



Member Survey 2008

At the beginning of the 2008 season, we sent a questionnaire to all members to hear their views on the club and its facilities for its members. We were delighted that the overall response was positive, and the committee thank everyone for their kind comments. We also wanted to give you the committee's response to anything you were less happy about, and to highlight we have done in the past year. We have ranked these below in order of importance to the members.

Court availability Importance (out of 5) 4.5 87% of members satisfied

Your comments:

1. We run too many teams
2. Organised team practice
3. Once 4th court & floodlights working should not be a problem

Committee response:

1. The committee would be pleased to receive comments as to which teams we should withdraw. We have purposely introduced teams for all standards of play, with differing goals, from introducing juniors, giving new members opportunities to play, and high club standard first teams. We wish to cater for all standards and all members who wish to play.
2. The committee would welcome any members / captains who would like to volunteer to organise team practices on a regular basis.
3. Floodlights have been working since April 2008 and 4th court is planned for 2009.

General upkeep Importance 4.3 91% of members satisfied

Your comments:

1. Excellent
2. Very good

Committee response:

Thanks for the kind responses. The committee are always looking to improve the upkeep and facilities, and would welcome any feedback on new ideas, and assistance from any tradesmen who could assist with services.

Social events Importance 4.2 51% of members satisfied

Your comments:

1. Not enough social events such as quizzes treasure hunts etc
2. Mixed tournaments and strawberry tea not well attended

Committee response:

1. The committee organise a number of events throughout the year including quiz nights, and poker evenings. There are also a number of other events organised by other Salts Sports Sections including bands, karaoke, race nights, and discos. The committee will endeavour to

publicise these events so all members are aware. The committee would ask all members to visit the sports bar where a list of events are displayed next to the bar.

2. The committee are mindful of the reduction in numbers attending the Mixed Tournaments and Strawberry Tea and are implementing changed to the formats. In 2008 we organised a summer BBQ, with mixed junior / senior tennis in the morning, social tennis and fun games in the afternoon, and a quiz in the Sports bar early evening. We also participated in a family fun sports day with other sections of the Association. Comments as to alternative events are always welcome.

Communications Importance 4.0 69% of members satisfied

Your comments:

1. e mail good
2. mail out on more regular basis
3. excellent

Committee response:

The committee are investing in our website and a more comprehensive e-mail system. We are mindful of the rising administration costs in sending out letters and notices in the post, and appreciate those members who are able to receive correspondences electronically.

Team play access Importance 4.0 78% of members satisfied

Your comments:

Not everyone mixes in

Committee response:

The committee have acted on feedback in organising as best we can social play, and team practices. We would welcome volunteers to organise team practices, and we currently have a number of team captains vacancies that we need volunteers for.

Value for money Importance 3.95 91% of members satisfied

Your comments:

1. Yes
2. Expensive as rarely plays

Committee response:

The committee feel that we are providing value for money considering the facilities we have, the upkeep of the courts, changing, toilet, kitchen and bar facilities that many small tennis clubs do not have. The opportunity for match play is rivalled only by Heaton (who have a much higher subscription level). With regard to Social play, we currently have 16 hours set aside on Tuesdays, Wednesday, Saturdays and Sundays, which is currently free for all who attend – and these opportunities have been further extended with the floodlighting. The majority of tennis clubs we have researched who organise social play have a charge for courts, which we are reluctant to implement.

Subscriptions Importance 3.76 78% of members satisfied

Your comments:

1. expensive if you rarely play
2. reasonable

Committee response:

The committee feel that we are providing value for money considering the facilities we have, the upkeep of the courts, changing, toilet, kitchen and bar facilities as above. The committee are undertaking a research project to understand the levels of subscription and other charges paid by members of other clubs in the Yorkshire region. The results will help us benchmark our facilities and subscription levels.

