

ID	Do you have any other comments on court availability?	Any other comments on social tennis.	Enter any other comments on adult coaching. Include suggestions on how it could be improved.	How could we improve communication with members?	Please suggest any other major projects that the club should consider.	Name
2			More classes be made available			
3			It is a bunfight getting onto classes for beginners/improvers if you can't play in the day. It is also impossible to get 1:1 if you aren't available M-F daytimes.			
4			Not from me			Peter Keane
5			More classes please			
6			Classes book up very quickly. Not sure what could be done, other than running more classes!			
8			Would love to see more classes			
9					New clubhouse / complete refurbishment.	Chris Durkin
11			Give people who haven't booked within 15 minutes of it being posted a chance.			
12			Would be great if more beginners classes - get booked up v quickly			

13	Coaches to release the slots on the database when they are not being used at the time	I wasn't aware of Friday morning social pr Sunday. The website only displays options for Monday evening, Wed evening, Sat afternoon. If you want ppl to attend then it needs to be made public knowledge!	The group sessions are like an "in-club"; tickets for Taylor Swift concert are easier to get hold of. Players should not be allowed to just repeat repeat repeat given heads up. They should be given to ppl who haven't done them recently. The idea, behind them was to get them up to standard of. Social tennis now they've just become like an insiders club. How about not being allowed more than three consecutive sessions?. Ppl who work all day do not necessarily have opportunity to drop everything to book on when they are released!	Maybe couple more tables but no need to replace what we have	Maz Moore
14				A sliding gate on court 1 to stop Foxes/ badgers from entering the court over night and leaving their deposit.....	Carol Hollands
17	Coaches take too many courts and it's difficult to book a court				
18	I think it's good already				

19	Saturday is block booked by the same people every week making it impossible for anyone to get a court. Plus alongside kids coaching taking 6 courts, father coaches his daughter. So from 10-12 no courts available for non coaching.	I haven't been to Saturday social as found not had great games as level low. I'd like to go Monday or Wednesday but never sure re standard.	Be great if cardio was drop in. Also be great to have cardio in evening / at weekends for those who work in week. It is impossible to get onto adult evening classes as places go immediately and unless you are on your phone when email comes through or have advance warning have no chance.	Regular weekly updates re what's coming up each week - team matches taking out courts, places available for cardio / classes, social sessions, social events.	Have a manned bar serving teas, coffee, snacks etc. Show sporting events? Free to air ones.	Sarah Bishoprick
21			Be told exactly when cardio is being released so that you can try and get on it.			
22	On Wednesdays social tennis, one or two weak players show up (always the same people) who should not be there. I notice that a number of players are frustrated by this (and then substandard tennis of 3 decent players with one poor one) but no one says anything					
23	Would play Saturdays if well structured with good team players part of it		Should use social media		Revamped showers	
25			Clas me for advanced players			
26			Panel or pickleball			
27	Because of coaching and a court being rebooked not sufficient courts available for social tennis in the evening					
29			Kathleen Ford			

30		I think it seems to work quite well.	Communication seems to be good. It's up to the individual to find things out and perhaps join Whatsap groups?	Yoga/ Pilates sessions.
32				Need to change the committee members, I feel there have always been couples and good friends.
33	Get back to predictable teas.		Less words, more focused	Convert court 1 to artificial clay.
34				Rather than a lit path beside the current one a lit driveway is priority. It is very dangerous.
35	I do not like prearranged matches. Social shud mean turn up, choose partners and play. Don't tell me whom I'm playing with!		About the right balance right now.	Forget the fancy footpath adjacent to driveway. Just put some lights on the driveway most people walk along!
37	The 12-2pm slot is now social tennis. The majority of those players don't go to social tennis. Some of them used to attend social tennis. Is it because social tennis is 'old fashioned'? Or is it because people prefer arranged fours? The 12-2pm 3 court is not arranged fours. There is mixing in and it is a social tennis.	Could we have more cardio tennis sessions please? Could we have ladies coaching midweek rather than the evening?		Padel courts.

38	Knowing there would be afternoon tea would be nice and encourage people to attend and stay and play. Especially as the weather improves.	Just keeping us in the loop, short regular emails rather than occasional very long ones.	Not sure what else can improve the club. It's great!
40	Well organised- keep up the good work		Andrew Horin
41	People shouldn't drop out at the last moment	Can cardio be bigger?. Also don't think cardio should be open to non-members given how over-subscribed it is.	Gayle Gerlach
44			Manish Bhagat
45			Turning court into a clay court
46			Roof in at least 1 court to prevent missing sessions
48	Weekend morning availability would be welcome		
49	Whether social tennis is by sign-up or drop-in, someone (preferably the coach) should be organising balanced 4s		Jan Stewart
51			Padel courts where the golf area is.

