

Our Customer Panel: August 2024



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



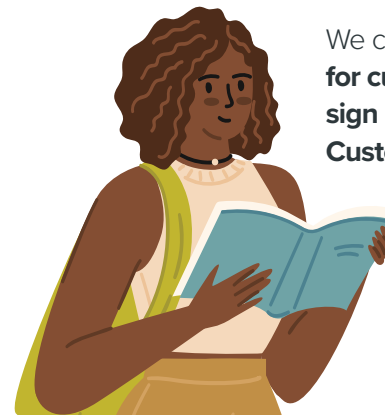
We are **16** panel members who **meet every month**. We are here to help. Talk to us.



We hosted our first GSA locality customer roadshows in 2023 across **10 areas** and engaged with **over 140 customers**.



We have identified **five strategic business projects** that we will work together on as part of our four thematic Panel Working Groups (complaints, customer data, consumer standards, single housing management system and service charge review).



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



We reviewed **27 Community Impact Fund applications** and awarded **13 grants** to the value of **£8,079** to support local community projects that directly benefit our customers.



We introduced a new **Recruitment Assessment Workshop** which resulted in the recruitment of **four new panel members**.



We've taken part in the testing of the **new damp and mould app pilot**.

We've assessed GSA **performance and quality reports** and given feedback and recommendations to drive up service standards.

