

August 2025

Dear Applicant

**Maintenance Assistant**

Please find enclosed Application Pack for the above post.

The closing date for the return of completed applications will be 10.00a.m. on Monday 18 August 2025. Please complete the application form provided and do not include a C.V.

If you have any queries or would like further information, please do not hesitate to contact me.

Yours faithfully,

**Nikkita Smith**

**Corporate Services Officer**

Encl.



***Recruitment Pack –***

Maintenance Assistant

A logo for a housing association

AI-generated content may be incorrect.

1. Welcome
2. About Easthall Park Housing Association
3. Our Vision, Objectives & Values
4. Summary of Terms & Conditions
5. Job Description & Person Specification
6. Application Form
7. How to Apply & Guidance to Applicants

# Welcome

I would like to thank you for taking the time to assess this application pack for the Maintenance Assistant’s post. I hope the information in the pack and our website will inspire you to apply for the role and to develop your career in Easthall Park Housing Association (Easthall Park) and the housing association sector.

It is an exciting time to join Easthall Park to be part of our journey, where we are delivering our Investment Plan to improve our tenants’ homes. We are also focussed on developing our people and further improving our service and performance, to ensure we excel and achieve our vision to make “Easthall Park - A Great Place to Live”.

The post of Maintenance Assistant will attend to repair requests and queries, as well as administrative tasks associated with the delivery of our repairs service to our tenants of the Association. The Maintenance Assistant will work closely with our new Trade Team to ensure repairs are attended to timeously, right first time and meet the satisfaction of our tenants. They will also support the Maintenance Co-ordinator to undertake administrative tasks associated with cyclical and planned major repairs and landlord safety.

A key priority for the Association is to build relationships with our tenants and customers and the Maintenance Assistant will pro-actively engage to provide excellent customer service in the delivery of the repairs service.

We are seeking to appoint a person with experience in repairs administration and a customer services environment, who has excellent communication, interpersonal and team working skills to successfully engage with tenants, colleagues and a range of stakeholders. The successful candidate should be committed to our values and be able to plan and prioritise their work to meet organisational targets and personal goals.

If you feel you have the skills, knowledge, experience and personal attributes to be successful in the role and member of our team we would be delighted to hear from you.

**Graeme McLachlan Maintenance Manager**

# About Easthall Park Housing Association

Easthall Park Housing Association (Easthalll Park) is a registered social landlord and was formed in 1992 to improve the housing conditions in the Easthall community in the peripheral area of Easterhouse in the north east of Glasgow.

Easthall Park evolved through major regeneration of new build housing and a stock transfer from Glasgow Housing Association. We now own 695 properties and provide a factoring service to 54 owner-occupiers in the Easthall and Kildermorie communities in Easterhouse.

Easthall Park is community based and focussed on improving the quality of lives and living conditions of our tenants and residents living in our communities. We feel we are successful in managing our communities and tenants’ homes and delivering a high quality and responsive service. This view was tested through the Tenant Satisfaction Survey in 2023 and the highlights from the survey were as listed:

|  |  |  |
| --- | --- | --- |
| * Overall satisfaction with service provided | - | 92% |
| * Satisfaction on being kept informed about services and decisions. | - | 97% |
| * Satisfaction with the management of the neighbourhood | - | 97% |

There are 23 staff members in our team, and they mainly work in housing management, maintenance and finance & corporate services to

deliver the local housing service to our tenants and other customers. We have an in-house Trade & Estates Team to attend to minor repairs and void works, and landscape and grounds maintenance, respectively.

These in-house services. We have seen significant improvement in our repairs service through the new Trade Team, where there is an improved service and

performance, increase in repairs completed right first time, best value for money and more importantly higher tenant satisfaction levels.

We are considering developing our in-house Trade Team to attend to cyclical and planned major repairs.

Easthall Park is in a good financial position, with

healthy cash reserves, surplus years throughout our 30 year financial plan; good quality housing with strong SHQS compliance and energy efficiency ratings; and low turnover and high demand in the housing stock. We completed a stock condition survey in 2024

and are now focussed on implementing our new Investment Plan with the delivery of the planned major repairs programme to improve our tenants’ homes.

At Easthall Park we pride ourselves in being local and community based, delivering high quality and responsive services, and being more than a landlord working in partnership with Easthall Residents Association (ERA).

