

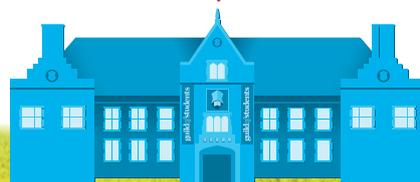
# RESIDENTS' ASSOCIATIONS SUPPORT

*We promise you...*

- 1** We will support Resident Associations to represent your views to the Guild, the University and relevant external parties.
- 2** We will ensure a response to all enquires received from Residents' Associations within 3 working days.
- 3** Every student living in University accommodation will have access to a Residents' Association.
- 4** We will co-ordinate the organisation of a central programme of activities and social events during the academic year that are inclusive for all halls residents.
- 5** We will communicate up to date and accurate information on your Resident Association members, activities and events.

*Your Students Union will always...*

- 1** Communicate clearly, using language that is easy to understand.
- 2** Ensure our services are accessible and easy to use.
- 3** Be polite and professional at all times.
- 4** Use feedback to improve our services and tell you about the changes we have made.
- 5** Get back to you when we say we will.



**We'll make sure you get the best from Birmingham!**

You can let us know how we are doing, or where we can improve by emailing [feedback@guild.bham.ac.uk](mailto:feedback@guild.bham.ac.uk)