



2024 Survey

Results & Recommendations

Ian Stewart

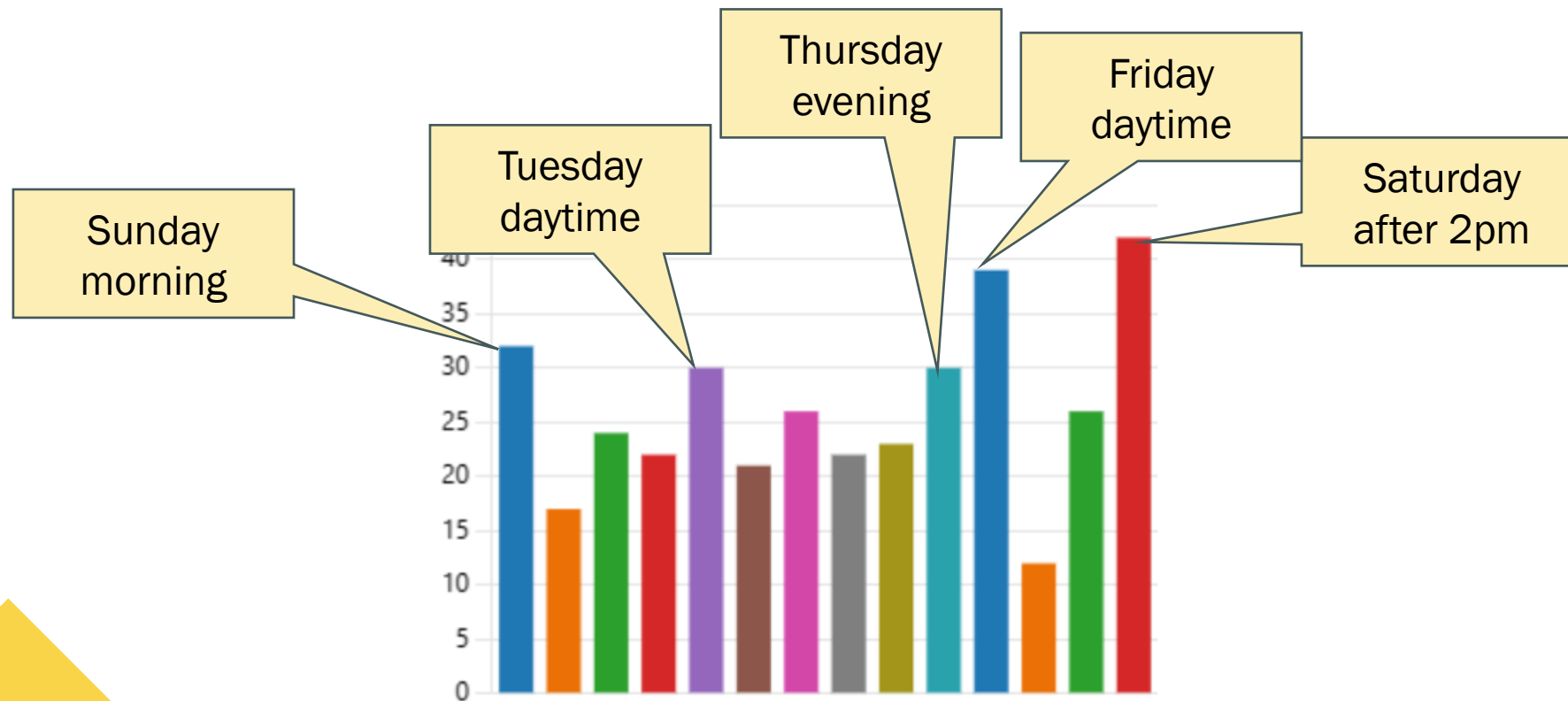
Nicki Tattersall

Kerry Ono

Court availability

- Most of the 145 respondents played adult tennis
- The most popular playing times were:
 - Sunday morning
 - Tuesday daytime
 - Thursday evening
 - Saturday after 2pm
- Over 75% of respondents reported they never or only occasionally found courts unavailable
- Conclusion: No need to change booking system rules

When do people play?