Easterhouse is a very deprived area and our communities in Easthall and Kildermorie are well within the worst 10% most deprived areas in Scotland based on the Scottish Indices of Multiple Deprivation. We continue to support and work in

partnership with ERA to pursue grant funding opportunities aimed at improving our tenants and other residents’ quality of lives, particularly during the cost of living crisis.

Easthall Park works with other housing associations in the Easterhouse, where we are members of the Easterhouse Regeneration Alliance (EHRA). EHRA

members meet on a strategic and operational level to work collaboratively to represent protect and promote the interests of its communities and people in Easterhouse, as well as improve in our work and services and achieve best value for money.

# Vision, Mission, Strategic Objectives and Our Values

The Management Committee and staff developed the Association’s strategic direction for 2023-26 through the following**:**

## Vision

**Mission**

Easthall Park - “A Great Place to Live”

“Providing high quality and affordable housing and responsive services to our tenants and residents”.

## Strategic Objectives

We have established 5 Strategic Objectives that reflect our Vision, Values, Mission and overarching aims:

SO 1 - Delivering Excellent Housing Services

SO 2 - Providing Quality Homes in an Attractive Environment SO 3 - Demonstrating Good Governance

SO 4 - Achieving Strong Financial Management & Best Value for Money SO 5 - Being More than a Landlord to improve the lives of our tenants

and residents.

## Values

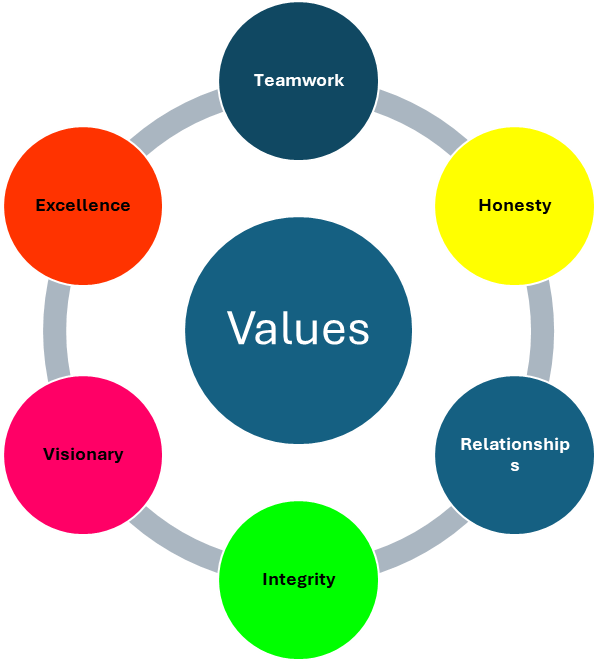
Through our Values our aim is to **T.H.R.I.V.E** as a business:

* Teamwork - We will support each other to achieve in our work.
* Honesty - We will be trustworthy, transparent, and conscientious.
* Relationships - We will have positive relationships with our tenants,

colleagues and other stakeholders.

* Integrity - We will be respectful, responsible and caring.
* Visionary - We will be forward thinking.
* Excellence - We will deliver high quality and responsive services

and be committed to continuous improvement.



# Summary of Terms & Conditions

Easthall Park is a full member of Employers in Voluntary Housing (EVH) and we adopt their terms and conditions and salary structure in our management of Human Resources.

A summary of the key terms for the role of Maintenance Assistant are as listed:

* + Place of Work - Glenburn Centre, 6 Glenburnie Place, Easterhouse,

G34 9AN

* + Salary - EVH Grade 4 – Spinal Points PA 9 – PA 12 –

£25,755 - £29,124.

* + Hours of Work - 35 hours per week, Monday to Friday

Flexible working.

* + Holiday Entitlement - 40 days leave in each calendar year, which includes

15 public holidays

There is flexible use of public holidays.

* + Pension - A SHAPS Defined Contribution pension scheme is

Offered on the following terms (Employee contributions 5% and Employer contributions 10%).

