

Membership terms and conditions

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About Homeless Link

Homeless Link is the national membership charity for organisations and others working directly with people who are experiencing or are at risk of homelessness in England. We're here to support frontline homelessness services with whatever needs you might have.

We support our members to influence national policy, access guidance and support, and connect with a network of professionals committed to ending homelessness.

Our membership

At Homeless Link our vision is a country free from homelessness. We believe that everyone should have a place to call home and the support they need to keep it.

And our mission is to develop, inspire, support and sustain a movement of organisations working together to achieve positive futures for people who are homeless or vulnerably housed.

Your membership helps us to collectively raise the voice of the sector, create opportunities for shared learning and celebration, and provide challenge to systems that are not working for people.

Your skills, experience, resources and passion are central to everything we do at Homeless Link. Your voice shapes all our work, from how we lobby government to what resources we develop. And your membership fee ensures our campaign work is independent and led by our members' voices, so the money goes straight back into supporting our shared mission to end homelessness.

We're here not just to listen to you but to support you – whether through helping you to navigate good practice, access training and development opportunities, or by bringing you into a network of other organisations and professionals working to end homelessness.

Administrative details of Homeless Link

Homeless Link is a charitable company limited by guarantee and is governed by its [Articles of Association](#) and [charitable objects](#). In this document it is also referred to as the "Company".

Charity Number:	1089173
Company Number:	04313826
Registered Office	Minories House 2-5 Minories, London EC3N 1BJ

Types of membership

There are three types of Homeless Link membership: Full Member, Associate Member and Friend.

Membership of Homeless Link does not constitute any form of quality standard or assurance and is not an endorsement by Homeless Link of any member organisation or its activities.

As a Homeless Link member, you will get access to benefits that support you and your organisation to be better informed and more effective, ensure your voice is heard at a national, regional and local level and help you connect with people across the homelessness sector.

Full Membership rights and obligations

The following are the terms and conditions between Homeless Link and the Full Member as set out in our [Articles of Association](#).

In consideration of us accepting your application to become a member of Homeless Link, you agree to be bound by the provisions of our Articles of Association.

As a Full Member you have the right to:

- Attend and speak at the annual membership meeting and any other general meeting held by Homeless Link in accordance with the Articles of Association
- Vote on any resolutions proposed at the annual membership meeting or other general meeting
- Receive the annual statement of accounts
- Nominate one of your senior executives to stand for election as an Elected Director

As a Full Member of Homeless Link the organisation benefits from limited liability. As a Full Member your total liability as a member of the Company is to contribute such amount as may be required, not exceeding £1, towards the Company's assets should it be wound up. This obligation continues for one year from when you cease to be a member but only to the extent that those debts and liabilities existed at the time your membership ceased.

Full details of your membership rights and obligations are set out in the Articles of Association. All Full Members of the charity are bound by the Articles of Association. These terms and conditions summarise the provisions of the Articles of Association in respect of your membership rights and obligations and to the extent there is an inconsistency between these terms and conditions and the Articles, the Articles shall take precedence.

Eligibility for joining

Full Member

Full Membership of Homeless Link is open to voluntary sector organisations in England that provide services to people experiencing or at risk of homelessness.

Your organisation must meet the following criteria:

1. The organisation endorses Homeless Link's Vision and Mission
2. The organisation must be a Voluntary Sector Organisation - i.e. a charitable or other not-for-profit organisation established for the public benefit and otherwise than for financial gain. The organisation's aims, objects and methods of working should be stated in its governing document which must be submitted with your membership application form.
3. The organisation must provide services to people experiencing or at risk of homelessness in England

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4. The organisation has in place, or is working towards having in place, a Health & Safety policy, a Safeguarding policy, a Data Protection policy and an Equality, Diversity & Inclusion (EDI) policy
5. No activities of the organisation or your associated organisations should contravene any aspect of the Equality Act 2010, specifically discrimination or harassment towards people with [protected characteristics](#).
6. The organisation must not be under investigation by the Care Quality Commission, Charity Commission for England and Wales, CIC Regulator, Companies House, Financial Conduct Authority, Ofsted, the police or the Regulator of Social Housing or any other relevant regulatory authority. If under investigation this must be declared, and we retain the right to delay, refuse or pause membership until we have spoken to you or have heard the outcome of the investigation and are reassured that your activity will not bring Homeless Link into disrepute.
7. Admittance to membership is at the discretion of the Board of Homeless Link who may from time to time prescribe more specific criteria for the admittance of an organisation to Full Membership but shall not by doing so be obliged to admit any organisation fulfilling such criteria as a Full Member.
8. The organisation must notify Homeless Link of a Representative who may exercise their voting rights as members of the Company, such as voting in the election of directors and attending the annual membership meeting or any other general meeting of the Company. This will usually be the head of the organisation or another senior leader. The Representative may be changed by informing Homeless Link's Member Services Team in writing.
9. Membership fees must be paid within 30 days of confirmation of membership.

