



# Members Survey 2020 - responses summary

## Memberships

The majority of people that completed the survey held individual adult membership for more than 10 years.

The majority of people joined the club because it was local, welcoming and friendly.

The majority of people play a few times a week.

## Club Sessions

85% of people attend social sessions, 15% don't attend any.

The majority of people felt that there was a club session suitable for them to attend and they were accessible, friendly and a good opportunity to play against a variety of different people.

## Club Management Systems

77% of people really like the online tools for booking for social sessions, courts and membership.

20% of people felt it was ok

3% don't like it

## Court Booking

97% of people like the court booking system

## Court Availability

58% of people felt there is enough availability

18% of people felt there was enough at weekends but not during the week

9% of people felt there was enough during the week but not at weekends

6% of people felt there wasn't enough availability

5% of people felt at certain points there wasn't enough

4% felt it was ok for the times they wanted to play at



### General Running of the Club

The majority of people felt the courts scored 5 out of 5 for playability

The majority of people felt the maintenance (leaf blowing etc) scored 4 out of 5

The majority of people felt the tennis balls for social sessions scored 5 out of 5

The majority of people felt the the grounds and clubhouse in general scored 5 out of 5

The majority of people felt social events at the club scored 4 out of 5

The majority of people felt tournament events at the club scored 5 out of 5

The majority of people felt matches and team play at the club scored 5 out of 5

The majority of people felt coaching at the club scored 5 out of 5

The majority of people felt club sessions scored 5 out of 5

### Committee

The majority of people felt the committee scored 5 out of 5 for the club, membership, communications, club sessions and for the handling of Covid-19 measures.

### Summary

The majority of people felt that the most important aspects of our club are the friendly welcoming environment, opportunity to play social sessions and the excellent facilities. The majority of people said they would recommend the club and rejoin next year.