

Resident Experience & Amenity Review

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SITE

A focused independent review of the resident journey, shared amenities and everyday service touchpoints - identifying visible friction, strengths to protect and practical opportunities to improve the lived experience.

EXECUTIVE PURPOSE

See the property through residents' eyes and identify where everyday details are strengthening or weakening ease, confidence and trust.

The review provides an independent resident-eye view of the journey, shared amenities and service touchpoints within one clearly defined residential setting.

WHEN THE REVIEW MAY BE RELEVANT	WHO THE REVIEW IS FOR
The review is relevant when leadership wants a clearer view of what residents are actually experiencing across arrival, communal spaces, amenities and everyday service touchpoints. It is especially useful where there may be small but visible areas of friction, inconsistency or inconvenience affecting perception and trust.	• Premium residential developments and branded residences • Properties preparing for opening, refresh or service improvement • Settings with strong amenities but inconsistent resident feedback or participation • Leadership seeking an independent resident-eye view of the lived experience

THE REVIEW LENSES

Five practical lenses organise observations and move from what residents encounter to what can be strengthened.

Arrival & Navigation	Communal Spaces	Amenity Experience	Service Touchpoints	Friction & Trust
How easy and intuitive is the journey from the first moment?	What do presentation, cleanliness, noise and atmosphere communicate?	Are spaces accessible, intuitive and aligned with resident expectations?	Are interactions, information and responses clear and consistent?	Where does unnecessary effort or inconsistency weaken confidence?

WHAT THIS REVIEW PROVIDES

• Strengths to protect What is already working well and contributing positively to resident experience.	• High-visibility friction Touchpoints that may look small operationally but have disproportionate resident impact.	• Practical priorities Realistic improvements prioritised by likely resident impact and ease of action.
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REVIEW AT A GLANCE

INITIAL SCOPE	DELIVERABLE	COMMERCIAL FORMAT
One defined residential property or development	Concise findings summary with prioritised observations and recommendations	Fixed-scope review; where deeper patterns emerge, Emotional Ecosystem diagnostic work is scoped separately