Associate member

Associate membership of Homeless Link is open to voluntary organisations that don't provide services to people experiencing or at risk of homelessness, non-voluntary organisations including Local Authorities, NHS Foundation Trusts and other statutory organisations, for profit organisations and other organisations based outside England. Associate membership is also open to individuals working in the homelessness sector, such as academics or freelancers.

For organisations applying to become an Associate Member, your organisation must meet the following criteria:

1. The organisation endorses Homeless Link's Vision and Mission
2. The organisation has in place, or is working towards having in place, a Health & Safety policy, a Safeguarding policy, a Data Protection policy and an Equality, Diversity & Inclusion (EDI) policy

3. No activities of the organisation or your associated organisations should contravene any aspect of the Equality Act 2010, specifically discrimination or harassment towards people with [protected characteristics](#)
4. The organisation must not be under investigation by the Charity Commission for England and Wales, Care Quality Commission, CIC Regulator, Companies House, Financial Conduct Authority, Ofsted, the police or the Regulator of Social Housing or any other relevant regulatory authority. If under investigation this must be declared, and we retain the right to delay, refuse or pause membership until we have spoken to you or have heard the outcome of the investigation and are reassured that your activity will not bring Homeless Link into disrepute.
5. Admittance to membership is at the discretion of the Board of Homeless Link which may from time to time prescribe more specific criteria for the admittance of an organisation to Associate Membership but shall not by doing so be obliged to admit any organisation fulfilling such criteria as an Associate Member.
6. Membership fees must be paid within 30 days of confirmation of membership.

For individuals applying to become an Associate Member, you must meet the following criteria:

1. You endorse Homeless Link's Vision and Mission
2. No activities led by you or by your associated organisations should contravene any aspect of the Equality Act 2010, specifically discrimination or harassment towards people with [protected characteristics](#)
3. You must not be under investigation by the Financial Conduct Authority or the police or any other relevant regulatory body. If under investigation this must be declared, and we retain the right to delay, refuse or pause membership until we have spoken to you or have heard the outcome of the investigation and are reassured that your activity will not bring Homeless Link into disrepute.
4. Admittance to membership is at the discretion of the Board of Homeless Link who may from time to time prescribe more specific criteria for the admittance of an individual to Associate Membership but shall not by doing so be obliged to admit anyone fulfilling such criteria as an Associate Member.
5. Membership fees must be paid within 30 days of confirmation of membership.

Friend

Friend membership of Homeless Link is open to individuals who want to support the campaign to end homelessness. Admittance to membership is at the discretion of the Board of Homeless Link who may from time to time prescribe more specific criteria for the admittance of an individual to Friend Membership but shall not by doing so be obliged to admit anyone fulfilling such criteria as a Friend Member.

Confirmation of membership

To become a member of Homeless Link, please follow the instructions on our [membership page](#). Upon satisfactorily meeting the prescribed eligibility criteria and receipt of payment, you will receive an email welcoming you as a Member, joining the movement to end homelessness.

You will then receive a series of emails introducing you to the membership portal, your local Partnership Manager, how to access our mailing lists and providing you with your membership badge.

Homeless Link membership is processed annually on the anniversary of your admission to membership. One month prior to your annual renewal, you will be contacted by Homeless Link's membership team. By making a payment of a renewal fee you agree to these or any updated terms and conditions in place as at the date of renewal.

For Full Members who are eligible for free membership, your membership will automatically renew on the anniversary of your admission to membership unless we hear otherwise from you.

Once renewal of your membership has occurred, it will still be possible to cancel your membership, but we are not obliged to offer a refund in respect of membership fees paid for the year. If you fail to renew your membership it will lapse.

Rejection of membership

Should you refuse to confirm you meet the eligibility criteria in the membership application form or should you no longer satisfy the eligibility criteria for membership we may consider refusing or terminating membership. We may ask you to provide us with relevant information to demonstrate how you meet the relevant criteria. If you fail to provide the relevant information we may reject your application for membership.

