

**RESIDENTS' CONSULTATION COMMITTEE**  
**MONDAY 15 APRIL 2013**  
**ANNUAL REVIEW**

1. Communication – what improvements could be made to the way the BEO communicates with residents, for example, newsletter, notice boards, emails (to RCC/BA Chairs, House Group Chairs, House Group representatives), website, reception? What do you think of the email broadcast service and new website?
2. Reporting – would you like to see any changes or improvements to the reports that are presented to your committee?
3. Service improvements – what services would you like the BEO to prioritise in its review of services. Would you like to see any changes to services? Are there additional services you would you like the BEO to offer?
4. Costs – which areas of service would you like the BEO to prioritise in its review of service charge costs to residents or which areas of service could be provided in a different way that could possibly reduce costs?