

Community Reps Role



Would you like the chance to support your local community and make a real difference where you live?

As a Community Rep, you will work with our Community Engagement Team, linking Platform Housing with your community. You will help us to ensure your neighbourhood is a safe, friendly, tidy place where people are proud to live.

You will also help us deliver services that address the issues that matter to local people. You may also choose to be an active voice in your community, listening to other customers, and encouraging community spirit.

Your role will help us provide customer focused services in your community. You will give us a resident's eye view of the standard of cleaning, grass cutting, and grounds maintenance.

You may choose to be an ambassador for Platform Housing, keeping your community updated about our work and new initiatives.

Key roles

As a Community Rep you will:

- Be an active voice in your community.
- Help ensure good communication between your neighbourhood and Platform Housing
- Inform us of where our contractors aren't performing to the standard we expect
- Report, and support neighbours to report communal repairs through effective signposting
- Inform us of anything that is a risk or nuisance within your neighbourhood, which may include issues like graffiti, fly tipping and anti-social behaviour. We'll then work to identify where we can help to resolve these, where possible.

You will not be expected to get involved in individual tenancy issues. We will give you the information you need to signpost other customers to the Platform team that can help them.

Required skills

- You will be open minded and approachable
- You will respect people from different backgrounds
- You will be able to look at issues objectively
- You will be passionate about where you live
- You will be keen to help other people
- You will want to build a strong sense of community

Training and support

You do not need formal training to be a Community Rep. However, there may be training opportunities available to you in your role.

Level of commitment

The role of a Community Rep is very flexible. You will decide your level of commitment. You may volunteer a few minutes each month to give updates to Platform Housing. You may even choose to spend several hours each month working on community projects. It's your choice, make it fit around you.

We'd love you to get involved, so please complete the form on the Get Involved page <https://www.platformhg.com/get-involved> to register your interest or head to the Platform Communities Facebook @Platformhgcommunities