Applications

2.1 Responsibilities of those involved

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|---------------------------------------|---|
| • Business Support Assistants: | Dissemination of completed application and fees (cheque format) |
| • Business Support Officer: | Administration of applications, register and reconciliation |
| • Finance Team member: | Collection (cheque) and processing of fees |
| • Head of Governance & Transformation | Presenting applications to Board |
| • Executive Business Officer: | Managing AGM attendance records |

- 2.2 Applications and fee income (if in cheque format) will generally be received via the post.
- 2.3 On receipt, the Business Support Assistance (BSA) will scan a copy of the application form and cheque (where applicable) to the Business Support Officer (BSO) and will hold the form and cheque for collection by the finance team.
- 2.4 Weekly, a member of the finance team will collect application forms and cheques, from the BSA for processing.
- 2.5 Any fee income received into Hanover via BACS payment will be notified to the BSO by the finance team.

- 2.6 The BSO will ensure the scanned documentation is saved as a pending application into the pending applications folder within Group_Governance:
[Group_Governance\General\Governance\Membership of the Association\Applications\Pending Applications](#)

3. Acknowledging the Application

- 3.1 The BSO will acknowledge receipt of the application and fee.
- 3.2 Acknowledgement letters are located within the same Teams area
[Group_Governance\General\Governance\Membership of the Association\Applications](#).
- 3.3 The “Applications” folder contains folders for pending and approved applications and the template letters for acknowledgement, approval etc. are also located here.
- 3.4 The BSO will “save as” the Membership Acknowledgement Letter template and populate with the necessary details. The Board meeting for approval is always the succeeding Board meeting from receipt of the application. Once complete, the letter should be posted directly to the customer
- 3.5 Copies of the acknowledgement letter and application form should be saved into the Pending Applications folder.
- 3.6 The Head of Governance & Transformation will collate pending applications for presenting to the Board for their consideration and approval.

4. Approval of Application

- 4.1 Board members will consider and approve applications for membership throughout the annual Board meeting cycle and will be included in the regular Governance Matters paper.
- 4.2 When applications are approved, the Head of Governance & Transformation or Director of Business Support & Transformation will inform the BSO, post Board meeting.
- 4.3 Approved applicants’ details will be added to the membership register and the official share certificate awarded. The Hanover Membership Register is located on HAPI: HAPI – Registers – Limited Access Registers - Hanover Membership Register.
- 4.4 Newly approved applicants’ details are added by selecting “+Add New Item” on the form page and completing the pop-up box:
- 4.4.1 The register number is the next available number on the register – sort the “Register No” column by clicking twice on the column title to facilitate the sort and obtain the next number
 - 4.4.2 “Office held” is either Committee Member or Former Committee Member
 - 4.4.3 “Date registered” means the date of the Board meeting where the application was approved

4.4.4 Add in contact details in the relevant section (email address, telephone no. etc)

- 4.5 From the Membership of the Association folder, the BSO should “save as” the Membership Approval Blank letter template and populate as necessary.
- 4.6 From the Membership of the Association folder, the BSO should “save as” the Share Certificate template and populate as necessary.
- 4.7 Copies of the completed approval letter and share certificate, along with the original acknowledgement letter and pending application form, should be saved to the Approved Applications folder and filed into the relevant year and Board cycle folder.

5. Resignation / Cessations of Membership

- 5.1 On receipt of a request to resign membership, the relevant member should be moved from the “current members” area of the register to the “archived members register” tab.
- 5.2 The reason for termination, if known, should be entered into the notes section of the form.
- 5.3 An acknowledgement of the cessation should be issued accordingly, and a copy saved into the “Resignations....” folder.

6. AGM / Post AGM

- 6.1 Where membership is less than 60, 7 members are required to attend the AGM. Where membership exceeds 60, there needs to be a tenth in attendance (or by proxy). Without these numbers the AGM cannot go ahead.
- 6.2 Annually, in advance of the AGM, the BSO will download the membership register and sort into area/development order. An initial check to ascertain that a member that is a tenant will Hanover still holds a tenancy, and details are correct. Any queries will be issued to area admin employees for them to check over and advise of any forwarding addresses.
- 6.3 Once a response has been received from the area offices, a ‘Save the Date’ letter will be issued to each member allowing them the opportunity to note interest, update contact information or cancel membership. The letter will inform members that the AGM pack will be sent electronically to all members that have an email address registered, unless members request to have the AGM pack posted.
- 6.4 Responses will be collated, and the membership register updated accordingly, issuing any cancellation letters if applicable. An invitation pack will be issued to each member in advance of the AGM. This is currently in hard copy format and will be compiled and issued by the EBO, supported by the BSO.

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- 6.5 A record of who attended, or, who tendered apologies will be maintained by the EBO.
- 6.6 Where a member has not responded to their invitation for 5 consecutive years, Hanover can terminate them as a member and remove them from the membership register.
- 6.7 The BSO will update the membership register post AGM to reflect each members' invitation response status, i.e., Attended/proxy, Apologies tendered, no response, and will action terminations as necessary. It will be our policy to write to anyone who has not responded in the 5 years to say that, unless otherwise instructed, we are removing them from the register, in accordance with their rules – thus giving one final opportunity for a response.
- 6.8 **Annual Year-end reconciliation:** Annually the membership register is required to be reconciled to the Share Capital account held by finance.
- 6.9 Finance will issue a spreadsheet named "Share Capital Movement" which details the payments which have been received into the account throughout the year. The spreadsheet also details the previous year closing balance.
- 6.10 The BSO will reconcile the register against the income spreadsheet for those members who have had membership status approved throughout the year and for those members who have resigned membership.
- 6.11 The Risk, Governance and Assurance Manager will approve the reconcile prior to it being submitted to Finance.
- 7. Review**
- 7.1 This procedure will be reviewed annually in June.

Department	Business Support & Transformation - Governance & Transformation
Author	Risk, Governance and Assurance Manager
First Approved	25 January 2025
Approved By	Director of Business Support & Transformation
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