Social play access Importance 3.55 74% of members satisfied

Your comments:

1. Too many matches other social tennis clubs are for tennis
2. Very Important
3. Social play on Wednesdays not well attended

Committee response:

1. The committee have increased the number of times set aside for Social play, and have purposely introduced teams for all standards of play, with differing goals, from introducing juniors, giving new members opportunities to play, and high club standard first teams. We wish to cater for all standards and all members who wish to play. We have also increased time available for social play during winter months with evening play available on Tuesdays and Thursdays in the winter months
2. The committee wish to promote Social play and have this year introduced affordable beginner adult coaching on a Wednesday evening in order to provide an organised structured play. We would welcome any volunteers who would like to organise regular Social play and events throughout the year and would look to accommodate as many events as we could.
3. The committee provide a full list of members details in the clubhouse to enable members to contact each other. The committee have also provided a sign up sheet for Social tennis in the clubhouse and on the website, enabling players to match up when they would like to play.

Coaching availability Importance 3.04 47% of members satisfied

Your comments:

Could a coach be made available

Committee response:

We have a coach in place and he is available for either group coaching or individual lessons payment by arrangement with Gully tel no 07840465881

How would you describe your overall experience at Salts TC?

59% said excellent

35% said good

5% said average

Your comments:

1. Everyone should mix in too cliquey
2. A good quality smaller club, well run and with a high standard of facilities once the final bits are in place.
3. I enjoy playing and always have done
4. Always have an enjoyable time

Committee response:

The committee are working hard to deliver an inclusive tennis club where everyone is felt welcome. We are striving to organise social events and match play opportunities for all standards of play. We would welcome comments and ideas as to what type of events people would like to take part in and would look to accommodate if possible.

Would you recommend Salts TC for others to join?

Definitely 15

Possibly 2

Maybe 2

Don't know 1

Your comments:

1. More coaching than previous, some people not very friendly to less talented players or new members
2. Difficult for new members to play during summer season

Committee response:

1. As above, we made a coach available in 2008
2. The committee have taken on board these comments and are developing a new members pack that explains all the facilities available and events that are run throughout the year. The committee are investigating ideas as to how to introduce new members to the club with a 'buddy' for the first year.

What other improvements would you suggest?

Your comments:

1. Meals after matches
2. More social type tennis ie mixed
3. Coaching availability
4. Too much emphasis on winning at all costs
5. Division between better players,
6. Why are people not joining club
7. 4th Court would be great & Floodlights
8. Advise all new members of facilities
9. Going in right direction under excellent committed management.
10. Carry on improve bit by bit

Committee response:

1. It is policy for some matches to have a meal after the match, which is generally prepared by the captain in the tennis clubhouse. One improvement we are investigating is a new kitchen at the Sports bar that would enable the steward to prepare meals for the tennis club.
2. The committee wish to promote Social play and have this year introduced affordable beginner adult coaching on a Wednesday evening in order to provide an organised structured play. We would welcome any volunteers who would like to organise regular Social play and events throughout the year and would look to accommodate as many events as we could.
3. We have a coach in place and he is available for either group coaching or individual lessons payment by arrangement with Gully tel no 07840465881
4. The committee would not especially share this view, we operate a range of teams in variety of leagues and also are trying to set aside time for social play (see previous response), so we try to accommodate players who want to play BOTH competitive and social tennis.
5. In every tennis club there will always be a varying standard of players, and the committee are mindful in providing opportunities for all standards of tennis players to receive coaching, play socially, and play in organised teams.
6. The committee are striving hard to attract new members with our varied programs including promoting the club via our website, posters advertising junior coaching, working in local schools (including the Salt Grammar sports development plan) and articles in local newspapers. We would welcome members' feedback on any alternative marketing and advertising techniques. We now have 3 FREE open days every year, and are discussing corporate membership with various local business. We have approached and been successful in attracting corporate sponsorship of the club, and would welcome any assistance for members who might be able to help the club with future corporate sponsorship.
7. Floodlights were installed in spring 2008 and 4th court construction will begin this year.
8. The committee are working on a new members pack that has introduction leaflets for seniors and juniors that explain all the facilities and events that are run throughout the year. It is our intention to provide all new members with a membership pack.