

CWLTC Survey February 2024

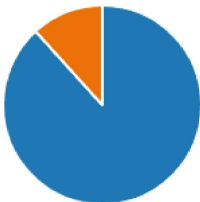
145 Responses

23:10 Average time to complete

Closed Status

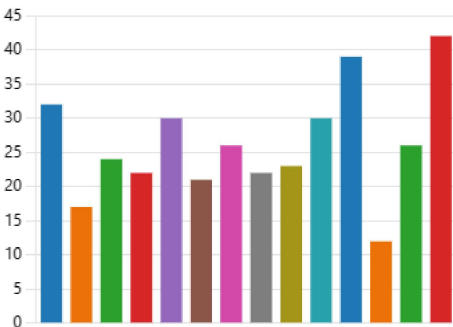
1. Do you play adult tennis?

Yes	128
No	17



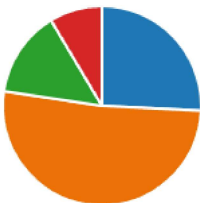
2. In a typical week, when do you usually play at the club?

Sunday morning before 2pm	32
Sunday afternoon after 2pm	17
Monday daytime	24
Monday evening (after 5pm)	22
Tuesday daytime	30
Tuesday evening (after 5pm)	21
Wednesday daytime	26
Wednesday evening (after 5pm)	22
Thursday daytime	23
Thursday evening (after 5pm)	30
Friday daytime	39
Friday evening (after 5pm)	12
Saturday up to 2 pm	26
Saturday after 2 pm	42



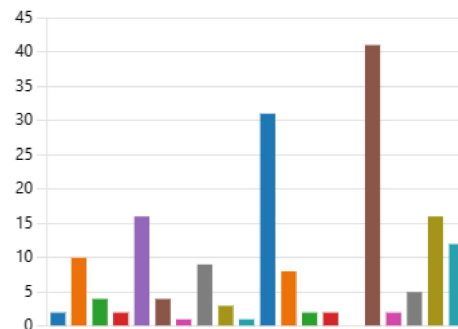
3. How often do you find that courts are unavailable at a time when you want to book?

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



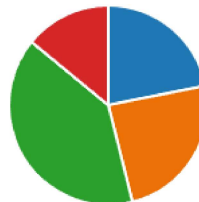
4. When do you find it difficult to book a court?

Monday 17:00	2
Monday 18:30	10
Monday 20:15	4
Tuesday 17:00	2
Tuesday 18:30	16
Tuesday 20:15	4
Wednesday 17:00	1
Wednesday 18:30	9
Wednesday 20:15	3
Thursday 17:00	1
Thursday 18:30	31
Thursday 20:15	8
Friday 17:00	2
Friday 18:30	2
Friday 20:15	0
Saturday before 14:00	41
Saturday after 17:00	2
Sunday after 14:00	5
Weekdays when junior camps ar...	16
Other	12



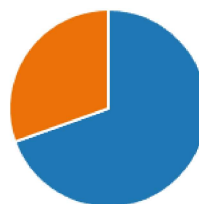
5. How often have you noticed courts that are booked, but no one is playing?

Never	28
Rarely - e.g. once a month	31
Occasionally - e.g. once a week	51
Frequently - several times a week	18



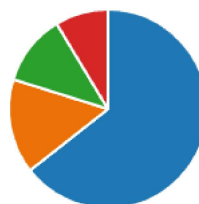
6. Should members be penalised for not cancelling unused courts?

Yes	89
No	39



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

Restrict their booking rights for ...	67
Add a fine to their account	16
Name and shame persistent off...	12
Other	9

