



## Job pack: Customer Service Committee

Thank you for thinking about applying to be a customer representative on A2Dominion's new Customer Service Committee. This is an exciting opportunity to help shape the way we deliver promises to our customers.

The committee will report directly to our Group Board. The main role of the committee is to make sure that we're delivering our promises to our customers and providing you with safe, secure and well-maintained homes and neighbourhoods. You'll be making a real difference towards improving communities.

Having customers on the committee helps make sure we have the views of people who actually live in A2Dominion homes and have direct experience of the services we provide.

In return we will pay you for your time and also offer opportunities for learning and training. This can be really helpful if you are looking to develop your career or job opportunities.

I hope you read on and, if you think you have the skills and time, apply for one of these exciting roles.

*Caroline Tiller*

Chair of Customer Service Committee

### **What is the Customer Service Committee?**

The Customer Service Committee is a new committee set up by A2Dominion's Group Board to take the lead on all customer matters, including customer satisfaction, performance (for example how satisfied people are with where they live) and complaints monitoring.

The committee will challenge our decisions and the way we make them to ensure A2Dominion is a customer-led business and that our services are designed to make it easy for our customers to use them. Knowing the views and ideas of our customers is vital to help the committee do its work.

### **Why does the Board want customers on the committee?**

To help understand how our customers view our performance, it is important to hear directly from them and include them in making decisions that affect their homes and lives. Our Board understands that our customers have a unique view of A2Dominion's services. Your thoughts and suggestions on how A2Dominion is doing and our proposals for services are crucial to our success.

### **How many customers is A2Dominion looking for?**

At the moment we are looking for 2 customers to join the committee's current customer member. The successful applicants will initially sit on the committee for 3 years.

### **What do committee members do?**

The Customer Service Committee has 4 meetings a year plus 2 strategy days. Committee members are expected to review and ask questions about A2Dominion's performance, its plans for services and how it makes sure customers live in safe, secure and well-maintained homes and neighbourhoods.

Committee members will need to read the information sent to them and to use this, and their experience and knowledge, to help make decisions. Sometimes that means interpreting numerical data and the policies and rules that control how A2Dominion works.

This may seem daunting but please do not be put off as we will provide plenty of support and make sure all of our committee members have the right skills for the job.

### **What qualities do committee members need?**

Committee members need to be able to think for themselves and be happy to ask questions. They need to be honest and understand that they are part of a committee rather than acting for themselves. Perhaps most importantly they need to want to help improve our services and have a commitment to our values and objectives.

### **Which customers can apply?**

If you are a tenant, leaseholder or shared-owner of an A2Dominion home you can apply.

### **Are committee members paid?**

Yes. Committee members receive an annual allowance of £5,500 for their role.

If you receive means-tested benefits this allowance may affect the benefits you can

claim. You will need to check what, if any, impact receiving this allowance may have on your benefits.

### **How are committee members chosen?**

To apply for a place on the committee you need to complete a simple application form and confirm you are a customer and that there is nothing preventing you from being on the committee. For example, if you are subject to possession proceedings you are not eligible to apply.

The committee will shortlist the best candidates for an interview with the committee's chair and other committee members.

### **What are the main dates?**

The closing date for us to receive your application form is 28 February at 5pm.

We will hold interviews in the second week of March.

### **How can I apply?**

If you are interested in applying you can complete the application form on our website in the newsroom section.

### **What if I have a query?**

If you have a query, you can email us on [governance@a2dominion.co.uk](mailto:governance@a2dominion.co.uk). You can also get in touch with Ian Hill, Director of Governance and Compliance on 07912 790 474.

**A2Dominion Group**

Queries: [governance@a2dominion.co.uk](mailto:governance@a2dominion.co.uk)

Phone: 07912 790 474