

The June Club Survey – much to be happy about and 10 ideas for improvement

The Results

Our Club survey was carried out in June. Thanks to all the members who replied and gave so many valuable comments. We discussed the results with the management Committee. As a Club we have loads to consider and we list ten topics below

It is enjoyable to read the many reasons members gave when describing what they found attractive about the Club. The most popular comments included the friendly atmosphere, the facilities, and availability of courts, the location, the Bar (and its prices). There were several positive comments, also, about the scope for year round activity, the staff, playing league, and the proposed indoor courts.

We took from this how important it is to maintain a friendly atmosphere in the Club and insure that all share in it.

Ten topics to consider

We can do better! There were loads of good suggestions and some well put criticism. We identified ten topics which as a Club we should consider

1. Improved communications
 - There was a very positive response to the recent restructuring of e-mail communications. We need to now develop selective communications for those items which are not of interest to all members. We need to encourage, also, more two way communication between members and committees.
2. Court surfaces and maintenance
 - In the past few weeks there has been welcome work on the squash courts. Many members have said there is a need for work on the tennis courts.
3. Ground maintenance
 - The grounds do not always look their best. Many members called for higher standards on tidiness and maintenance.
4. Family membership
 - Families are a very important part of the life and membership of the Club and we must recognise the costs associated with paying memberships for a family. The case has been made for higher discounts for family memberships.
5. Changing rooms , showers, toilets
 - There has been progress on the decor of the changing rooms...there is more to be done
6. Club/ social nights
 - The Club nights have met with a high level of enthusiasm. We need to keep them up and ensure there are loads of opportunities to play with and meet other members. The organising requires enthusiastic volunteers – any ideas?

7. Gym
 - The gym did not get well rated. Since the survey there have been repairs to machines. However, many of the members said it is too small and stuffy.
8. Squash courts
 - The squash courts are very popular and a number of members expressed concerns on reaching capacity
9. Tennis Coaching
 - The majority of responses were positive though there was a sense that the coaches should have a broader involvement. Some parents were concerned that the only tennis their children played was in coaching
10. Car Park
 - If the car park was a sensitive soul it would be glad of the attention that the Gym attracted!

The Survey

The Survey was emailed to Senior and Intermediate members in June. There were 145 responses. There were 15 questions with scope for comments on 9 of them. We are grateful to Business Information Group, 118 Upper Drumcondra Rd. (Tel: 00353 1 8283605), E: info@big.ie for designing and reporting the survey

We all want to make progress quickly as possible. Over the coming months the Management Committee has undertaken to address the issues raised and we will give regular updates.

If you want to get more detail on the survey or if you have ideas for a future one we would be delighted to hear from you

Thanks for your support,

The SLTC Membership Group
20 July 2011