

We need *your* feedback

**"Tell us what
you think!"**



Please complete the members survey

<https://www.surveymonkey.co.uk/r/88GZNRF>

Members Survey Results

Q1

How often do you use the clubs facilities

Answered: 40 Skipped: 0

	MORE THAN 5 TIMES A WEEK	3/4 TIMES A WEEK	1-2 TIMES A WEEK	ONCE A WEEK	1-2 TIMES A MONTH	VERY RANDOM	TOTAL
Tennis court (day)	0.00% 0	16.67% 6	41.67% 15	25.00% 9	11.11% 4	5.56% 2	36
Tennis (with lights)	0.00% 0	6.67% 2	16.67% 5	36.67% 11	20.00% 6	20.00% 6	30
Squash Courts	0.00% 0	5.56% 1	22.22% 4	5.56% 1	5.56% 1	61.11% 11	18
Hall (Table Tennis)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	9.52% 2	90.48% 19	21
Bar	0.00% 0	8.82% 3	38.24% 13	11.76% 4	38.24% 13	2.94% 1	34
Changing Rooms	0.00% 0	3.57% 1	35.71% 10	10.71% 3	21.43% 6	28.57% 8	28
Squash Building (gym equipment)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6.67% 1	93.33% 14	15

Q2

What is your Membership and Age

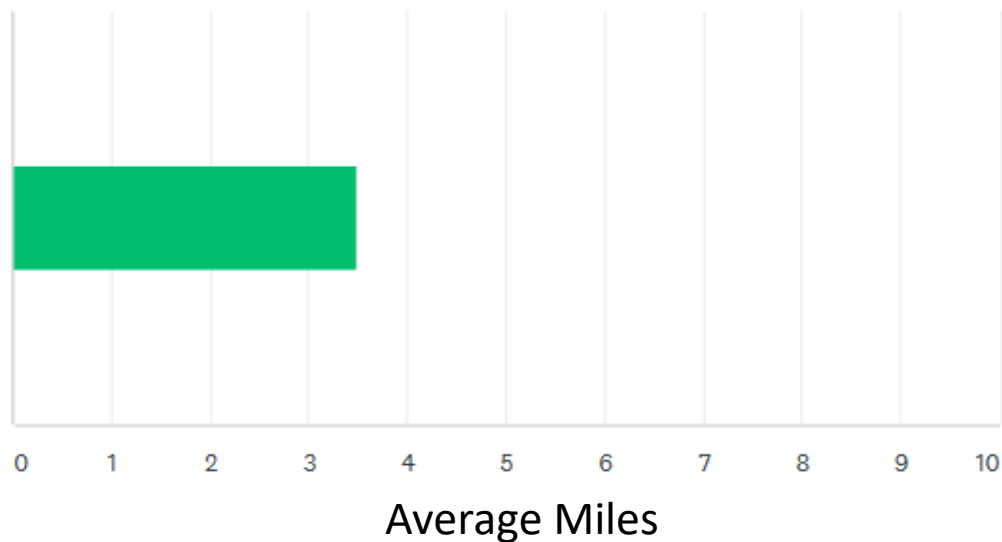
Answered: 40 Skipped: 0

[illegible]

Q3

How far do you Live away from the Club?

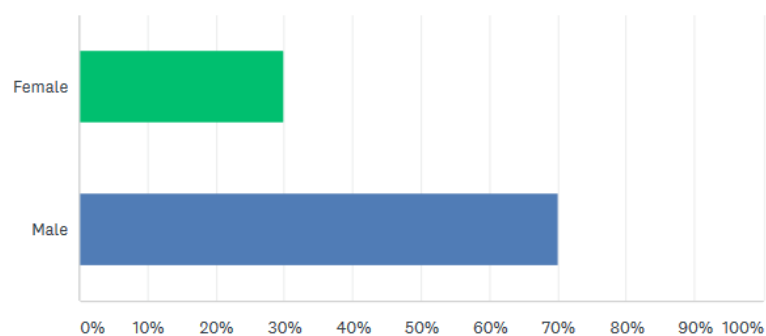
Answered: 40 Skipped: 0



Q4

What is your gender?

