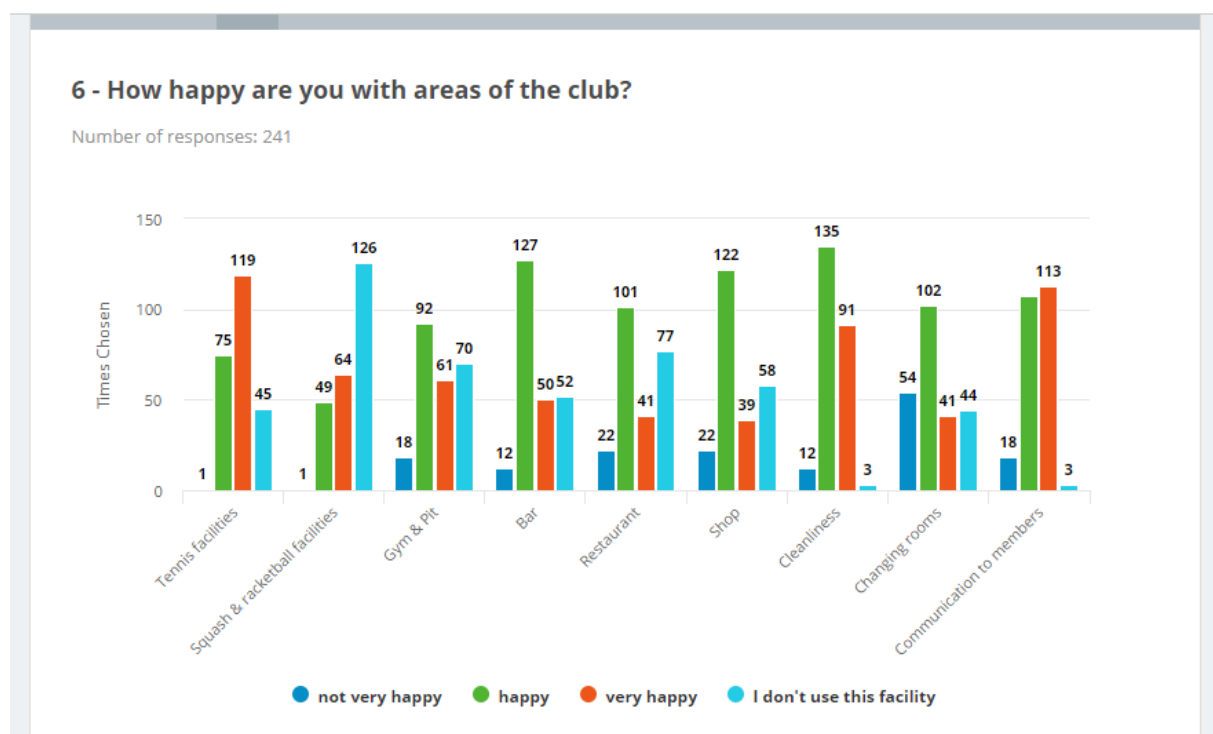


Dear Member,

Thank you to everyone who engaged in our recent survey. Here is a summary of the main findings.

The survey received 267 responses which is approximately 25% of the membership and these included 753 comments. It was really good to learn how happy members generally are with the club and facilities as this graph shows.



The survey responses can easily be split into themes and these are:

COVID-19 concerns (These were acknowledged in a separate email)

Communication

- I feel that a description of the different classes would be beneficial. I haven't attended any as I am hesitant as I don't know what they entail and the names of them don't always give it away.
- It would be good to have a full description of the tennis sessions ie what is TGI Friday's- what level you need to be to participate. Was brave enough to attend mix ins and rusty racquets after I sourced information. Just good for newbies.

The benefit of surveys is that it helps everyone see things with 'fresh eyes' and these comments have been extremely valuable so thank-you to whoever made these comments. All classes and on-court sessions will have clearer information about them to help you in your choices.

We learned that 43% of members use Facebook and while this is a great way for us to communicate 'short-notice' information and for fun engagement, we will ensure that members requests for information and upcoming events will be emailed. If you do not receive emails from the club,

please let us know so that we can help you check your preferences in MYcourts inorder that you are kept up to date.

Using a Government scheme, we have employed a marketing coordinator. We are working on updating the website so that you have one place to go to for all information related to classes, opening times, courses and the bar and restaurant. We will let you know how this is progressing so that it becomes a reliable place for all information.

Cleanliness

There have been historic comments around cleanliness, these have been taken very seriously by Neil. Cleaning procedures across the whole club (gym, bar, restaurant, changing rooms) have been reviewed and hopefully you will notice a positive change.

Restaurant menu

We had a great response to the Eat out to Help out campaign throughout August. We will be offering similar incentives in the future.

- Where are the healthy options? I can easily get a Full English Breakfast, but a fresh juice smoothie?
- As a high risk for COVID member I am not currently using the bar or restaurant.

Taking your comments into consideration, we are reviewing the menu and will be offering more healthy choices. We have also started to offer a take-out service.

Changing rooms

- More improvement if the changing rooms, bigger gym and also what has happened to the disabled facilities that have been promised
- Changing room showers are terrible, there is no water pressure when more than one is in use and depending on what time of the day it is, no hot water, they are all very old now and need replacing.

There were a lot of comments about the facilities that we all agree, are in need of an upgrade. As mentioned previously, we have architects drawings and costings prepared that we were planning to share with you all for your vote to go ahead with these improvements. We will be able to review this along with our financial situation after the pandemic, we will then update everyone with the position we are in. Regarding the showers, we have now increased the pressure with positive feedback from members.

There were some lovely positive comments too

- Would like to express my thanks to the Energise Team for all the on-line classes and continued efforts during this lockdown period. Their classes are the main reason for continuing my membership.
- You are doing a great job especially in the current climate. Communication has been brilliant on new rules and regulations.

And there were 175 comments sharing how you describe the club to friends and family, here are just a few:

- An extended family with plenty going on and very supportive in terms of the challenging times of Covid -19.
- More than a sports club. A place where everyone talks to others & become life-long friends outside of the club. I would say a family friendly club offering good value for money. A safe healthy environment for kids to grow & develop both in sport & socially. A great place for mental well-being.
- Not just a fitness/tennis club but a community of people supporting each other to get fit

So once again, thank you very much for engaging with the survey and sharing your thoughts with us. I would encourage you though if you have any comments to make about the club to contact either Marc Hughes – Sports Manager or Neil Patel – Facilities Manager so that we ensure your experience of the club is positive and enjoyable.

Your Fellow Member

John

Chairman