

# Our Customer Panel: September 2023

A snapshot of our progress and achievements since November 2022



We represent **54,000** GSA customers across **25,000** households



We are **16** panel members who **meet every month**. We are here to help. Talk to us.



We have a **close working relationship with GSA** who we **hold to account**. We feedback concerns and suggest improvements



We have developed **four customer working groups**. These are **Repairs & Maintenance, Customer Complaints and Experience, Building Safety (Damp, Mould and Condensation)** and **Communication**



We have launched our **Customer Involvement and Empowerment Strategy**



We have co-developed a **vulnerable customer policy**



We have helped to improve GSA's **damp and mould process** following customer feedback

We have improved how GSA **shares performance data** with customers



We have awarded a total of **£3,760** to **eight community projects**. Three projects delivered to-date involving **29 volunteers** and **supporting 85 people**.