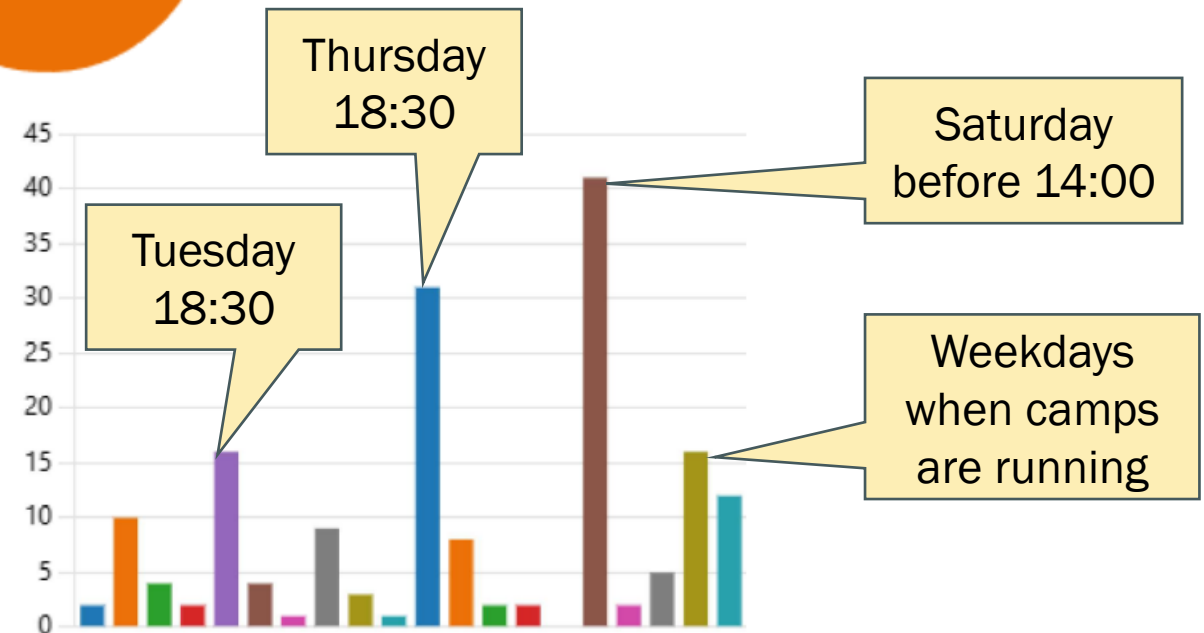


When is it difficult to book a court?

3. How often do you find that courts are unavailable at a time when you want to book?

[More Details](#)

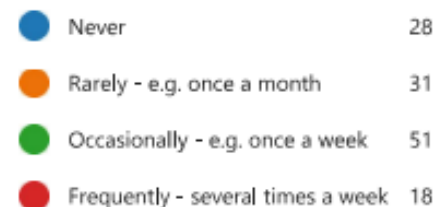
● Never	33
● Occasionally - once a month or l...	66
● Regularly - 2 or 3 times a month	18
● Frequently - most weeks	11



No-Show Bookings

- No-show bookings is clearly an issue
- There is clear support for penalising members who fail to turn up to play by restricting their booking rights.
- The issue is how do we police it?

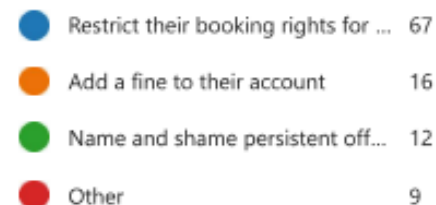
5. How often have you noticed courts that are booked, but no one is playing?



6. Should members be penalised for not cancelling unused courts?



7. How should members be penalised for not cancelling unused courts?



Court availability comments

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.

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.

Cancelled matches:
courts not cancelled

Coaches to release the slots on the database when they are not being used at the time

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.

