HOUSING JUSTICE MEMBERS SUPPORT:

MEMBERSHIP TERMS & CONDITIONS



HOUSING JUSTICE

CHARITY NUMBER
ENGLAND: 294666
SCOTLAND: SC053819

These Terms & Conditions apply to organisations joining the Housing Justice Faith & Community Network ("the Network").

By registering for membership, your organisation agrees to these Terms & Conditions. You should read them alongside our Membership **FAQs** and **Privacy Policy**.

1. ABOUT THE NETWORK

The Housing Justice Faith & Community Network brings together faith, volunteer led and community rooted organisations working with people experiencing or at risk of homelessness. Membership provides organisations with access to practical support, learning and development opportunities, resources and connections with Housing Justice and other organisations working to tackle homelessness.

Membership of the Network does **not in itself constitute an endorsement, accreditation or assurance of the quality of a member organisation or its services. Where an organisation separately achieves** the Housing Justice Quality Mark, this will be subject to the requirements of the Quality Mark.

2. WHO CAN BECOME A MEMBER?

Membership is intended for faith, volunteer-led and/or community-rooted organisations and is particularly designed for grassroots and non-commissioned services that can benefit from tailored support, peer learning and connection with a wider network.

Housing Justice reserves the right to review an application where it is unclear whether an organisation meets the purpose and intended scope of the Network.

Organisations that do not meet the criteria for full membership can still engage with Housing Justice as a Friend of Housing Justice, including through activities that remain open to the wider network.

3. ORGANISATIONAL MEMBERSHIP

Membership is held by the **organisation,** rather than an individual member of staff or volunteer. An organisation only needs to hold one membership. Membership benefits can be used by eligible colleagues across the member organisation, subject to any specific limits identified for individual events, training, services or opportunities. The organisation is responsible for ensuring that information provided when registering is accurate and for notifying Housing Justice if there are significant changes that may affect its membership.

4. MEMBERS' PORTAL AND ACCESS

Membership includes access to the Housing Justice members' portal. Once an organisation is registered, individuals using an email address with the same approved organisational email domain may access the portal under that organisation's membership. Portal access is for people connected with a current member organisation and must not be shared with people outside that organisation.
If someone leaves a member organisation, they should no longer access the portal through that organisation's membership.

Housing Justice may remove or suspend an individual's portal access where we reasonably believe that:

- the individual is no longer connected with the member organisation;
- access has been shared or misused;
- the individual's use of the portal creates a security or safeguarding concern; or
- continued access would otherwise be inappropriate.

Organisations using public email domains, or organisations that share a domain with a wider group of organisations, may be asked to contact Housing Justice so that appropriate access can be arranged.

5. MEMBERSHIP FEES

Membership fees are based on the organisation's annual income:

ANNUAL INCOME BELOW £250,000	**FREE**
ANNUAL INCOME BETWEEN £250,000 AND £1 MILLION	**£195 PER YEAR**
ANNUAL INCOME OVER £1 MILLION	**£395 PER YEAR**

The organisation is responsible for selecting the correct income band when registering and Housing Justice will work on a basis of trust that you have selected the correct band. Housing Justice may ask for information to confirm an organisation's appropriate membership band where necessary.

6. THE ANNUAL MEMBERSHIP CYCLE

Membership runs from **1 April to 31 March each year.** New members joining between **1 April and 30 November** will pay the applicable annual membership fee when they join.

Every year, **new members joining on or after 1 December will receive free membership until 31 March.** Their paid annual membership will begin on 1 April the following year.

7. RENEWAL AND PAYMENT

Membership automatically renews on 1 April each year, unless cancelled before this date. Housing Justice will send a renewal reminder in March. Where a membership fee applies, payment will be collected automatically through Stripe using the payment method provided when the organisation signs up. Members are responsible for keeping their payment details and organisational income band up to date. If a payment is unsuccessful, Housing Justice will contact the named point of contact to seek payment.

Fees for a membership year are payable in advance and non-refundable once that membership year has started. Housing Justice reserves the right, at its sole discretion, to provide a full or partial refund in exceptional circumstances. Where membership is terminated by Housing Justice for breach of the membership conditions, no refund will normally be payable.

8. MEMBERSHIP BENEFITS

Membership provides access to a package of support and opportunities which may include:

- Communities of Practice and peer learning;
- Members' WhatsApp group;
- One to one support from Housing Justice;
- Reflective practice;
- Access to the Housing Justice Quality Mark;
- Housing Justice events and the annual conference;
- Resources, guides and policy and procedure templates;
- Relevant funding opportunities;
- Jobs board advertising; and
- opportunities to contribute to policy, research and Housing Justice's collective work around homelessness.