52	It is not only members who do not cancel the courts but also the coaches;	the parking at those times can sometimes be difficult;	the emails for classes / cardio come out rather randomly which makes it harder to book a class as the places are very much sought after; individual lessons are rather challenging to arrange unless you are not working / available at random times; there appears to be little structured progression through the classes and therefore the range of skills within classes are very wide / the difference between skillsets begin to disappear	a regular newsletter would be useful (but only if there is sufficient content for a newsletter); I personally find the emails often engaging due to the tone of the email - a little reminiscent of being scolded by a head teacher Also, if there are events being scheduled a "save the date" email could be circulated much earlier (the Christmas party email was particularly late I noticed and for the cancellation refer to point 2 above) The Member's handbook is useful if incomplete / inconsistent	It would be rather nice to have more outdoor eating space that is comfortable; some regular social events would be rather appreciated (small, informal and not costly ... e.g. after a social etc); a more permanent solution to the drainage issues around the courts and the resulting insect issues would be very helpful
53	The court booking system works but members don't work with the system	Social tennis is good			Adding reflectors on the LED flood lights Alfred Shahverdian
54		More spaces or 2 sessions on a Friday			Vicky Kilpatrick
55		A window to sign up for sessions and a lottery, when there are more people than places			
56				I think the communication is good.	Add more courts e.g buy some land off the golf course - the practice bit where there's never anyone playing.. Resurface court 1 to clay/ fake clay.
57		An additional improver session please			

59	At certain times almost all courts are booked by coaches... I suggest that half of the courts should always be available at any given time.	It generally offers a chance for everybody to have an opportunity to play	The Quality and the delivery of the coaching is pretty good	it tends to be good and concise so I don't have many suggestions on the topic	Donato Calviello
60	Coaches hardly ever cancel courts when not being used.	Some people arrange fours during social and don't mix. This needs to be stamped out as it's catching. Others are coming on sessions for which they aren't suitable, particularly Wednesday evenings. Players need to be ranked by ability.	Give priority to people that haven't been. Some advanced lessons too.		Tim Husain
61	Some of the time there are too many block bookings that there are only one or two courts left for us to book. I prefer if there are at least 4 available for the members to book at any one time, unless there is a social tennis section.	I prefer to play the social tennis in the day time, but I don't know if I can join those Thurs and Friday morning sections. We do need some briefing or welcome sections for the new members.	Prefer more systematic ways that we will improve from the lessons (more basket feeding balls) instead of letting us play games and making not much difference to the social sections.	I think if there is once a month, welcome new members section held that can explain about what they can do at the club and explain the activities will be good for them to enjoy it more. This club has lots of rules and it is best to explain at that section.	put a shoes brush near the gate
62	I think the fine should apply to coaches too who do not book courts. Or their fee that they pay should be linked to hours booked etc				Purchase land from the golf course for tennis or padel courts
63					some indoor courts if possible

64	There is very little available time when juniors can book a court and since the booking system came in have no priority at any time		There wasn't a space to give comments on junior night.....6.30pm is too late for the younger juniors. 6.30pm start is fine for teenagers but Red/Yellow/Green ballers would need to have an earlier slot.		
65	Sometimes the coaching finishes late and this delays social tennis start.	Monday social is not well attended. I think there needs to be more effort to feed classes into social tennis.	I would be interested in evening coaching that did not conflict with Monday social.	None	Anon
66		It is important to pair 4 players with similar level. Most of time, it is not enjoyable. The reality is coach cannot find similar level players. That's the reason why less and less good player comes for Saturday social tennis.	I tried several times to book one to one lesson for my son. But there is no available time for each of coach.	It is all right for current communication. To improve efficiency, it is better to ask more members about the current problems to be solved.	Ken Yang The car entry's pole is not obvious especially in raining days. It is better to make it more visible to reduce the risk of crash.
67				Increase e mails	
68		With the better players not turning up for social tennis, the playing standard is variable making it not worth coming up to social tennis as you are not always guaranteed a good game.			Paddle tennis court
69			Have a weekly wait list with 2 slots for the group lessons, and members need to advise if they can't make it (by giving 2, 3 or even 4 hours notice, if possible) so that someone else can take the slot		



