

**Application Form**

**Customer Services Committee – Independent Member (Tenant)**

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| --- | --- | --- | --- |
| Name |  | | |
| Address |  | | |
|  |  | | |
|  |  | | |
|  |  | Postcode |  |
| Home Tel |  | Mobile |  |
| Email |  | | |

1. **What is your relationship to Bernicia?**

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1. **Eligibility**

|  |  |
| --- | --- |
| **Are you currently employed by Bernicia? (Please 🗸 relevant box)** | |
| Yes | No |

If you have answered yes, you will not be eligible to join the Customer Services Committee. Further eligibility checks will be carried out prior to appointments being offered.

1. **Please tell us about you and why you are interested in joining our Customer Services Committee**

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Please continue on an additional sheet if required.

1. **Your experience, qualities and knowledge**

We need to understand your experiences, qualities and views as part of our selection process. Please answer each of the questions as honestly as possible, we would not expect you to answer yes to every question **(Please 🗸 relevant box)**.

|  |  |  |  |
| --- | --- | --- | --- |
| **Experiences, qualities and views** | **Yes** | **No** | **Not**  **Sure** |
| I understand the core landlord services provided by Bernicia. |  |  |  |
| I have experience of receiving landlord services provided by Bernicia as a tenant or customer or the provision of customer services (in a housing or similar context). |  |  |  |
| I can recognise inclusion and what customer service should look like. |  |  |  |
| I can analyse performance information and customer experience feedback. |  |  |  |
| I have an appreciation of tenant and customer engagement and its benefits. |  |  |  |
| I have an understanding of the localities in which Bernicia operates. |  |  |  |
| I have an appreciation of executive and non- executive roles and responsibilities. |  |  |  |
| I am able to dedicate sufficient time and energy. |  |  |  |
| I have confidence to give honest opinions and add value to decision making. |  |  |  |
| I am inquisitive and can apply independent judgement. |  |  |  |
| I have capacity to keep up to date with the housing environment. |  |  |  |
| I understand the wider role of Bernicia across local communities. |  |  |  |
| I have an appreciation of legislation and key values of equality, diversity and fairness. |  |  |  |

1. **What happens next?**

We will use this form to shortlist applicants w/c 17th March, if you are successful you will be invited for a discussion / interview scheduled for 31st March 2025.

For help in completing the form or for further information please contact Lynn Blenkinsop at[**cscrecruitment@bernicia.com**](mailto:cscrecruitment@bernicia.com)who will pass your query to the relevant team member.

**Please return your completed application form by email to** [**cscrecruitment@bernicia.com**](mailto:cscrecruitment@bernicia.com) **or by post FAO: CSC Recruitment , Bernicia, Oakwood Way, Ashwood Business Park, Ashington NE63 0XF**