



MEMBER FEEDBACK
March 2023

Please note below feedback we have received from our members during this month along with a response from the Club. Some feedback will be referred to our section sub-committees.

The feedback box is located at reception should you wish to post a comment.

Member Feedback Comment	Club Response
GYM	
I joined the gym in August 2022 and started PT sessions with Rachel. My strength, fitness and confidence have increased tremendously. The other PT's, especially Suzanne have also been helpful. All are friendly, professional, and approachable.	Thank you for this positive feedback. The whole of the Parklangley team strive to offer an excellent service.
Could the TV's be reactivated in the gym?	We will discuss this matter with our Gym Manager.
CLUB	
Having soap dispensers in showers or a holder on the wall for your bottles of shower gel would be sensible.	Thank you for the feedback. We did provide suction holder in the showers, but regrettably these were stolen. We will investigate whether there is anything we can provide, without having to drill into the wall cladding as we do not want this compromised.
Having a water fountain in the changing rooms/ sauna and steam would also be common sense	Thank you for the feedback. We are looking into providing a water fountain in the sauna area. However, there is water available from the bar where you can fill a reusable bottle but do ask members to only take plastic bottles into the sauna and steam room facilities.
Bar staff are excellent, particularly Emma.	Thank you for the positive feedback regarding our bar staff. We will ensure this is passed onto the team. Well done, Emma, keep up the good work.
I love the club and enjoy every session!	Thank you for sharing the positive vibes
CLEANING/ MAINTENANCE	
Cleaning staff are lovely and very friendly and Alfie who hoovers and sweeps/ does some outside work is friendly and also always says hello. I knew him as a student at Langley Boys and am astounded at the change in him.	That's great feedback regarding the cleaning team. We will pass your feedback to Costa, who will no doubt communicate it to his team. Alfie is a new member of the team supporting the grounds. Great to hear this feedback, and we will make Alfie aware of your compliments.
TENNIS	
Gate at kings hall wont close as lock gets stuck	Thank you for sharing this. We have passed this to our maintenance team, requesting this be resolved.



Kelsey Park courts need de-mossing as the ground is slippery. Nets also need to be replaced as have holes in them. Benches would also be good at this site for families to watch games.	We have provided a bench at this site and have routine moss treatment visits planned. We will arrange for the nets to be inspected and replaced as necessary.
If coaches aren't using courts, could they please cancel these on the booking system so other people can book	Yes, all coaches are aware of the requirement to do this, and it is monitored. However, we will reinforce this with the team.