



## How Happy Are You With The Leisure Centre?

### What improvements to services and facilities would you like to see introduced?

As you know, the Board and Estate Management Team are currently seeking tenders for a new service provider for the Leisure Centre. As part of this process, we need to understand current levels of satisfaction with the facility as it is and gather suggestions from residents, particularly Leisure Centre users, on future changes and improvements. We would therefore be grateful if you would take a few minutes to complete this questionnaire and return it to the Estate Office, Leisure Centre or the Security Lodge by 25 March 2007.

This feedback is essential so that we can tailor the Leisure Centre and its services to your needs.

**Name (optional)** .....

**Address (optional)** .....

### The Facility

#### 1. How would you rate the level of cleanliness in the Leisure Centre as a whole?

Poor                      Satisfactory                      Excellent  
1     2     3     4     5

#### 2. How would you rate the level of cleanliness in the changing rooms?

Poor                      Satisfactory                      Excellent  
1     2     3     4     5

**What improvements do you think could be made?** .....

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#### 3. How would you rate the quality and range of equipment?

Poor                      Satisfactory                      Excellent  
1     2     3     4     5

**What other equipment would you like to see available?** .....

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### The Service

4. How would you rate the quality of your induction? Was the experience professional, was the advice well delivered and were you put at your ease?

Poor                      Satisfactory                      Excellent  
1     2     3     4     5

5. How would you rate the quality of the supervision in the gym? Do the staff make themselves available and approach you if you need assistance?

Never                      Sometimes                      Whenever Possible  
1     2     3     4     5

6. How would you rate the quality of the staff's knowledge? Do they give you confidence?

Poor                      Satisfactory                      Excellent  
1     2     3     4     5

### The Studio

7. How would you rate the quality of classes?

Poor                      Satisfactory                      Excellent  
1     2     3     4     5

8. Would you say that the range and level of classes is appropriate?

Inappropriate    Satisfactory                      Excellent  
1     2     3     4     5

What classes would you like to see on offer? .....

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**9. If you have participated in any sports or recreational events, how would you rate the level of organisation and your enjoyment of the activity?**

Poor                      Satisfactory                      Excellent  
1     2     3     4     5

**What sports/recreational activities would you like to see on offer? .....**

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### **Communication**

**10. How would you rate the level of communication about the facility, its services and activities? Is it clear, is there sufficient, is it accessible?**

Poor                      Satisfactory                      Excellent  
1     2     3     4     5

**How do you think communication could be improved? .....**

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### **Improvements**

**11. Are there any improvements you would like us to make to the facility?**

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**12. What changes would you like us to make to service delivery?**

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**13. Please feel free to add any other comments or suggestion below.**

**Thank you for taking the time to complete this questionnaire.  
Your feedback is very important to us and will allow us to review our services  
going forward.**