

Longhurst Group

Longhurst Group Customer Forum

Person Specification

The Longhurst Group Customer Forum will support the Longhurst Group Board by providing customer based assurance that the consumer standards of the 'Regulatory Regime for Social Housing in England' are being met; that value for money is being achieved in service delivery to all Longhurst Group customers; and is in line with Longhurst Group's vision of 'improving lives'.

Longhurst Group expects every member of the Longhurst Group Customer Forum to have, or be willing to work toward having, the following attributes:

- A commitment to customer involvement and scrutiny; and good governance.
- A passion for the services provided by Longhurst Group.
- A commitment to Longhurst Group's vision and values.
- The ability to think strategically about the services delivered by Longhurst Group to all its customers.
- To be objective in their approach to reviewing and monitoring services.
- To have a good awareness of Equality and Diversity issues.
- The ability to work with others to achieve shared aims.
- The ability to see beyond their own experiences.
- The ability to constructively challenge and probe.
- A commitment to developing their skills and knowledge of the social housing sector.

The Longhurst Group Customer Forum will collectively have the following skills:

- A commitment to meaningful customer involvement and scrutiny with a focus on outcomes.
- A commitment to improving services for all Longhurst Group customers in all areas of its operation.
- Ability and commitment to use customer insight to monitor service delivery in an objective way.
- An understanding of or the ability to gain an understanding of housing tenure and landlord/tenant law.
- An understanding of or the ability to gain an understanding of the regulatory regime for Longhurst Group.
- An understanding of or the ability to gain an understanding of financial information in respect of housing services and the delivery of these services.
- A commitment to work with Longhurst Group staff to ensure the service meets the strategic and business objectives of the organisation; and the Regulatory Standards for Social Housing sector.

Eligibility for membership of the Longhurst Group Customer Forum

All Longhurst Group tenants, leaseholders, shared owners and freeholders who pay for a service that Longhurst Group provides.

Your application will not be eligible if:

- Longhurst Group has commenced legal action against you or a member of your household. This means you are not eligible if you have breached your tenancy and have a current Notice of Seeking Possession served against you; or a court order for breach of tenancy. This includes a possession order (or in breach of a suspended possession order) or court order (ASB order or injunction, demoted tenancy or closure order) or any other judicial order which has an equivalent effect.
- Longhurst Group has court order for recovery of money against you
- You are in a legal dispute with Longhurst Group

Eligibility to apply to be an associate member of the Longhurst Group Customer Forum

This applies to the family members of a Longhurst Group tenant, leaseholder, shared owner or freeholder who lives at the property. Applicants must be over the age of 18 and will need to demonstrate that the Longhurst Group property is their 'only or principal residence'. (Evidence such as a bank statement, drivers' licence, letter from HMRC or DWP will be acceptable).

Your application will not be eligible if:

- The principle tenant (tenant, leaseholder, shared owner, freeholder) or a member of the household is subject to legal action by Longhurst Group for breach of tenancy/occupancy. This includes a Notice of Seeking Possession served against them; or a court order for breach of tenancy such as a possession order (or in breach of a suspended possession order) or court order (ASB order or injunction, demoted tenancy or closure order) or any other judicial order which has an equivalent effect.
- Longhurst Group has court order for recovery of money against the principle tenant
- The principle tenant is in a legal dispute with Longhurst Group

Time commitment requirements

We estimate that the time commitment averages 3 to 4 hours a month. This figure includes the formal Longhurst Group Customer Forum meetings; individual preparation time for meetings (reading of papers etc.); training; and working on 'task and finish group' activities. There may be other time commitments including attending Longhurst Group Strategy days.

There will be an online induction programme for new members which will require an additional time commitment.

Remuneration

There is no monetary remuneration. However, payment of all out-of-pocket expenses, incurred as a result of carrying out the work of the Longhurst Group Customer Forum, will be paid including but not limited to:

- Travel expenses (receipt/ticket to be provided)
- Care (for adults or children) costs; provided by a registered minder
- Ink for printer and other reasonable ancillary costs

Full training will be provided to the Longhurst Group Customer Forum to support its growth and development. Individual members may be given the opportunity to undertake and gain qualifications e.g. Chartered Institute of Housing (CIH) certificate in professional practice. Longhurst Group will endeavour to actively support such applications (these may be subject to individual circumstances).

Equality and Diversity

Longhurst Group encourage fair and equal treatment for all, regardless of race, colour, ethnic or national origin, religion, gender, physical or mental disability, appearance, political affiliation, sexuality, age or class.

Longhurst Group will identify obstacles that may prevent customers from contributing and will endeavour to find solutions to enable customers to contribute to its work.