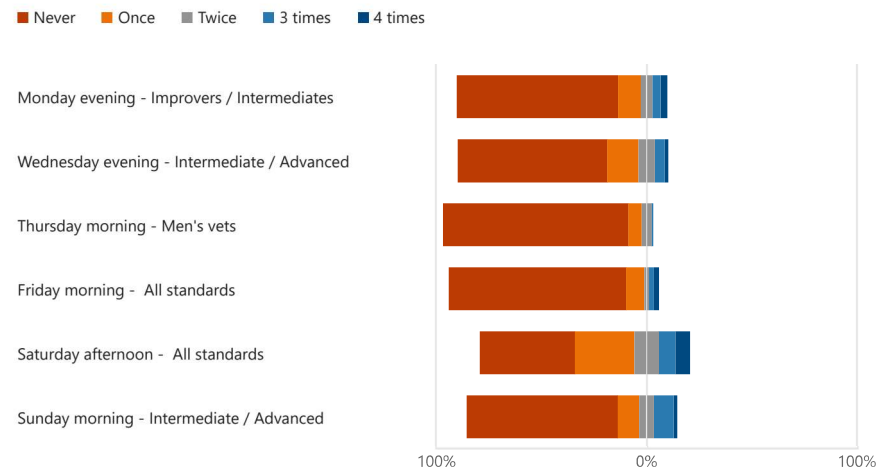


8. Do you have any other comments on court availability?

29
Responses

Latest Responses
"At least 2 clay courts should be available for social tennis on Sunday mornin..."

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



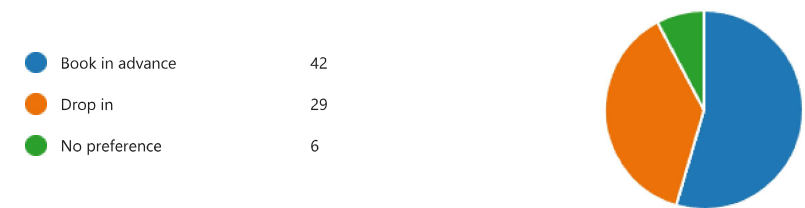
10. In the last year, have you attended a Saturday social tennis session?



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



12. Which Saturday social tennis format do you prefer?



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



15. Any other comments on social tennis.

39
Responses

Latest Responses

16. Have you attended any adult coaching session at the club in the last year?

- Yes 54
- No 74



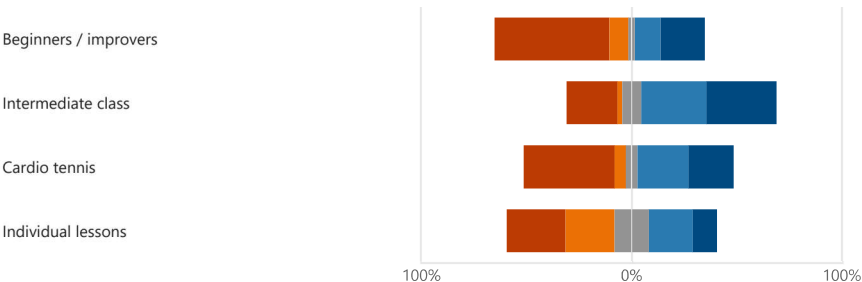
17. Tick all the coaching sessions that you have booked?

- Beginners/ Improvers class 16
- Intermediate class 30
- Cardio tennis 17
- Individual lessons 28



18. How easy was it to book a place on the classes that you required?

- Not relevant
- Very easy
- Rather easy
- Rather difficult
- Very difficult



19. Enter any other comments on adult coaching. Include suggestions on how it could be improved.

54
Responses

Latest Responses
"If a course is particularly popular , maybe to allow one person to book a cou..."

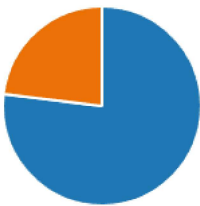
20. Do you have children who play at the club?



21. What age are your children?



22. Do any of your children attend the term program?



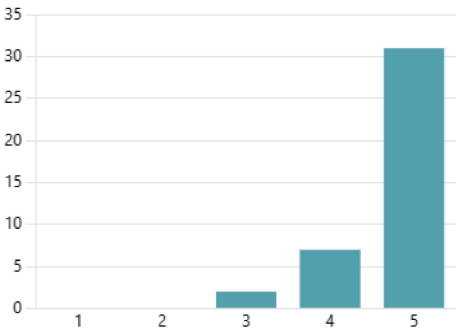
23. Why do your children not attend the term program?

8
Responses

Latest Responses

24. How would you rate the quality of the coaching received?

4.72
Average Rating



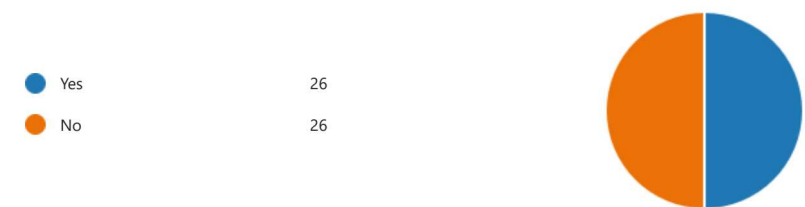
25. How easy is it to get places on the junior classes that you require?



