



RLTC Longer Queries Feedback

Thanks so much to everyone for filling in our recent RLTC survey. We're always working hard to give the best possible experience to all of our members, and hearing your thoughts and opinions is essential in helping us to do that.

It's been a difficult year for everybody, and obviously some of the changes that have been made at the club are temporary, yet currently essential, so that we can meet the COVID-secure guidelines and keep the club open.

As a committee, we wanted to reply to some of the queries from the survey, and encourage any thoughts or questions to be directed to the club email address, rather than to individual committee members in person. Please do read this first, as your query might well be answered in the below information!

Court Condition

Some members have noted that the bounce on the new courts is quite skiddy and quick. More sand has been added to the courts over lockdown to try and improve this. In terms of court maintenance, they are cleaned yearly, deep cleaned every 4 years and replaced when needed, with court 6 being the next scheduled to need replacing.

Similarly, leaves on the courts were mentioned. We have two people sharing the leaf clearing process who each come once a week at different times. Obviously, this is very necessary at this time of year and will tail off.

Booking/COVID-19

Some members have found it difficult to get a court due to the booking system allowing booking starting from midnight. This has been changed to 7am to help alleviate this problem.

There's a number of reasons why courts have been busier this year than previous, membership has increased, tennis has been one of the few sports which has been able to be played pretty much throughout the pandemic, there haven't been any matches players have booked courts to play instead to name just three.

There have been some comments around booking in general, and also needing to add other opponents' names to the booking. If you are practicing on your own, of course there's no need to add anyone else, however currently it's essential to add the information of who you are playing with in order for us to meet COVID-19 guidelines. We understand this isn't ideal and can't wait 'til we can go back to turning up for a hit whenever and with whoever, but this isn't our choice and we'd really appreciate your cooperation.



Tournaments

One member felt disappointed that weekday membership precludes entering the tournaments and felt they should be open to all members.

The reason weekday members currently can't play in tournaments is due to most people only being available at primetime (evenings/weekends), which makes fulfilling fixtures difficult.

Social Tennis

It's been noted that some members feel with current limitations on club session numbers, visitors shouldn't be allowed. Visitors can only attend a limited number of sessions before joining and the majority of new members have tried out the club in this way first. We feel that being open and welcoming to new members is crucial in order to continue to build our membership and be a thriving club. To put it into context, 86% of visitors who attend a social session go on to become members!

There's also been a comment on team A&B members not attending social sessions. It's important to note that people join RLTC for different reasons and to play tennis in a variety of settings, and of course it's up to the individual how they want to use their membership. If you are specifically wanting to improve aspects of your game, then we have an excellent coaching team who can help you. It isn't the responsibility of other players in the club to provide this service.

At least one member is interested in a daytime Friday social, and this will be discussed at a committee meeting.

A few players commented on being frustrated by turning up to a social tennis night and having to wait due to courts being booked for coaching, and also a feeling that social tennis session has been shortened and the ability to turn up early has been lost since the coaching team changed.

In terms of coaching taking up social courts, these don't happen at the same time with the exception of Saturday PM which is temporary and ending this month. To put the current court usage into context, over the week regular coaching has 8% of total court time, social tennis has 12% and 80% is available for booking. During the weekday evenings (Primetime 6-8pm), coaching has 25%, bookings use 26% and social tennis has 49% of court time.

Another member thought that coaching was the reason for Men's night being moved from a Monday. We feel it's important to note that the swap between Men's and Ladies social night



was canvassed by an almost unanimous member vote to switch, and this led to men's night gaining more courts earlier in the evening, which had been requested by a number of members.

Finally, some comments mentioned an advanced social session with a ranking system run by Paul. To have a weekly session monitored by a coach would require payment and consistent attendance, which doesn't fit with the less formal option for playing that social tennis offers. Our coaches do offer sessions for groups as one off and there are currently team sessions run by Paul which are linked to standard. Please contact the Mens/Ladies captain if you'd like more information on this.

There's no club in the Leeds area that offers the wide variety of social sessions that RLTC does and we pride ourselves on this.

Coaching

A few members commented that they felt the courts are over-used for coaching currently. Group coaching only happens within the contracted hours passed by the committee. The only exception to this has been on Saturday afternoons, which is a temporary measure until Dec 20 due to COVID-19.

This contract is reviewed yearly in July, so cannot be changed before then.

It's worth noting that coaching only takes up 8% of the total available court time, and is a really vital and fantastic aspect of our club for so many members.

Other responses asked about the possibility of coaching clinics, to target specific techniques in small groups, as well as team coaching options.

We are always looking at how the coaching programme runs and Paul has introduced a number of new things since being at the club. One of these is team sessions, which are currently offered. Team captains can book these in with Paul so please speak to your Team Captain or Mens/Ladies Captain for more details.

Paul is happy to deliver bespoke sessions, please speak to him if this is something you would like. They do offer group coaching, private coaching or one-off sessions for individuals, so perhaps arranging a small group to work on one thing might be another option.

It's worth mentioning that the club's membership previous to the change in coaching programme had been reducing year on year, and this is now beginning to increase back to where we were, partly thanks to the current coaching programme increasing engagement with both new and established members. The current coaching contract has identical hours as previous contracts which is 51 regular group hours per week.



As a growing, busy and vibrant club, there have got to be clearly set out times for each given activity to help everyone know when court time is available and to give members the option to use their membership as they would like to, whether that's for social play, coaching, match play or organised fours – our role is to provide the opportunity for all of these types of play.

Thanks so much for taking the time to read this. We really hope it's helped to give some context and answer some questions as well as to let you know we're taking all comments on board. It's been a difficult year for everybody, and there's been a lot of changes for us all to try and keep up with, but we're so glad that we can all get back to playing as safely as possible. Look forward to seeing you on the court!