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

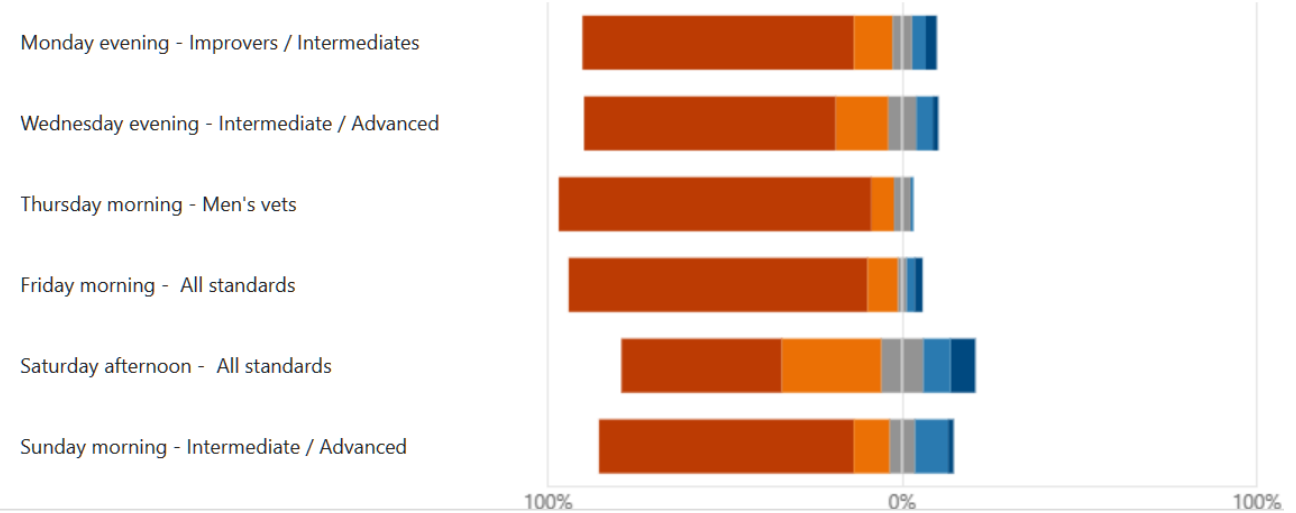
Social Tennis

- Not many respondents regularly play social tennis
- But over 50% have tried Saturday social

9. In a typical month, how many times do you attend these social tennis sessions?

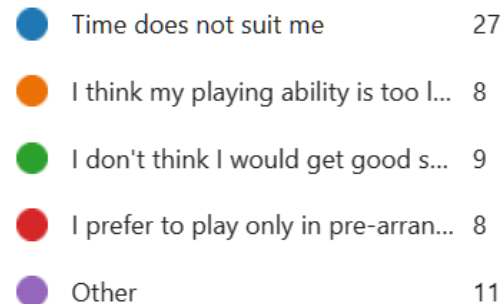
[More Details](#)

■ Never ■ Once ■ Twice ■ 3 times ■ 4 times



11. Why do you not participate in Saturday social tennis?

[More Details](#)



Social tennis format

- No clear preference for:
 - Book in advance vs drop in
 - Fixed time slots vs play sets
- 2 pm is the favoured start time

12. Which Saturday social tennis format do you prefer?

Book in advance	42
Drop in	29
No preference	6



13. Which playing format do you prefer?

Fixed time slots - everyone chan...	37
Change courts when your set is ...	40



14. What is your preferred start time for Saturday social tennis?

1 pm	10
2 pm	59
3 pm	6
Other	2



Social tennis comments

Some people arrange fours during social and don't mix. This needs to be stamped out as its catching. Others are coming on sessions for which they aren't suitable, particularly Wednesday evenings. Players need to be ranked by ability.

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

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.

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.

Monday social is not well attended. I think there needs to be more effort to feed classes into social tennis.

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.

Knowing there would be afternoon tea would be nice and encourage people to attend and stay and play. Especially as the weather improves.

Social tennis recommendations

- Social tennis at the club is broken!
 - Sunday and Wednesdays mostly working
 - Monday and Saturday are a problem
- How do we fix it?
- Create a sub-group to redesign social tennis
 - Include regular social tennis players
 - Define the official sessions?
 - Define participation rules
 - Decide how to organise fours
 - Selecting by picking rackets only works when standards are similar
 - May need to introduce a pegboard system

The 12 – 2pm Saturday issue

There is clear demand from members to play in these slots, but a clique always book it.

- Comments in the survey and verbally show that their behaviour is unpopular
- It is damaging Saturday social tennis
- It sets a precedent that will further damage it

How do we address it?

- Technically the clique are doing nothing wrong.