Some opportunities may have limited capacity, additional eligibility requirements or separate booking arrangements. Membership therefore does not guarantee a place on every event, training course, funding opportunity or other activity. Housing Justice may develop, add to or change the membership benefits available over time to reflect member needs, resources and priorities.

9. MEMBER RESPONSIBILITIES

By joining the Network, member organisations agree to:

- provide accurate information when registering;
- use membership benefits appropriately;
- behave respectfully towards other members, Housing Justice staff and others involved in Network activities;
- comply with relevant safeguarding, equality, data protection and other legal responsibilities applicable to their organisation;
- not use membership in a way that suggests Housing Justice endorses or guarantees the organisation or its services; and
- notify Housing Justice of significant changes that could affect the organisation's eligibility for membership.

Housing Justice expects the Network to be a safe, inclusive and respectful community.

10. SUSPENDING OR ENDING MEMBERSHIP

An organisation may choose to end its membership by contacting membership@housingjustice.org.uk.

Where a paid membership year has already begun, membership fees already paid will not be refunded.

Housing Justice may suspend or terminate membership where there are reasonable grounds to do so, including where:

- an organisation no longer meets the membership criteria;
- membership fees remain unpaid;
- information provided as part of registration is materially inaccurate or misleading;
- the organisation seriously or repeatedly breaches these Terms & Conditions;
- there are serious safeguarding, discrimination or conduct concerns;
- membership or use of the Network creates a significant risk to other members, Housing Justice or people using homelessness services; or
- continued membership could reasonably cause serious reputational or legal harm to Housing Justice or the Network.

Where appropriate, Housing Justice will contact the organisation before terminating membership and provide an opportunity for it to respond.

In serious circumstances, including but not limited to: an immediate safeguarding or security concern, Housing Justice may temporarily suspend membership or portal access while the matter is considered.

11. USE OF THE HOUSING JUSTICE NAME AND BRAND

Current members may use the Housing Justice Faith & Community Network membership logo on their organisation's website and communications to show that they are a member of the Network.

The membership logo must:

- only be used while the organisation has an active membership;
- be used in accordance with any branding guidance provided by Housing Justice;
- not be altered or adapted without permission; and
- not be used in a way that suggests Housing Justice endorses, accredits or guarantees the organisation or its services.

If an organisation's membership ends, the membership logo must be removed from its website and other materials within a reasonable period.
Use of other Housing Justice logos or brand materials is not included as part of membership and requires separate permission where applicable.

13. DATA PROTECTION AND PRIVACY

Housing Justice will process personal information associated with membership in accordance with its Privacy Policy and applicable UK data protection legislation, including the **UK General Data Protection Regulation (UK GDPR)** and **Data Protection Act 2018.**

Information may be used to administer membership, manage portal access, communicate with members and provide relevant membership services and opportunities. Members must also handle any personal or confidential information they encounter through Network activities appropriately and in accordance with their own data protection responsibilities.

13. EXTERNAL SERVICES AND OPPORTUNITIES

Some membership benefits, events, resources or opportunities may be provided in partnership with, or through, third-party organisations or platforms. Where this applies, members may also be subject to the relevant provider's own terms and conditions. Housing Justice is not responsible for changes made by an external provider to its services, availability or terms.

14. CHANGES TO MEMBERSHIP FEES OR BENEFITS

Housing Justice may review the Network, membership fees and membership benefits from time to time. Where there is a material change to the annual membership fee, Housing Justice will inform members in advance of the next renewal date wherever reasonably possible. Changes to benefits, resources and individual activities may be made during the membership year as the Network develops and in response to member needs, capacity or availability.

15. CHANGES TO THESE TERMS & CONDITIONS

Housing Justice may update these Terms & Conditions to reflect changes to the membership offer, portal, legislation or the way the Network operates. Where a change materially affects members' rights, responsibilities or fees, we will communicate the change to members.

16. QUESTIONS, CONCERNS AND COMPLAINTS

If you have a question about your membership, fees, eligibility or these Terms & Conditions, please contact: membership@housingjustice.org.uk. If you wish to raise a formal complaint please email info@housingjustice.org.uk with the subject line “Membership Complaint” outlining the nature of your complaint. An appropriate member of staff will respond within 5 days of receipt of the complaint.



FROM HOMELESSNESS TO BELONGING

HOUSINGJUSTICE.ORG.UK/

@HOUSING JUSTICE