

Access	Response
A platform for the instructors was requested for the warm -up in order to increase their visibility.	This issue has already been discussed with Everyone Active management who are not prepared to action this currently.
Centre staff dismantle racquet sports nets earlier than they should do so we play isn't always possible after say 1pm.	Centre staff have been advised of this issue. Members must make use of the facilities later in the morning if we are to keep them.
Parking can be difficult.	The club has no jurisdiction over parking.
Seating in the sports hall and for table tennis is an issue whilst waiting.	The Centre has been asked to address this which may require the use of benches.
Sharing a court with the warm-up limits the numbers who can play before 10.00 a.m.	The warm-up is very popular and lasts 45 minutes. The courts are available for at least 4 hours.
Not all members feel welcomed in the activities.	The constitution states that the club is inclusive for all members from age 50+. Please speak to a member of the committee if this is an issue for you.
The sports hall is very hot and stuffy in the summer.	The ventilation system does not include air conditioning. Air is moved in and out from the outside only.
Social Activities	Response
Many members have very busy and active lives and therefore feel they do not need to participate in club social activities.	That is good news! Maybe in the future?
Some members feel they don't know anyone and don't want to attend alone.	Be brave! Everyone is very friendly and would make you feel most welcome.
The social activities do not appeal to some members; more active , exciting and physically engaging activities would be appreciated geared towards younger members, particularly in the evening. It would also be nice to have a singles get together.	The committee is planning some meals out in the evening and some walks in the new year. We would love to hear your ideas for different social events.
Where a husband/wife is not a member, couples tend to take part in other external activities together.	That's great! However, some members do only participate in social activities.
Unawareness of social activities	Social activities are highlighted on the Notice Board at the club and in the 10 a.m. meetings as well as on the Events Diary page on the website.

Other Feedback	Response
<p>Many members commented on how lucky they feel to have the club and it's facilities. New members feel very welcome and it has facilitated lots of new friendships.</p>	<p>It would seem that the club meets the needs of many both socially and fitness wise. With the help of our members we hope to continue to do so in the future.</p>
<p>It is felt that the club is great value for money benefitting members fitness and rehabilitation as well as offering a social aspect.</p>	
<p>Cleanliness of the floors in the main hall is an issue, particularly on a Monday. Exercise mats are never cleaned.</p>	<p>Cleaning of the hall floor is regularly raised with management staff at committee meetings. Cleaning materials are available in the studios and gym with the expectation that we all clean our own mats and equipment. Unfortunately this doesn't seem to be common practice with members throughout the Everyone Active Centre and our club.</p>
<p>New players would appreciate a pamphlet on racquet sport rules e.g. for badminton when to change sides and who serves etc.</p>	<p>The rules for all the racquet sports are displayed on the website on the activity timetable page. We can make these more obvious and provide a printed version for the noticeboard.</p>
<p>There were a few requests for more classes throughout the morning; Aqua and Racquetball on Monday and an exercise class mid morning.</p>	<p>The committee can look at the demand for different classes. Ultimately we need to ensure that the programme on offer suits the majority of our members. The facilities also have to be shared with the centre activities which limits the available space.</p>
<p>A couple of members fed back that the Centre under Everyone Active management offers less space and facilities than the previous centre.</p>	<p>Clearly nothing can be done about the facilities available in the new building.</p>
<p>It was suggested that alternative venues should be used for the annual parties without greatly increasing the cost.</p>	<p>The Christmas party is at Old Thorns this year and the committee will be looking at other possible venues in the new year. Cost and numbers catered for ultimately limits the choices.</p>
<p>There are requests to have the use of all 4 courts in the main hall throughout Monday and Friday and to change courts with keep fit to avoid people crossing the court.</p>	<p>The main hall is shared with the centre activities and the court cannot be swapped with Keep Fit due to the position of the curtain.</p>
<p>Several members have raised the issue of hearing the instructors, speakers at the morning meeting and at the AGM.</p>	<p>The head microphones are old and due to be replaced. The committee will request that instructors use them when possible and look into the cost of a hand</p>

	held microphone for meetings.
The website and communication by e-mail is greatly appreciated. It would be helpful to have information from the 10.00 meetings and Noticeboard also e-	The committee will aim to send out information by e-mail whenever feasible.
On-line payment is not used by some members as there is no facility to book the club classes on line. As the sign-up sheets are beyond reception, members have found they are paying for a session and then there is no room in the classes. A BACS payment system would be much appreciated.	The committee will discuss these issues at a future meeting. BACS payment is being trialled with a small number of members.
A comment was made that the club needs to attract younger members as it is open to people from 50 years of age not just those who have retired. Possibly offering trial sessions over the lunch period might encourage those still working to join up. It would be great to see the club represented on social media.	These are interesting suggestions which the committee will take on board and discuss at future meetings.
It was suggested that the model that Winchester Sports Centre use to operate their Health and Fun Club seems to work better for them. It also generates a revenue stream.	It would appear from the Winchester Health and Fun Club that they do operate differently to our club and that they pay much more for their activities. The website does not show the constitution under which it was set-up. Some further research is needed to see what can be learnt from other similar clubs.
The 10 members of the committee appreciates the many comments thanking them for the work that they do on your behalf.	Whilst the comments and feedback have been extremely valuable the suggestions do require more input from the committee. It would be wonderful if some new members would volunteer for the committee prior to the AGM 2026. Also if any one feels they have skills or ideas that they would be willing to share for the clubs benefit, the committee would love to hear from you.