70

Adult evening classes have become very popular and it is impossible to book unless you know when the next set of lessons is being released. It is typical for lessons to be fully booked within 30mins and the timing of their release to vary such that you need to either be in the know or closely monitoring your emails at all times! Presuming the coaching team are unable to offer further capacity the situation could be made fairer. Suggestions include 1) if you have booked the previous course you can only book for the next course after an initial period where booking is only available to those who were not able to attend last time 2) if you miss out you go on a priority list for the next set of lessons and are given first priority 3) the lessons are released at the same day or time each time e.g Friday 7pm 2 weeks in advance of the next start date this way you

don't have to be monitoring

The footpath for me is the key priority I regularly walk or cycle to the club and the lack of lighting makes this dangerous at times. It may discourage people from using public or active transport or juniors.

71

All good

A big screen to watch sporting events

72	The evening slots should really be by the hour. Because of the 18:30 and 20:15 starting times, you can't book 2-hour slots after 16:00. Most singles league matches (including the box league at the club) require reserving court for 2 hours for matches.	Two courts should occasionally be made available for junior tennis etc. if they have club matches. We've found it challenging to book courts for junior matches on weekends in particular. The juniors don't have matches very often, so this should be possible.	N/A	Racquet stringing machine	Pal Jordanger
73					
74			I think the communications is very well handled already both in terms of frequency and the content shared.	It would be great to get a covering for atleast a few courts so kids can play during the rain and winter months more easily than with big jackets on.	Devvya Sharma
75			Publish available slots for individual coaching		
77	Sometimes I found Teams and Coaching courts are booked but no one there.	Be more friendly when less experience player join the court. It is a social tennis, fun no.1 not so competitive.	Thursday evening lessons are impossible to book, maybe add two more lessons for Friday evening.		
79			only let cardio be open for club members	Club house would benefit for new paint, new shelves and a bit of an upgrade so it matches the new wonderful terrasse and the beautiful courts	Cecilie Jordanger

80	<p>Like the 'Old Days'; the emphasis on Social Tennis ought to be Social - people playing with all and sundry, mixing in and socialising. After the first round of the session, Sets should be set up in the order of people arriving/finishing their set, and the best possible balance of pairings within the four (over strong players can temper their game to make a set sociable and enjoyable for all). The only exception should be if a member protests that would feel uncomfortable/not worthy to join the other three (not 'this is beneath me'). After all it is "Social" - not match practice and most Sociable people wish to spend time with as wide a section of people as possible</p>			Ernie Baker
81	Offer more classes	Post messages on the website	Improve the changing rooms for women	
82			The current flood lights have patches of darkness due to height and spread variance.	Lee Coomber

83

There is no set date when classes are released. Very random, so you have to regularly check your emails or rely on your fellow class mates in group to remind you.

Be more encouraging, information with advanced warning on events. Being told and end of November, there is a party doesn't give much notice to a busy December. Then to be told it was cancel due to poor numbers attending was not the members fault.

If there is an issue then deal with it directly. The recent issue with the dog toy, did not require the whole club to be informed, when one person was responsible.

I felt like I was being reprimand.

The grass area between the courts needs draining and maybe some benches for people to watch

84 No

It works well with Ollie or someone else organising the 4s.

Your emails are fine but it might be good to have up-to-date, last minute messages on the notice board in the Clubhouse for players to read when they visit the club.