* + Probationary - There is a 6 month probationary period.
  + Other Benefits
    - Hybrid Working
    - Life Cover - There is death in service cover of 3 times the annual salary.
    - Professional Membership Fees
    - Canada Life We Care – Health & Wellbeing Service
    - Counselling Service
    - Commitment to Learning and Development

# Job Description & Person Specification

**JOB TITLE: Maintenance Assistant**

**GRADE**: **Employers in Voluntary Housing Grade 4 Spinal Points PA9 -PA12**

**RESPONSIBLE TO: Maintenance Manager DATE: August 2025**

**Job Purpose**

The specific purpose of the post of Maintenance Assistant is to contribute towards a high quality repairs service through recording, processing and administering repairs from tenants and owner-occupiers through to completion. The Maintenance Assistant will also undertake key administrative task associated with the delivery of the repairs service to our tenants and other stakeholders in the Association.

## Main Objectives of Post

* To provide a high quality and responsive repairs service.
* To attend to key administrative tasks associated with the repairs service.
* To contribute towards tenant participation and excellent customer care in the delivery of the repairs service
* Assist with the maintenance of I.T systems and registers associated with the Maintenance Service.
* Other duties in keeping with the role of the Maintenance Assistant and the

Association’s work.

## Principal Duties

1. To provide a high quality and responsive repairs service**.**
   * Take repairs from tenants and other customers by telephone, text message, e-mail or in person at the reception.
   * Provide tenants and other customers with good quality information on the repair to be undertaken
   * Raise repair work orders via SDM housing software system in accordance with the Financial Regulations and delegated spending level based on the estimated value of the repair.
   * Advise tenants of the right to repair procedure at the point of raising a works order.
   * Allocate work orders to appropriate Trade Team members to match tenants’ availability and appointment slot in the diary.
   * Issue work orders to external contractors only where the repair cannot be completed through the Association’s Trade Team.
   * Provide details of asbestos containing materials should be flagged in SDM either confirming its presence or advising it is presumed to be present. In these circumstances the Asbestos procedures must be followed.
   * Provide details of any other flags that may be appropriate to the job should be sent to the contractor with the work order.
   * Issue work orders for appointment directly to appropriate Trade Team members and sign-off completion of completed repair.
   * Maximise use of the text message facility to inform and remind tenants and other customers of the date of the repair, which will mitigate no access calls and downtime of the Trade Team.
   * Ensure completed repairs are signed off on day of receipt and check for required information on the repair line i.e. completion date and time, tenant / customer’s signature, time and material recording.
   * Assign completion details in SDM capturing employees time on site and materials used for all jobs.
   * Ensure appropriate information is recorded on all completed work orders If this information is not provided on the work order, it will be scanned and returned to the Repairs Operatives or external contractors.
   * Raise a repair work if required for follow-up work by Trade Team employees. Sign off job in accordance with set procedures.
   * Monitor outstanding repairs and pursue the Repairs Operatives and external contractor to ensure completion of the job and return of the repair order to be signed off on SDM.
   * Liaise with tenants and contractors on repairs issues, such as outstanding repairs, key management, access arrangements, post inspection arrangements.
   * Undertake satisfaction surveys on the repairs service for completed jobs via text message, phone calls or survey sheets.
   * Liaise with Maintenance Officer on negative responses from the satisfaction survey for inspection.
   * Prepare monthly charts showing satisfaction for repairs categories.
   * Process authorised invoices through the SDM Housing software system.
   * Provide cover and support to the Receptionist / Administration Assistant

## To attend to key administrative tasks associated with the repairs service.

* + Record and track complaints about the repairs service via the SDM Complaints Module.
  + Ensure tenants and other customers’ complaints are acknowledged and they are kept full update on the progress of their complaint.
  + Assist in the co-ordinating gas safety to our tenants’ homes ensuring a gas service is undertaken annually before the expiry of the current gas safety certificate.
  + Ensure SDM repairs modules are maintained to support the operation of the annual gas servicing requirements.
  + Process insurance claims and liaise with the Insurance Broker and relevant staff members to ensure these are resolved timeously.
  + Process rechargeable repairs through tenants’ neglect and vandalism in accordance with the Repairs & Maintenance Policy.
  + Pursue tenants and other customers for recovery of outstanding debts associated with rechargeable repairs.
  + Process contractors’ invoices
  + Establish flags in the SDM housing software system for key aspects of the repairs service e.g. gas service due, asbestos, challenging customer, rechargeable repair etc
  + Assist in the administration of void works and cyclical repairs through the in-house team and external contractors.
  + To update the SDM Void module on completion of key stages in the maintenance process of the Void Procedure.
  + Maintain a suite of performance and customer satisfaction information to inform reporting on the repairs service to tenants and other customers, Management Committee and Scottish Housing Regulator by senior staff members
  + Assist and where necessary deputise for the Maintenance Co-ordinator in administrative tasks associated with compliance works and the cyclical and planned major repairs service.

