
Customer Involvement Opportunities: Expression of Interest

Please complete this Personal Details section

Current Landlord

Your Name

Your Address

Home Tel Number

Mob Number

Email

Would you like to register an interest to join the:

Please circle one or several options below

Regional / Community Panel

Yes No

Service Improvement Panel

Yes No

Group Service improvement Panel

Yes No

Core Repairs & Maintenance Group

Yes No

Complaints Review (process being built)

Yes No

Occasional / Ad Hoc Focus Group

Yes No

Are you currently a member of any Board or Customer Group / Panel?

Yes No

If you answered 'yes' above, what was the Board or Group and when did you join it?



Enhancing Life Chances

If you have indicated a wish to be involved with Focus groups, please tell us about your areas of special interests

Please tick one or more of the following:

Customer Access

Neighbourhoods

Process

Social Value

Repairs and Maintenance

Asset Management

Policy

Housing Management

Customer Service

Finance

Governance and Regulation

Development

Other (please specify)

Please tell us why you would like to join any of these groups and let us know what experience and skills you could bring to the group.

1. Why would you like to join the group(s)

2. Your experience and skills

3. Is there anything else you would like to tell us about?

Confirmation of Eligibility – by signing this form you are confirming that:

- I am not a resident or customer of any other housing organisation, member of a business partner or potential business partner of my Housing Association e.g. contractors
- I don't have an outstanding County Court judgement against me in favour of my Housing Association (this will include judgements such as rent arrears or anti-social behaviour)
- I have maintained a clear rent account for the preceding 12 months / have an agreed plan in place
- I am not in breach of my tenancy / lease agreement nor am I in legal dispute with Circle Housing
- I am able to commit to and attend meetings in person, on the telephone and online plus take part in any necessary training

Signed

Dated

Please tell us more about your skills and experience

My Skills	I think my skills are: Good	I think my skills are: Fair	I think I need more training	My particular experience (Don't forget to tell us about any training you have already had in this area)
1 Administration				
2 Board/committee experience				
3 Campaigning				
4 Conflict resolution				
5 Customer Care/ Service				
6 Enterprise/business development				
7 Chairing & Facilitating meetings				
8 Finance				
9 HR/Training				
10 Income generation				
11 Influencing and Negotiating				
12 IT/Systems				
13 Leadership				
14 Listening				
15 Marketing				
16 Performance Management				

My Skills	I think my skills are: Good	I think my skills are: Fair	I think I need more training	My particular experience (Don't forget to tell us about any training you have already had in this area)
17 Voluntary Sector Experience				
18 Team Development				
19 Policy				

Glossary

Menu of Involvement Opportunities

Regional and Community Panels	Regional Panels aim to enable more meaningful involvement and engagement by residents and local stakeholders in creating and monitoring the long term vision for the delivery of services in a region. They will work with Regional housing teams to ensure a local focus to service delivery.
Service Improvement Panel	Service Improvement Panels (SIPs) will review service quality within a region and investigate concerns about performance. Regional or Community Panels will be able to ask SIPs to carry out reviews.
Group Service Improvement Panel	Oversees and supports the activity of Regional SIPs. Scrutinises service quality and delivery on a group-wide basis. Contributes to the process of Circle Housing's programme of self-regulation in line with Homes and Communities Agency requirements.
Core Repairs & Maintenance Group	The Panel will involve regional Core Group Customers, working at a contractual level, to ensure the customer's voice is heard.
Complaints Review	Customer representatives from Regional/Community Panels will be asked to take part in Stage 2 complaints reviews (probably by reviewing and commenting on material delivered by secure email rather than attending a full Panel hearing in person).
Occasional / Ad Hoc Focus Groups	Involved Customers working in Partnership with Circle to ensure a customer voice in one off projects and policy reviews.

Areas of Special Interest

Customer Access	How customers access services and their preferred methods of communicating with us
Process	The way we work and how we do it.
Repairs and Maintenance	Keeping our homes well maintained and prolonging the life of the property in planned and responsive maintenance.
Policy	The process, procedure and lawful compliance of how we operate.
Customer Service	How we communicate with and provide services to our customers
Governance and Regulation	How we control and run our organisation.
Neighbourhoods	A local community within a larger city, town, suburb or rural area.
Social Value	Enhancing the life chances of our customers, e.g. through financial, digital, employment or energy help.
Asset Management	How we look after our properties in the long term
Housing Management	How we provide services to customers such as collecting rents, letting homes dealing with anti-social behaviour and neighbourhood issues, repairs and maintenance and signposting to relevant services.
Finance	How we manage the money, including setting budgets and buying goods and services.
Development	Providing new homes

