

Informing residents of action taken in response to feedback.

Regular resident feedback is crucial for improving meal service and reducing food waste. Equally important is keeping residents informed about the actions taken to address their concerns.

There are various ways to keep residents informed, including information in resident newsletters and notices, posters on noticeboards and through regular resident meetings.

1. Prepare regular flyers for noticeboards – see sample poster provided.
2. Ensure resident feedback is a standard content option for newsletters and prepare a summary of actions taken or underway in response to feedback received.
3. Ensure resident concerns and feedback are standard agenda items for monthly resident meetings. For example, agenda items may include:
 1. Welcome and introduction to new members.
 2. Minutes approval.
 3. Review of actions from previous minutes.
 4. Resident concerns and feedback received over the past month.
 - 4.1. Actions taken or underway.
 - 4.2. New concerns arising.
 5. Upcoming events.
 6. New business, policy changes and other items of resident interest.
 7. Other agenda items.