# Application Form

## Longhurst Group Customer Forum (LGCF)

If you require any assistance completing this form please contact:

The Customer Engagement Team

Tel: 0300 123 1745

Email: customer.engagement@longhurst-group.org.uk

### Personal Information

|  |  |
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| **Last name/family name:** |  |
| **First name (s):** |  |
| **Preferred name:** |  |
| **Title: Dr/Mr/Mrs/Miss/Ms/Other:** |  |
| **Address:** |  |
| **Post Code:** |  |
| **Preferred telephone number:** |  |
| **How many years have you been a customer of Longhurst Group?** |  |

### Behaviours and Skills

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| The following key behaviours are displayed by those who perform well as members of the Longhurst Group Customer Forum.Please tick **three** which you think are your strongest qualities. |
| * Analysing information
* Questioning
* Active Listening
* Identifying continuous improvement in services
* Applying relevant knowledge
 | * Team working
* Time Management
* Leadership and motivation
* Building lasting relationships with others
* Self-management
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### Experience and knowledge

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| The following areas of experience and knowledge are useful for members of the Longhurst Customer Forum. Please tick the ones which you can bring to the group.Feel free to tick as many you need to, as we welcome a wide range of experience and knowledge. |
| * Repairs and property improvements
* Allocating properties
* Tenancy management and enforcement of tenancy conditions
* Income collection
* Neighbourhood and community management
* Customer services, including complaints
 | * Equality and diversity
* Performance management
* Value for Money
* Customer involvement and empowerment
* Other (please say what)
* Leaseholder services
* Care and Support Services
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### Relevant Experience/qualifications

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| Please give us details of any relevant employment, community and/or voluntary experience, qualifications you have which you feel will benefit the LGCF. |
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### Longhurst Group Customer Forum

Please tell us the reasons for your interest in becoming a member of the Longhurst Customer Forum?

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### Declaration

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| Are you known or related to any staff member, Director or Board Member of the Longhurst Group?YES/NO (please delete as applicable) |
| If yes, please tell us more details. |
| Are you a Board Member or staff member of another housing provider?YES/NO (please delete as applicable) |
| If yes, please tell us more details. |

### Data protection

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| *The information which you’ve given us will be processed and held on computer. It will only be used for recruitment and selection purposes.* |

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| I confirm that to the best of my knowledge the information contained on this form is accurate. |
| **Signature:** | **Date:** |

Thank you for your interest and for taking the time to complete this form

## Please return the completed form to:

**Customer Engagement Team, Longhurst Group, 1 Crown Court, Crown Way, NN10 6BS**

*Or via email to:* *customer.engagement@longhurst-group.org.uk*

*If you require any additional support, please let us know.*

**Office Use Only**

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| --- | --- | --- | --- |
| Application No. |  | Date Received |  |