87	<p>I think it would be good to encourage good behaviour, rather than penalise bad behaviour, perhaps email those who don't turn up, then potentially sanction persistent offenders; there is also the issue of people booking a court to play with a ball machine, or to practice serving, perhaps one person on a court is not a good use of resources, visually impaired apart ofc; or maybe ok 2-4pm mon-fri</p>	<p>I guess WhatsApp is eroding social tennis; Weds is reasonably healthy atm but needs protecting: we still don't enforce ability on Weds social, 2 below standard players can wreck the evening for all, maybe a coach cd organise the first hour?; interesting that some people have informal mini socials 12-2 on Saturday; if this spread to other slots it cd be problematic; would be good to encourage more women to play Sunday a.m. as a good mix in; I would love to see a singles social once a month playing tie break 10s, it's on my to-do list to run a pilot this summer with cmtee agreement ofc!!!</p>	<p>Feels like we have a good balance ATM between coaching and member booking priorities, it looks like some thought has gone into this balance and it feels about right; question as to whether individual lessons should count to members court use quota in a quite close to full capacity world??!</p>	Na	<p>Medium term I guess we should move to all clay courts, as most members appear to prefer these courts and the carpets don't are slippy and potentially dangerous; I wonder if we could have a small gym on site perhaps, with some basic cardio machines and dumbbells, but this might involve buying some land so perhaps a long shot, unless we used the ping pong room?? a larger TV screen might encourage social events like watching the Wimbledon finals, the 6 nations or the Rugby and Football world cups?? (all terrestrial TC, not Sky etc)</p>	Jonathan Rushforth
88	<p>I find actually that the courts reserved for the coaches are quite often free. I appreciate the need to reserve courts for coaches, but maybe the coaches should still book their usage, and they book available for everyone on the day if the coaches have booked their reserved slot.... just an idea.</p>	<p>I on the whole love social tennis. I find 2-3 people who attend Wednesday are not up to the standard of others.</p>	Generally good			
89			Over-subscribed so one has to book very quickly. Perhaps more provision?			

91	Ensure similar standards of players in doubles. Often there is a disparity in ability between players.	I think the emails are sufficient	The ramps at the back of courts 3 and 4 allow balls to roll back on court. Is there a solution?	Geoffrey Hillyard
94			Car entrance to the tennis club to be made bigger (preferably double lane) and more apparent so that people know that there is an entrance/exit - many people waiting for the bus don't seem to know that there is a road there. It is dangerous as it's not easy to see people/cars coming from the either direction. A bigger sign would be good, too!	
95	It would be good to have a session for ladies vets, there is a men's session so why no women's session?	More opportunities for tea and chats after/ during social sessions		
96	Are some courts available solely for booking normally i.e. irrelevant of coaching sessions, social tennis, team sessions or tournaments? These sessions can take a lot of courts on some days of the week.		A possible expansion to include social activities with the golf club, and use of facilities, such as their restaurant or bar; an extension to include other tennis variants, such as pickleball or Padel.	Faisal Dhala
97		Happy with adult coaching	Have a bar tender and food available	
99		More adult group classes would be useful	Use the website more	
100		Increased classes would perhaps help, especially during the warmer months		

101	Cancelled matches:courts not cancelled				
102		None	Weekly round up email.	A dome	AJ Troullides
104	Coaching courts should be released for booking when not needed. Number of courts used for coaching on Thursday 6.30pm slot should be restricted	1. It worked well with sign-up basis 2-3.30 followed by drop-in from 3.30pm. 2. Required playing standards on Mondays and Wednesdays should be enforced somehow			
105		For Saturday social, I like the pairs to be organised. I dislike hanging around waiting between matches so like the fixed time slot format. Would be good if Sunday morning was for more mixed ability.	Friday Cardio goes super quickly Coaches have limited availability for individual lessons	The catering at social events (Christmas party) needs improving. Proper DJ etc.	
106		I think the coaching is excellent, and I see little scope for improvement.	I don't think that you need to improve communication with members.	Lighting in the lane and potholes in the car park are the most pressing things that need attention, I think.	Richard Power
108		I think that it is a good idea to make the first slot bookable on Saturdays, but the first bookable slot should be a single one of 45 minutes .Thereafter it should be on a roll up basis,but with short sets if busy so that the first slot people stay on and there is a good rotation of courts.			Michael Bourne

<p>109 Sunday morning is a problem when two teams are booked and only 3 courts are available for social tennis. There can often be more than 20 people wanting to play. It would be better to restrict the teams to two courts on Sunday morning.</p>	<p>Peter Millett</p>			
<p>110 We used to like to play on Sunday mornings. That option has now been removed and court 1 given over to social tennis. However everytime I have been down on Sunday Am the court is rarely being used as not that many folk at social tennis.</p>	<p>I gave up on Saturday afternoon Social Tennis as the standard of tennis was so low that it was very frustrating only rarely getting a decent game. Also a huge chunk of the better players stopped turning up and instead booked 4 courts for the two hours before social tennis !!! Sunday morning social tennis not organised , felt very unwelcoming with people playing with their mates ( seemingly fellow team members of what ever team they were in). Felt very Cliquey.</p>	<p>Had individual lesson's weekly with Joe for nearly a year and just wanted to say what a brilliant coach he is. Welcoming, very knowledgeable and encouraging.</p>	<p>Good email communication which you do.</p>	<p>I would prefer not to as I have said everything I need to.</p>



111

The organisation of 4s so that one gets at least one decent standard of game is not well managed and cliques seem to regularly get priority/choice of who they play with. When you get put with the same player 5 weeks in a row despite highlighting this issue the question is ...there any point in coming?

