

Teddington Pools & Fitness Centre User Group Meeting

Notes of meeting held on Tuesday 25 September 2018

Present: Caroline McGuire (CM) Centre Manager
Jean Jacobs (JJ) Richmond Back Pain Group
Annie Charrondiere (AC) Swim Member
Rosemary Weir (RW) Swim Member

Apologies: Bridget Dunford

1. Notes of last meeting held on 19 April 2018

- (i) Adjustable wall seats in hydro – CM & RG looking at prices / options.
- (ii) Would like pool temperature on display. CM will look into.

2. User Issues

(i) JJ raised the following points:

- JJ requested that the pool temperature be displayed in the hydro pool. CM will look into this.
- JJ raised that the wall seats needed replacing. CM informed JJ this request had been made and was currently with our facilities team. However, the chairs are extremely expensive so other options were being considered.
- JJ raised the issue of the school buses parking on double yellow lines. CM explained that the big coaches really struggle to turn around in the staff or customer car park. We enforce that they turn their engines off while waiting.
- JJ requested that the shower heads be changed for smaller heads to create more pressure.

(ii) AC & RW raised the following points:

- RW & AC raised the issue of cracked tiles above the pool line. CM said how hard it would be to dig the tiles out to replace. All chipped tiles were replaced at Christmas but the cracked ones will probably have to remain for the time-being.
- RW & AC raised that the scum line in the gulley was bad in the shallow end, far side by stairs. CM said this will be looked into and improved.
- RW & AC both swim around 7am and said the club do not use blue overshoes all the time. This leaves mud in the changing rooms making them unpleasant for the 7am swimmers. The changing rooms are also very wet at this time, from the high usage of the club when they get out. CM to email TSC about blue overshoes and look at cleaning rota to see if we can move jobs around to ensure the changing room is mopped around 7am-7.30am when the club gets out.
- RW & AC raised the wetside floor and how bad it is. CM advised that we are planning on doing the floor over Christmas and this is currently with our facilities team.
- RW & AC raised how bad the ceiling tiles were in the ladies wetside showers. CM explained the issues with the air handling which is causing this. CM explained that we are hoping this will be done next year and in the meantime will ask for the tiles to be replaced.
- RW & AC raised how long it takes to change cubicle locks when they brake. CM said we will try to be quicker when raising this, but often facilities need to order parts before replacing them.

- RW & AC raised that both pool clocks are 2 minutes out and need syncing. CM advised this would be done.
- RW & AC raised that sometimes the club do not get out dead on 7am which delays the swimmers getting in. TSC also go by the slower clock which is why they need syncing. CM will raise issue with the club.

3. Resident Issues

n/a

4. Centre Manager's Report

CM presented her report which is attached.

5. Any other business

No other business.

6. Date of next meeting

TBC – provisionally set for Monday 29 April 2019 at 7pm.



Centre Manager Report – Tuesday 25 September 2018 at 7pm

Equipment and Facilities

We have spent quite a bit of money on studio equipment and we have a new assisted dip machine in the gym.

We have replaced a large number of swimming lesson equipment including floats and toys.

Money has also been spent in the plant room due to on-going improvements.

We are hoping the wetside floor will be replaced over Christmas but this is yet to be confirmed.

The studio floor (blown patch) has been repaired and further works are due to be done.

Staffing

Caroline McGuire is going on maternity leave on 19th October and will be back late April.

Rob Goulding will be doing the Centre Manager role from 1st October for 7 months.

Tony Riches will be doing the Deputy Manager role from 1st October for 7 months.

We are interviewing this week for the Fitness Manager role to replace Tony for the 7 months.

Customer Service Excellence

The Sport and Fitness Services Section achieved the Customer Service Excellence accreditation in January 2018 so the next assessment will be in January 2019.

Marketing and Memberships

Currently we have 890 direct debit members' and 167 annual memberships.

Our current promotions are:

- One month free for the member, one month free for the friend if you refer a friend who joins the centre
- 15 months for the price of 12 on all annual memberships

Programming

We are continuing the development of the swim school at the moment increasing classes and participation numbers.

Our September Studio and Spin timetable have just started as this is reviewed and updated quarterly.

Conclusion

Priorities moving forward:

- To monitor our swim school closely and to keep improving the service
- To keep memberships strong and valuable