



Our Customer Involvement Standard





Customer and Community Voice Groups

Our

Customer Involvement Standard

Customers are at the forefront of our decision making and our involved customers hold us to account, ensuring excellent services are being delivered and value for money is being achieved.

By working with our customers, we are able to change the way we do things to improve the customer experience.

We will:

- **make it easy for you to tell us what you think by providing different ways to get involved, no matter your circumstances**
- **consult with you about any major changes to our services**
- **listen and act on feedback**
- **keep you updated on how your views have been used to improve our services by publishing 'you said, we dids' on our website and in our annual report**



Neighbourhood Walks

We have a range of opportunities for customers and leaseholders to get involved both in person and online. Whether you have 5-10 minutes, a couple of hours or a full day, we have a range of ways you can get involved, share your views and help us improve our services.

Customer and Community Voice Groups

The groups are a forum to help us make business decisions and improve our services, so we always help customers, leaseholders and residents.

Scrutiny Group

The Scrutiny Group helps us to improve our services through deep dives, task and finish groups and policy reviews.

Neighbourhood Walks

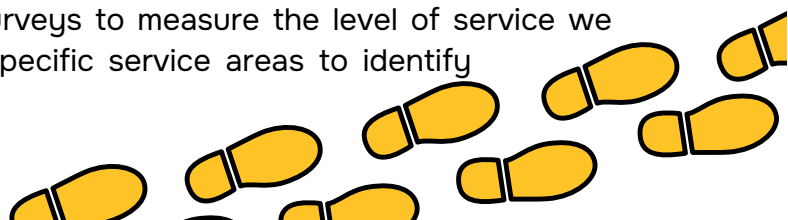
The walks take place on a quarterly basis and provide an opportunity for Gentoo and key stakeholders to work together and proactively identify areas for improvement.

Your Gentoo Voice

Through our online portal we ask for your opinion to help us make decisions. You can share your views and give us feedback on projects we are working on.

Targeted/Generic Surveys

We regularly ask customers to complete surveys to measure the level of service we have delivered or to gather feedback on specific service areas to identify potential improvements.



Building Safety Customer Group

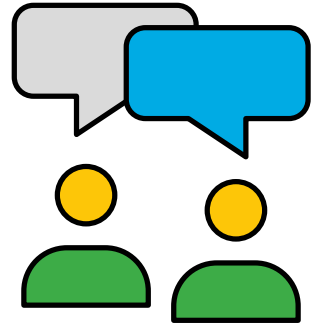
Our Building Safety Customer Group is exclusively for customers living in Gentoo's high-rise residential buildings or their nominated representatives. The group discusses and consults on building safety matters in our high-rise residential buildings.

We look to this group to challenge decisions that affect building safety and how effectively we communicate and engage with them. We are accountable to this group for all the decisions we make that affect building safety.

The Customer Committee

Our Customer Committee is made up of six customers who meet bi-monthly to shape how we deliver services across Sunderland and ensure all customers are at the forefront of the Group's decision making.

The Customer Committee is a central part of how our services are overseen. It will provide direct feedback to the Gentoo Group Board to ensure that consumer standards are being met, value for money is being achieved and excellent services are being delivered to our customers households.



If you're interested in becoming an involved customer, please email customerinvolvement@gentoogroup.com



The Customer Committee