## To contribute towards tenant participation and excellent customer care in the delivery of the repairs service

* + Provide a courteous and professional service to tenants, owners and other customers across all functions.
  + Provide assistance with tenant participation / consultation exercises.
  + Co-attend tenants and owners’ meetings as required
  + Liaise with other agencies when required to deliver customer care
  + Consider and value customers’ views and comments

## Assist with the maintenance of I.T systems and registers associated with the Maintenance Service.

* + Ensure accurate storage of maintenance information and records on the Maintenance Server.
  + Assist in the maintenance of the Landlord Compliance Registers e.g. Asbestos, Legionella; Electrical & Fire Safety, etc
  + Record outcomes associated with the repairs service in the Repairs / Planned Maintenance Modules of SDM.
  + Generate SQL reports via the SDM system for the maintenance service.

## Other duties in keeping with the role of Maintenance Assistant and the Association’s work

* + Contribute towards the reviews of Maintenance policies and procedures
  + Positively contribute to the achievement of Organisational aims and Team’s Contribution tasks and goals.
  + Participate in promotional, marketing and community events relating to the Association’s work
  + Attend meetings at evenings and weekends, as required in relation to your role and the Association’s work.
  + Ensure a commitment to their own professional and personal development to meet the needs of your role and the Association.
  + Assist the Health & Safety Administrator with general clerical and administrative duties associated with implementation of the Health & Safety Control Manual.
  + Ensure a commitment to the Association’s Equal Opportunity Policy and Codes of Practice.
  + Work with colleagues and contractors in all areas of the business to ensure we are providing a first class repairs and maintenance service for our customers.
  + Contribute to the production of newsletters and other publications and website articles by providing information on repair performance or relevant stories to provide a focus on a particular aspect of the repairs service
  + Carry out tasks commensurate with your role as directed by members of the Maintenance Team, Maintenance Manager or Director.

**PERSON SPECIFICATION**

**Maintenance Assistant**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | | **Desirable** |
| **Education & Qualifications** | |  |  |
| National 5 Qualifications | |  |  |
| A relevant maintenance qualification or experience | |  |  |
| **Experience** | |  |  |
| Experience working in a customer service environment | |  |  |
| Experience in repairs administration | |  |  |
| Experience of using maintenance database | |  |  |
| Experience working with Microsoft applications | |  |  |
| Experience with SDM housing software system or another housing maintenance system | |  |  |
| Experience in the housing association sector | |  |  |
| **Skills, Abilities & Personal Attributes** | |  |  |
| Committed to continuous improvement, service excellence. | |  |  |
| Excellent communication, listening and interpersonal skills | |  |  |
| Highly motivated to excel in role | |  |  |
| Proficient in I,C.T. and maintenance databases and systems | |  |  |
| Problem solving skills | |  |  |
| Customer focused | |  |  |
| Ability to plan and prioritise work to meet personal targets and organisational goals | |  |  |
| Ability to handle a diverse workload and conflicting priorities and demonstrate good time management and organizational abilities to meet deadlines | |  |  |
| **Knowledge** | |  |  |
| Good knowledge of I.T. system and Microsoft Applications, in particular, word and excel. | |  |  |
| Good knowledge of property management and landlord safety requirements | |  |  |
| Knowledge of repairs and maintenance Annual Report on the Charter | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | | **Desirable** |
| Knowledge of Health & Safety requirements in the workplace | |  |  |
| **Other Requirements** | |  |  |
| Awareness of equality issues and commitment to meet the Association’s Policy and codes of practice | |  |  |
| Committed, flexible and adaptable approach to work requirements | |  |  |
| Uphold the Association’s values and objectives | |  |  |
| Commitment to continuous improvement | |  |  |
| Basic Disclosure | |  |  |