26. Are you aware of the times when juniors/parents can book courts?



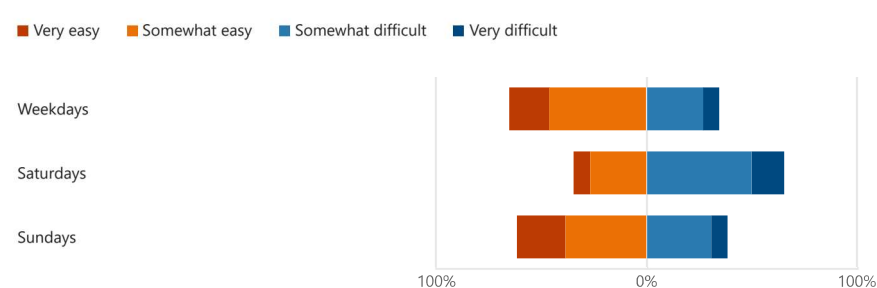
27. Aside from classes, do you ever book courts for your children to play?



28. When you book courts, who do your children play with?



29. How easy is to get court time for juniors to play?



30. Would your children be interested in attending a Friday evening social session starting at 6:30 pm?



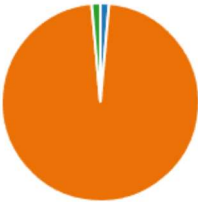
31. Would you be interested in helping to run such a session?

Yes	7
No	13
Maybe	16



32. What is your opinion on the frequency of club emails?

Too few emails	2
About right	138
Too many emails	2



33. How useful / relevant do you find club emails?

Not at all useful	1
Mostly not useful	9
Mostly useful	113
Extremely useful	19



34. Have you read the Members Handbook?

Yes	61
No	81



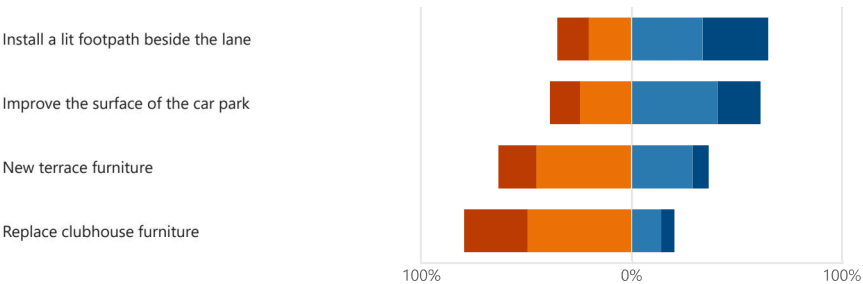
35. How could we improve communication with members?

39
Responses

Latest Responses
"Tell members what projects and events are under consideration from time to..."

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

Very low Rather low Rather high Very high



37. Please suggest any other major projects that the club should consider.

51
Responses

Latest Responses
"Doing a deal with the golf club to acquire more land for additional courts. R...

38. The club's AGM is on Wednesday 27 March. Will you attend?

Yes	31
No	64
Maybe	47



39. Are you a club member?

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



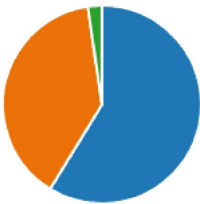
40. How long have you been a club member?

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



41. Your gender

Male	77
Female	51
Other / prefer not to say	3



42. Judge your tennis standard - be realistic!

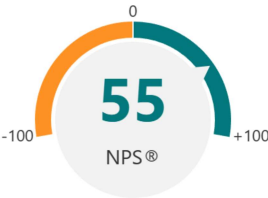
Beginner	4
Improver	35
Average club player - lower tea...	65
Advanced - higher team player	27



43. Your age



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



45. Please add any suggestions or additional comments below.

48
Responses

Latest Responses
"Introduce more cream teas, sherry evenings, dance nights, that sort of thing...."

46. You can optionally add your name below.

54
Responses

Latest Responses