



Hall Feedback Forum

Notes from meeting held on 24 November 2022

Present: Warden (Chair), Assistant Hall Manager,
Catering Director of Operations, Executive Chef, Chef Manager

Student attendees: 3

Hall Manager
Hafsi Bakari

Warden
Dr Adrian Clark

Issue	Detail	Management response & action
Maintenance: Speed of response	Student attendee reported waiting an unacceptable time for light above mirror to be repaired.	Halls Management took details and will follow up with the maintenance team. Estimated time to repair will be communicated back to the student within 3 working days.
Pest control: Mice	Several student attendees reported seeing mice, including in the dining hall.	We are aware. Our pest control service visited recently and performed a "treatment", and will continue to visit regularly until the issue is resolved. All students are encouraged to report any pest sightings to reception. A next-working day response is normally possible. All students are encouraged not to leave edible items or dirty plates, dishes, etc <i>anywhere</i> , and to pick up any dropped food. Mice will not visit if there is nothing for them to eat.
Housekeeping: Pantry smell	Fourth floor pantry smells unpleasant. There has been a suggestion that the ventilation duct may have been contaminated with food items.	Halls Management will arrange for housekeeping and maintenance to investigate the source of the smell, including an examination of the ventilation duct. Resulting actions will be publicised to fourth floor residents by the end of next week.
Housekeeping: Pantry bins	Complaint that the large bin in pantries can cause a smell and feels unpleasant to be preparing food next to a bin.	Hall Management will publish further information for all students about where to dispose of rubbish and recycling in large bins on the ground and lower ground floors. This should mean that we can replace the pantry bins with smaller ones.
Maintenance: Toilet cubicles damaged	Cubicles in men's ground and fourth floor bathrooms are damaged. Some do not lock.	Halls Management will arrange for toilet cubicles to be inspected and appropriate maintenance performed. Inspections to take place within 5 working days. Aim to complete repairs within a further 5 working days.
Catering: General	Warden asked student attendees what was their general experience and opinion of the catering provision. All agreed "really good".	Thanks extended to the catering team for their hard work. Printed feedback cards and pens will be placed in the dining hall to make it easier for residents to give feedback about the catering service.
Catering: Calorie information	Student attendee asked if calorie information could be put on menus.	Breakfast item calories are already displayed on a counter sign. From next week, approximate calorie information for most dishes will be displayed on dinner menus.