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# Communication methods

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| **Medium** | **Explanation** | **Pro** | **Con** |
| **Physical meeting (essential)** | Meetings in which all residents are gathered and in which a large amount of information is provided or in which a difficult subject is discussed.  | Provide immediate feedback from residentsOffers the opportunity to disseminate information to many residents | Time-consuming and require alignment of schedules, so never useable as a sole option |
| **Email** | Email could function as method through which updates to the residents are provided or through which newsletters are distributed | Quick and easy | Might be a problem for older residentsDifficult information could also result in more questionsCan become unstructured |
| **Leaflets** | Leaflets should explain difficult or specific information. On the one hand to convince residents and on the other hand to inform residents about steps in the project. | Can be placed in the mailboxesEasy to provide information in an easy to read format | Not suitable for extensive explanationsNo control over the fact that residents read it.Preparation time |
| **WhatsApp group** | A WhatsApp group can function to provide small updates to residents or within the project team.  | Quick and easy | Might be a problem for older residentsCan become unstructured |
| **Personal visits** | Personal visits to residents to offer personal advice or to offer special attention.  | Easier to personalise informationDirect feedback | Time consuming |
| **Information board (advised)** | An information board on a central location provides all relevant information and updates on the project’s progression. In the early stages it could provide best practice materials and explanations about the savings that can be achieved.  | Easy to provide information which is accessible to everybody | No control in who reads itNo direct feedback |
| **Newsletter** | A newsletter provides an update on the progress of the project and is most relevant throughout the retrofitting process.  | Easy to update residents on upcoming meetings or special activities | Preparation timeOnly to update about progression, so not suitable for extensive explanations |