

Dear Candidate,

Thank you for your interest in joining the Longhurst Group Customer Forum.

After reading the information contained in this application pack, we hope that you are encouraged to send in your application and that we will then have an opportunity to meet you to discuss further.

As you know, Longhurst Group became one organisation earlier this year as we continue to work towards delivering consistent, high-quality services to all of our customers.

We have completed a major review of our approach to corporate governance which will help us to meet our legal, regulatory and business objectives in the coming years.

It was important to us that customers were involved in creating this new Forum right from the start and a steering group of involved customers worked with colleagues and an advisor from Tenant Participation Advisory Service (Tpas), to design this new formal structure.

The Longhurst Group Customer Forum represents a new approach and highlights our commitment to ensuring that the customer voice is a key part of our governance structure.

Having a link to the main Group Board, the Forum will enable customers to influence policies, services and our business.

The Forum will also play a key role in influencing the involvement activities we deliver in our communities, ensuring they remain effective and continue to help improve the lives of our customers.

We look forward to receiving your application and wish you every success.

Yours faithfully,

Julie Doyle