# Application Form

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **EASTHALL PARK HOUSING ASSOCIATION APPLICATION FORM**  **POST APPLIED FOR: Maintenance Assistant – Grade 4** | | | | | | |  |
| **PERSONAL DETAILS** | | | | | | | |
| **Surname:** | | | **Initials(s):** | | | **National Insurance No:** | |
| **Address:** | | | | | | **Telephone (Home)** | |
| **Telephone (Business)** | |
| **SCHOOL EDUCATION** | | | | | | | |
| **List all certificates at their highest level only. Continue on a separate sheet if necessary** | | | | | | | |
|  | **Subject** | **Level and Resu** | |  | **Subject** | | **Level and Result** |
|  |  |  | |  |  | |  |
|  |  |  | |  |  | |  |
|  |  |  | |  |  | |  |
|  |  |  | |  |  | |  |
|  |  |  | |  |  | |  |
|  |  |  | |  |  | |  |
|  |  |  | |  |  | |  |
|  |  |  | |  |  | |  |

|  |
| --- |
| **FURTHER EDUCATION** |
| **List all Colleges, Polytechnics or Universities attended (give details of examinations taken** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **and results awarded or awaiting). Non-UK educated applicants please specify country whe study took place.** | | | | | | |
| **College/** | **Dates** | | **Study Method** | | **Qualifications** | **Date** |
| **University** | **From** | **To** | **F/T** | **P/T** | **Obtained, Grades**  **Major Subjects** | **Awarded/**  **Anticipated** |
|  |  |  |  |  | **Studied** |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **MEMBERSHIP OF PROFESSIONAL INSTITUTES** | | |
| **Name of Institute** | **Current Status** | **Date Awarded** |
|  |  |  |

|  |  |
| --- | --- |
| **PRESENT EMPLOYMENT** | |
| **Name and Address of Employer:** | **Date employment commenced:** |
| **Present Salary and Benefits:** |
| **Position Held:** | **Notice Required:** |
| **Duties and Responsibilities:** | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PREVIOUS EMPLOYMENT (List in order, with most recent employer first)** | | | | |
| **Continue on separate sheet if necessary.** | | | | |
| **Dates** | | **Name and Address of Employer** | **Position Held and Nature of Duties** | **Reason for leaving** |
| **From** | **To** |
|  |  |  |  |  |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **EXPERIENCE SKILLS AND TRAINING** | | | | |
| **Please describe your interest in this post and organisation and set out experiences, skills and qualities you will bring to the post.**  **(Continue on a separate A4 sheet if necessary)** | | | | |
|  | | | | |

|  |
| --- |
|  |
| **GENERAL INFORMATION** |
| Do you have any voluntary work or public service commitments or any relevant experience, which you wish to draw to our attention? |
|  |
| **Do you have any private business commitments? If so, please provide a brief description** |
|  |

We are committed to being an Equal Opportunities Employer. If you have a disability as define in the Equality Act 2010, are there any arrangements that would assist you in attending an interview? Please provide details below.

|  |
| --- |
| **ADVERTISMENT SOURCE** |
| **Where did you see this vacancy advertised?** |
|  |

|  |  |
| --- | --- |
| **REFEREES** | |
| **Name, Address and Occupation of two referees. They should know you in a work capacity, if previously employed**  **One of the referees should be your current or most recent employer** | |
| **1. Name and Address of Referee:** | **2. Name and Address of Referee:** |

|  |  |
| --- | --- |
|  |  |
| **Phone No:** | **Phone No:** |
| **Occupation:** | **Occupation** |

**PERSON SPECIFICATION**

The Association wishes to compare your experience, skills and knowledge with its requirements. You should, therefore, try to show in the following part of the form how you satisfy these. This does not have to be from paid work but can be from other experience. The Selection Panel will consider candidates who do not meet all the requirements therefore please complete all sections as appropriate.

|  |  |
| --- | --- |
| **Essential / Desirable Criteria** | **How You Satisfy the Criterion** |
| Experience in repairs administration |  |
| Experience working in a customer service environment |  |

|  |  |
| --- | --- |
|  |  |
| Proficient in ICT, specifically Microsoft word and excel, as well as maintenance databases and systems. |  |
| Experience in building relationships with key stakeholders. |  |
| Ability to plan and prioritise work. |  |

## NOTE TO ALL APPLICANTS

In accordance with the Immigration, Asylum and Nationality Act 2006, if you are invited to attend an interview you must provide your current passport or an original document which states your National Insurance Number e.g. P45, P60, Payslip or a National Insurance Number Card, together with birth certificate.

