

Our Customer Panel: 2025 highlights



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



We are **16** panel members who **meet** monthly to
champion customer voices.



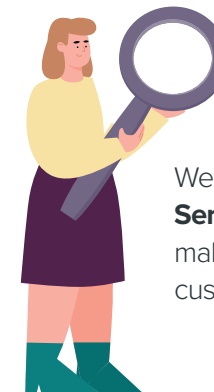
We monitor complaints
performance to **help improve**
services



We endorsed and
judged the **new**
Customer Choice
Award category at
the Gold Star Awards,
recognising colleagues
who go the extra mile



We co-designed **a guide**
for customers wanting to
sign up to be involved in
Customer Focus Groups.



We **reviewed 21 Rent and**
Service Charge letter templates,
making them clearer and more
customer-friendly



We helped shape
the **Repairs and**
Maintenance Policy
using real customer
insight



We helped shape the **GSA Lettable**
Homes Standard, aligning it with
national reforms

We contributed to the
development of the **new**
Customer Experience
Strategy



We awarded **£20,543** to **21**
community projects through the
Community Impact Fund