Answered: 40 Skipped: 0

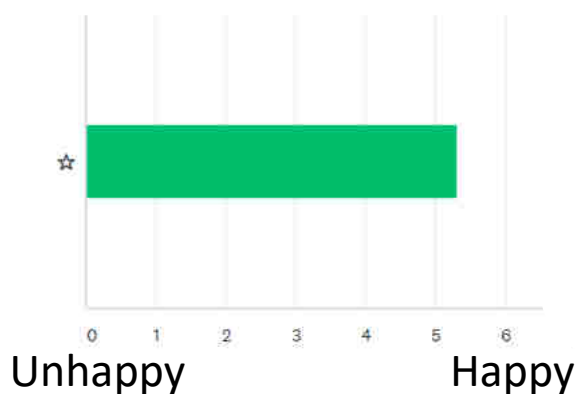


ANSWER CHOICES	RESPONSES	
Female	30.00%	12
Male	70.00%	28
TOTAL		40

Q5

How Happy are you with the Court booking System?

Answered: 36 Skipped: 4



	1	2	3	4	5	6	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	5.56% 2	13.89% 5	25.00% 9	55.56% 20	36	5.31

Q6

Events and Tournaments at the Club

Answered: 38 Skipped: 2

	VERY UNHAPPY	UNHAPPY	OK BUT NEEDS SOME WORK	HAPPY	VERY HAPPY	TOTAL
Happy with the range of social events	2.63% 1	0.00% 0	5.26% 2	44.74% 17	47.37% 18	38
Range of tournaments during the year	2.63% 1	0.00% 0	7.89% 3	47.37% 18	42.11% 16	38
Squash / Tennis Social Arrangements suitable	2.86% 1	0.00% 0	20.00% 7	60.00% 21	17.14% 6	35
Do you feel the club fully informed you of all events/options	2.63% 1	0.00% 0	2.63% 1	42.11% 16	52.63% 20	38

Q7

How well do you feel the clubs is maintained?

Answered: 35 Skipped: 5

	EXTREMELY WELL-MAINTAINED	VERY WELL-MAINTAINED	SOMEWHAT WELL-MAINTAINED	NOT SO WELL-MAINTAINED	NAT AT ALL WELL-MAINTAINED	TOTAL	WEIGHTED AVERAGE
▼ Tennis Courts	6.25% 2	56.25% 18	28.13% 9	9.38% 3	0.00% 0	32	2.41
▼ Squash Courts and Building	0.00% 0	33.33% 6	44.44% 8	22.22% 4	0.00% 0	18	2.89
▼ Changing Rooms and Showers	0.00% 0	14.71% 5	44.12% 15	35.29% 12	5.88% 2	34	3.32
▼ Bar Area and Club House	0.00% 0	31.43% 11	48.57% 17	17.14% 6	2.86% 1	35	2.91
▼ Outside Area	14.29% 5	42.86% 15	37.14% 13	5.71% 2	0.00% 0	35	2.34

Q8

What would you like to be improved at the club?

Answered: 34 Skipped: 6

	VERY IMPORTANT	IMPORTANT	NOT URGENT	NOT REQUIRED	(NO LABEL)	TOTAL	WEIGHTED AVERAGE
▼ Tennis Court Floodlights Comments (5)	18.75% 6	37.50% 12	34.38% 11	6.25% 2	3.13% 1	32	2.38
▼ Squash Court Heating Comments (6)	25.00% 5	15.00% 3	30.00% 6	15.00% 3	15.00% 3	20	2.80
▼ Monthly Membership payments by direct debit Comments (3)	3.03% 1	27.27% 9	42.42% 14	24.24% 8	3.03% 1	33	2.97
▼ Multiple Tennis courts surfaces (hardcourt + one other) Comments (8)	35.48% 11	12.90% 4	29.03% 9	19.35% 6	3.23% 1	31	2.42
▼ FOB Based (cashless) squash and tennis lights booking Svstem	13.79% 4	37.93% 11	37.93% 11	10.34% 3	0.00% 0	29	2.45