

First Name

Last Name

Preferred Name

Address

Phone number

Email address

How many years have you been a Citizen customer?

Do you have a disability?

Yes ☐

No ☐

If you answered yes please tell us a bit more about your disability (this will be dealt with confidentially)

Please highlight or tick three behaviours/skills you think are your strongest:

Awareness and understanding of diversity and equality issues ☐

Time management ☐

Independent judgement and integrity ☐

Ability to constructively challenge ☐

Ability to analyse information and draw conclusions ☐

Objectivity and ability to develop creative solutions/recommendations ☐

Impartiality, fairness, and confidentiality ☐

Tact and diplomacy ☐

Effective communication and interpersonal skills ☐

Team player ☐

Ability to see beyond own personal experiences ☐

Respect for others ☐

Please give examples where you have displayed these behaviours/skills:

Please highlight or tick areas of experience and knowledge you can bring to the group:

- Allocating homes ☐
- Customer services and complaints ☐
- Equality and diversity ☐
- Income collection ☐
- Neighbourhood and community management ☐
- Performance management ☐
- Repairs and property improvements ☐
- Resident involvement and empowerment ☐
- Other ☐

If you said other, please say what experience you have:

Please give details of any relevant employment, community or voluntary experience you have which you feel would benefit the panel:

Please tell us about any formal qualifications or courses that you have attended which you feel could help you in your role:

Tell us why you're interested in being a member of the Customer Scrutiny Panel

Are you known or related to any staff member, director, or board member at Citizen?

- Yes ☐
- No ☐

If you answered yes please list their names:

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Are you a staff member or board member at another housing organisation?

Yes ☐
No ☐

If you answered yes, please give us more information:

Do you have any convictions or charges outstanding, including driving offences?

Yes ☐
No ☐

If you answered yes, please give us more information:

Declaration

☐ I confirm to the best of my knowledge the information I have provided is correct

We would like to get in touch with you from time to time about opportunities to be involved.

Please confirm whether you are happy for us to do this

Yes, that's fine ☐
No thanks ☐