



Customer Oversight Group Application Form

Your Details

Name:

Address:

Phone number:

Email address:

Available hours of contact (tick): Morning Afternoon Evening Any

Your Skills and Experience

Please tell us about any of the following attributes, skills or experience you have (please tick any which apply):

- An interest in finding out more about how Elim works and how our services perform
- Enthusiasm for improving customer services
- Listening and communication skills
- Experience of team work, including participating and contributing to any formal or informal meetings
- Experience or knowledge of working in people-focussed business, including the care sector, hospitality, retail or education
- Experience or knowledge of property related business, including repairs and maintenance, construction or health and safety
- An interest in data or the use of information to inform change or improvement
- An interest in personal development and training
- Experience of involvement in community issues or projects (outside of Elim)
- Previous experience of customer involvement with Elim (including contribution to annual surveys, attendance at estate walkabouts or membership of the previous Resident Forum)

Why would you like to join Elim's Customer Oversight Group?

Briefly tell us how you feel you could help us to improve our services

Please confirm that you are an Elim customer: (Yes / No)

Do you have the time available to attend four Customer Oversight Group meetings per year, with some additional time for training when the group is first set up? (Yes / No)

Thank you! We will contact you after August 20th to arrange a phone call to discuss next steps and our plans for the first Customer Oversight Group session.