## GENERAL DATA PROTECTION REGULATION (GDPR)

The information that you provide on and with this form will be held and processed by Easthall Park Housing Association for the purpose of recruitment and selection. This may include verbal or written references that we may obtain from any referees provided and which you consent to the Association obtaining and disclosing, by submitting your application.

## DECLARATION (Read Carefully)

I certify that all statements given by me on this form are true and correct to the best of my knowledge. I realise that if I am employed and it is found that such information and all other documents associated with the recruitment and selection process are false and that I have withheld information, I am liable to dismissal without notice.

I am not related in any way to a committee member of the Association.

I am not related to any member of staff, consultant, contractor or supplier of the Association.

**Signed Date**

**Returned applications to be received no later Monday 18 August 2025 at 10.00a.m.**

# How to Apply & Guidance to Applicants

We hope that the information provided to you for the post of Maintenance Assistant and details about our Association will now encourage you to now apply for this post.

You should provide the following information to apply for this post:

1. Completed Application Form (Section 6)\*
2. Completed Equal Opportunities Monitoring Form\*

\* These forms are located in the recruitment page of our website and should be submitted separately.

## https://[www.easthallpark.org.uk/maintenance-assistant-/](http://www.easthallpark.org.uk/maintenance-assistant-/)

**You should not provide your C.V with your application.**

Your application can be e-mailed to [recruitment@easthallpark.org.uk](mailto:recruitment@easthallpark.org.uk) . We would ask for all applications to be sent electronically to the above e-mail address and you should ensure they are sent prior to the closing date. Any applications received after the closing date will not be considered.

We will only view your qualification and request references if you have been offered the position One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.

## Please do not include copies of your qualifications or references with your initial application.

The job description aims to outline the key requirements of the post and the person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the Recruitment Panel will only consider the

information contained within your application form and assess this against the agreed person specification.

The Recruitment Panel will not make any assumptions about the nature of your experience, skills or knowledge based on the list of job titles of your current and previous jobs in their assessment of your application form. It is for you to use the space provided throughout the form to comprehensively detail your previous experience and relate this to the job description and person specification. As well as paid employment you may also wish to include any voluntary work or any other life experience or skills you can bring to the post and Association.

Your application form is the start of your relationship with the Association and its content and quality will demonstrate your dedication to be successful in this post and work for the Association. It is for these reasons that you should ensure your application provides relevant and comprehensive information to give you the best possible opportunity of securing this post.

If you are related to any members of staff, consultants, contractors or suppliers to the Association – this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.

If you are shortlisted for interview, we will ensure you are given reasonable notice for the date of your interview. The Recruitment Panel will set questions based on the job description and person specification to ensure they can appoint the candidate with most suitable experience, knowledge, personal attributes and skills to excel in this role.

The award of employment will be subject to a satisfactory outcome to a Basic Disclosure Scotland check and completion of a health questionnaire.

Easthall Park Housing Association aims to be an equal opportunity employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us, or you wish an informal discussion with us then you may contact the Association’s Director, Kenny Mollins on 0141 781 - 2277.

The closing date for receipt of your application is **10.00a.m. on Monday 18 August 2025**. Interviews are scheduled for week beginning **25 August 2025**.

*Processing and Storage of Your Sensitive Personal Data*

Easthall Park Housing Association is endeavoring to operate as an equal opportunities employer. It is part of our policy to ensure that there shall be no discrimination on the grounds of race, colour, nationality (including citizenship), ethnic or national origins, religion, social background, disability, marital status, gender, age or sexual orientation.

We are committed to eliminating discrimination from our employment practices. We will take steps to ensure that candidates are recruited, trained and promoted on the basis of ability, the requirements of the job and the need to maintain an efficient and effective service.

The personal information provided within your application form will be handled and used by us in accordance with our Data Protection Privacy Policy which you can find on our website. By submitting your application form to us, you accept the content of our Data Protection Privacy Policy about how we will process your information.

Our GDPR Fair Processing Agreement for Job Applicants can be found on our website for your information,

Please note that the optional Equal Opportunities monitoring form **will not** be shown to the Recruitment Panel. The Equal Opportunities monitoring form will be removed for monitoring purposes before shortlisting by a non-panel member and will not affect the consideration of your application.