Appeals process

Should you wish to appeal against your application being rejected, the appeal should be made in writing to membership@homelesslink.org.uk.

All written appeals will be logged. You will receive a written acknowledgement within 10 working days which will identify a time for us to provide you a formal response. The Director of Sector Development will initially review your appeal, considering any information provided by you to support your appeal, which then be provided to the Nominations and Governance Committee for a decision.

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If the appeal is successful, we will notify you and let you know what further action (if any) is required to complete the membership application process. The decision of the appeal panel is final, and no further appeal is possible.

Membership fees

By agreeing to become a member, you agree that you will pay Homeless Link the relevant fees as set out on [our membership page](#).

Where a fee is payable, we will raise an invoice on admission and annually thereafter. Fees can be paid via direct debit, online using a debit or credit card, by cheque, or by bank transfer. Payment is due within 30 days of the invoice date.

We reserve the right to change the membership fees at any time. Any changes will be advertised on our [membership page](#) and will apply from the date you join or renew your membership.

Membership benefits

As a Homeless Link member, you will get access to benefits that support you and your organisation to be better informed and more effective, ensure your voice is heard at a national, regional and local level and help you connect with people across the homelessness sector.

Membership benefits may vary according to the type of membership. We reserve the right to change the benefits that apply to Homeless Link membership at any time without prior notice.

Membership benefits may include offers and discounts from external providers. The providers and their offers may be withdrawn or otherwise change from time to time during your membership term. Services supplied by an external provider will be subject to the provider's own terms and conditions, and we do not accept any liability for loss or damage suffered as a result of a fault, error or omission in the provision of these services. We reserve the right to change our external providers without prior notice.

This [brochure](#) sets out how to make the most of the benefits of being a Homeless Link member. Rather than a long list of things to do, it is designed to show avenues to support and ways to collaborate to deliver change.

Use of Homeless Link's name and logo

We provide a membership badge that you can add to your website or across printed or online material. The membership badge is designed to help you let others know you share our vision of ending homelessness for good. The badge may be used in accordance with instructions for use provided with it.

Members are not allowed to use Homeless Link's logo on any published materials (this includes online, in print or on social media) without prior permission from Homeless Link. Any request to use our logo must be made via [the Communications and Advocacy team](#). If permission to use the logo is granted, members must follow our logo usage guidelines.

Termination of membership

Members may resign their membership of Homeless Link at any time but are required to provide two months' written notice of their intention to withdraw. We will not provide a refund of any membership fees paid.

Membership shall also cease if any membership fees are not paid on the due date and remain unpaid seven days after you have been notified of such failure and been informed that membership will terminate if the fees are not paid.

Membership shall also cease if the Member becomes bankrupt or insolvent, makes an arrangement with their creditors, goes into liquidation otherwise than for the purpose of a solvent reconstruction or amalgamation or has an administrator appointed over all or any part of its assets.

Homeless Link's board of trustees may also terminate your membership if it has cause to do so. In such a circumstance the Member will receive at least 28 days' notice in writing that the resolution is to be proposed, specifying the circumstances alleged to justify removal. You will have the opportunity, in the case of a Full Member, to be heard by, and in the case of a Full or Associate Member, to make written representations to, the Board. If a decision to terminate your membership is reached, we will notify you in writing. Any decision made by the Board regarding the termination of your membership is final and binding.

Where your membership ends, whether terminated by you or us, no membership fees shall be refundable.

Data protection and confidential information

Homeless Link takes the safeguarding of personal data very seriously. For full information on how and why we collect and use personal information please refer to our [Privacy and Data Protection Policy](#). It should be noted that as a member your name and address can be made available to third parties under the provisions of the Companies Act for any proper purpose.

Changes to membership terms and conditions

We may change these terms and conditions at any time upon giving you 14 days prior written notice. The most recent edition of these terms and conditions will be binding upon you. Members may terminate their membership if they do not accept any proposed variation, but any membership fees already paid will not be refundable.

Complaints procedure

Homeless Link aims to deal with all complaints informally but on occasions when we are unable to resolve the issue, we have a formal complaints process to ensure that any concerns raised are dealt with fairly, in a timely manner and with a right of appeal. Please ask to see our [complaints policy](#) for further information.

Further Information

If you would like to discuss any aspect of these terms and conditions, please contact the Membership Manager at membership@homelesslink.org.uk

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