Possible solutions:

- Make the slots maximum 1 hour long ?
- Ban the same people from playing in more than 1 booking slot?
- Make it turn up and play like the pre-covid, pre-booking situation
- i.e Play 1 set and come off if people waiting

Coaching comments

42% of respondents had attended a class

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.

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!

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 told exactly when cardio is being released so that you can try and get on it.

Publish available slots for individual coaching

Would love to see more classes

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.

Can cardio be bigger?. Also don't think cardio should be open to non-members given how over-subscribed it is.

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

Coaching Recommendations

- The timing of the release of classes and booking is a big issue
- Change coaching system so that:
 - Every class has a wait list
 - Classes are always published at a set time
 - e.g. 12 Noon Sunday
 - Open class to the wait list at least 1 day before opening to all members
- Make Cardio members only
- Add more cardio sessions

Juniors

- 36% of respondents have children who are members
- The majority of children attend the term program
- The quality of the coaching is highly rated
- Most people find it easy to get places on the program
- 50 % book courts for children to play with other family members
- But others don't know when they can book
- There is interest in running a Friday evening social
- Recommendation – Find owner for Friday evening social

Communications

- Members mostly happy with email communication
- Members Handbook needs to be updated
- Web site needs to be updated

Projects

Members priority for projects is in line with agreed plans

1. Footpath
2. Car Park
3. Terrace furniture
4. Clubhouse furniture

36. What priority would you give these proposed club projects?

[More Details](#)

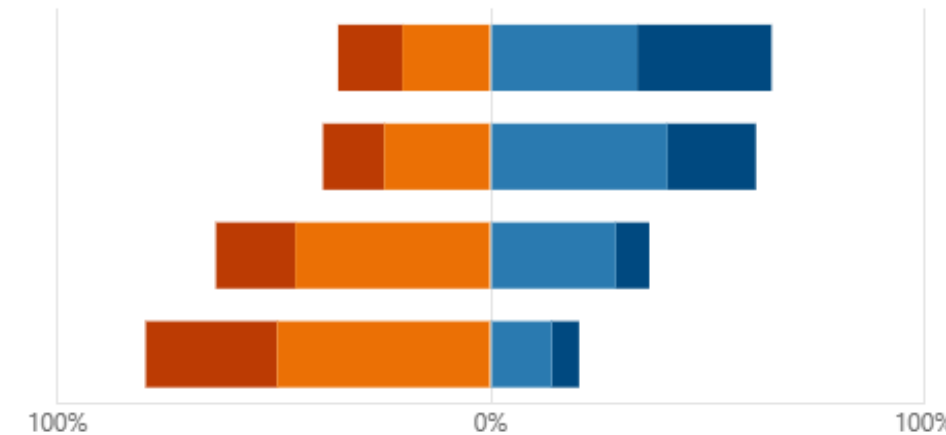
Very low Rather low Rather high Very high

Install a lit footpath beside the lane

Improve the surface of the car park

New terrace furniture

Replace clubhouse furniture



Projects comments

Padel courts

Convert court 1 to artificial clay

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 .

A sliding gate on court 1 to stop Foxes/ badgers from entering the court over night and leaving their deposits (*and chewing the nets*)

Yoga/ Pilates sessions.

Have a manned bar serving teas, coffee, snacks etc. Show sporting events? Free to air ones.

Club ball machine for practice; probably with reduced rent fee for members.

Summary of recommendations

- Create a social tennis sub-group
- Resolve the 12-2pm Saturday issue
- Publish coaching class information at defined times
- Review cardio sessions
- Find owner for Junior social
- Update Members Handbook & website

Responder profile

39. Are you a club member?

[More Details](#)

- Yes (includes parent members) 131
- No, I am a non-member parent ... 14



40. How long have you been a club member?

[More Details](#)

- Less than 1 year 12
- 1 - 2 years 24
- 3 - 5 years 24
- Over 5 years 71



41. Your gender

[More Details](#)

- Male 77
- Female 51
- Other / prefer not to say 3



42. Judge your tennis standard - be realistic!

[More Details](#)

- Beginner 4
- Improver 35
- Average club player - lower tea... 65
- Advanced - higher team player 27



43. Your age

[More Details](#)

- Under 30 3
- 30 - 49 44
- 50 - 65 60
- Over 65 24



44. Overall, what is your opinion of the club?

[More Details](#)

- Promoters 85
- Passives 54
- Detractors 6