None

The issue is not about information sharing - that is good. The problem is that there are no successful or ingrained social tennis events for good interaction or communication to be nurtured whether through regular weekly slots or whole club tennis playing events. Too much focus on the teams alone and court booking dominated by them also at prime times.

Work as a group of organisers, committee members, players/members and head coach/coaches to map out what the true common ethos is as a club. At the moment there is no cohesion in ethos between these different factions and is where the true problems lie. It's not that what the head coach's, committee's, players/members' ethos are not valid but that there is no cohesion or agreement on common ethos between these factions. Rather than spend £ on items spend £/time on engaging/employing someone with expertise to help unpick this and move the club forward but with cohesion of direction. I think the club tries to be or believes it is something that it is actually not or cannot be at this time. I can sense a real war/tension that exists and it's not a nice place to be part of as a result.

112	I don't think the lack of attendance is due to timing but to the fact players are arranging their own games to achieve a more balanced experience. We should all be prepared to play a set with weaker players but it may be frustrating when this happens repeatedly.		Has there been any progress , or lack of, regarding the development of the footpath to access the car park?	Nathalie Pengilly	
113		I couldn't get an individual lesson initially, but then a friend let me share her lesson.	It would be good to know who to contact for what. Using WhatsApp would be good.	New things to brush clay off shoes after playing please - the current ones are worn down.	Sarah Strang
115			Should we not publish minutes of committee meetings	A more permanent edging to the new terrace for safety reasons	John Bryant
116			Please reveal e mails we can contact with management in case we have queries	Court 1 surface can be replace with clay , this would be great improvement for club social life , as well playing with audience	Ozgur Onat
119	For me it's more of a summer thing (more since being a country member living abroad). In the past (before whistle tennis) it was maybe as much about the 'social' before, during and after, and knocking practice as well. I'm not so keen on whistle tennis but it's ok.			I'd love there to be a wall of some description somewhere, even if it's a low / half wall. Has court 7 been considered? Improving court 7 ??	Mike Ellison
120		I absolutely love my adult coaching sessions. The coaches are wonderful			Nicci Brenninkmeijer

121	worried it might not be welcoming		
122	Standard on Wednesday night is good and encourages the more advanced players to attend. Likewise Sunday and Ollie does a good job matching standards and mixing on the Saturday.	Fine as it is.	Shaun Bullard
124			Alessandro Angioi
130	I think it could be a good idea to introduce "Confirm your Court Booking" let' say within 1 hour period prior to booked time.	no comments	Club ball machine for practice; probably with reduced rent fee for members. Yaroslav Kulyk
131		There are only 8 spaces and these get booked up in a matter of minutes after the email goes out. It would be good if there was a reserve list and these people were given priority to book the next round of lessons.	
132			more coaches
133	Coaches also have courts booked and don't use them		

134		If there is demand enlarge the group	Use what's app	Check your plants for toxicity ! Yew berries are highly poisonous to humans especially children. As are those of the cherry laurel...you have them lying around in season. You have kids on site. Is a H&S risk!!! Also the drop from the new terrace is a H&S risk not sure you have this covered ...	Helena Reimnitz
135				installation of Dome during Winter would be useful for junior class lessons so they aren't cancelled due to bad weather conditions	Emre Erdem
136					John Manson
138	It would be difficult to monitor unused courts	Thank you Ollie for organising - it really helps			
139		Well run, enjoyable, useful feedback. If class already full when booking offer place top of list on next course.	Sometimes more notice should be given eg closure of car park	Pickle/paddle court?	
141		Cardio on Friday morning is very popular, some people book for all Fridays and then can't play for half of them which is a bit unfair especially if some people can only make a few Fridays.			
142	I have noticed less court availability at the club in the last year	No	Emails are fine		

144	At least 2 clay courts should be available for social tennis on Sunday mornings from 10 a.m.	Tell members what projects and events are under consideration from time to time, and invite comments.	Doing a deal with the golf club to acquire more land for additional courts.  Research possibility of covered courts, as in indoor.
145	If a course is particularly popular , maybe to allow one person to book a course for 2-3 terms in a row only. This will give others/new members a chance to sign up for that course too.		