

Tring Squash Club Membership Survey

The Committee are currently working on a strategic plan for the club over the next 5+ years - how we can make the club better and thinking about future growth. The Committee would really like to hear from our members and understand where you think the club should invest over the coming years.

Answered 82
Skipped 43

Respondents

- Plan for the winter months so the whole of the building stays at an ambient level constantly 24 hours a day. Extend Cellar and kitchen areas. Encourage more exhibition matches by professionals and county players.
- 1
- 2 A snooker table would be good!
Another glass backcourt.
- 3 Improved ladies changing room.
I think the club should continue to be a Members Squash Club (associated sports OK). If possible we should try and build our reputation as a "Premier" squash club through things like the PSA tournament and continuing to improve the squash experience. We could also consider hosting things like one of the Masters events. I would support the additional glass back but still think we have a way to go on changing facilities. The female changing is well overdue an update but compared to other top squash facilities
- 4 the mens changing room is also small and improving.
Perhaps one more court if possible as there are often no spaces when I am free to play. The bar is great but could be opened for
- 5 Club Nights?
A regular weekly or bimonthly email newsletter would be very useful. Both to promote events and leagues but also to improve the social integration within the club (even though everyone is very friendly)! Some instructions or rules on the court heating would be good too.
- 6 Privacy screens in the ladies showers (v noticeable that other clubs have individual shower cubicles)
- Glass door on court 4.
- Another glass backed court?
- 7

I would very much like to see a review and report of the clubhouse and its facilities by an external agent experienced in Sports Clubs

In my opinion the clubhouse and bar facilities (cellar and bar) needs a complete overhaul which make take 3-5 years to finance and achieve but after 35 years I think it has earned it

Also I would like to see the club take a more pro active view on encouraging a non or low alcohol drinking culture for those that want it. Currently the pricing structure does not do this (Shandy £2.50; half lemonade and half beer £1.80; Peroni with alcohol £2.80; Peroni Blue non alcoholic £2.90 etc) I think that we should seriously consider this as we are a Sports club and can afford it
8 Improve and renovate entrance hall and corridors and balcony areas.

9 New showers and changing room facilities for ladies.

Improvement in all areas that haven't been renovated in the past 10 years or so - Ladies changing room and showers, the Bar and
10 lounge, upstairs viewing gallery and the Mens changing room.

11 Another court would be good, as slots at peak time weekdays are in high demand.
New Ladies changing facility.

Warm up/Warm down facility.

Consolidated storage/plant space - the balcony space and courts corridors are used to store various bits and pieces and they look untidy.

Glass back court

Modernise the bar/lounge area.

12 Determine how a new court can be accommodated.

13 Make court4 a glassback court

Refurbish and extend ladies changing room.

Replace carpet in hallway and corridor

Replace flooring on balcony.

When you enter the club it does not strike you as a "serious" sports facility, especially if you have struggled through the mud and the hedge. A members club absolutely (with two adverts for beer on the outer club walls but the club logo and telephone number advertised are incorrect) - I think the squash (sport) side is being overlooked, even if this is only a perception. It would be good to see healthier snacks and drinks in the vending machines. A hot drinks machine. The space above the courts contains dumped chairs and the tables. How about something to aid warming up and down. It would be good to have a Smart TVs in that area where you could cast matches or playback videos of you training or match play. Supports for phones so they can be easily set-up to record matches, training, etc. Training equipment, targets, ? A "proper" weighing scales. A fresh sporty smell - not bleach and smelly kit. I am proud of the clubs achievements but I don't find it easy to show it off to friends and colleagues. I know they think it

14 looks a bit tired.

5th court

structured coaching

15 fun playing event days.

The co-location of the squash, football, rugby and bowls clubs feels like a huge untapped opportunity. It's not a new concept, but

16 there must be a way of combining investments, and costs, to create a more lucrative social environment.

100% invest in pushing court 4 out to create a second glass back as showpiece double event courts and consider options for expanding changing areas.

17 Also, look at decor options in the bar to lighten and modernise the area to encourage wider groups of people to frequent the bar regularly

anything to raise the profile of the club in the town, so as to get more members. We're not that visible at town events (Tring Christmas night, Tring fair, etc, etc).

18 Ladies changing facilities

19 Better ladies changing facilities

20 The plan needs to look at a real long term vision of what the club should look like in 15 years time, and work towards that end, not
21 a short term plan. New ladies changing rooms, towards the football club, disabled facilities, and a second glass back court with

- seating. The area between the courts could be opened up. Then the other two courts could have glass backs without a terrace.
- 22 Another glass back court. New changing rooms for the female members. Warm-up/cool down fixed bikes in court area.
Not sure how possible it is to add another court in the future but that could help the peak time bookings. The mens showers used
- 23 to be amazing but since they were redone the pressure is less than useless, bring back the power showers! Every else is great!
- 24 The booking system tends to go down now and again. Not always a problem thought i would bring it up
- 25 Court Heating could be improved.
As mentioned before I would like session of an hour to be more common.

- I like the club overall, it's a reasonable price. I don't get involved in much other stuff than playing mainly because life is so busy! I guess I would like more information on what I could get involved in e.g. how to get involved in the squash ladder, etc. Maybe a new
- 26 members info pack with all the things that go on!
- 27 The ladies changing room could do with a few lockers and a plug socket. The potholes in the car park could do with repairs
Second glass back,an office for the commmittee to work from.Though families to remain encouraged i would like to see more control of children,going on court with dirty or inadequte footwear.Members to be reminded of their clenliness. For example blood
- 28 on walls etc..YUK.
- 29 Keep up the good work on the PGA tournament and improving courts. Perhaps refresh bar area totally?
I think the main focus should be (as it has been) on facilities for squash (and other related games) and a good, friendly social
- 30 environment. I do not think any dramatic expansion or change of focus is needed.
- 31 Higher profile within Tring and local area especially running external competitions and junior tournaments. Links to primary schools
Video filming on one court

Three individual shower units in the women's changing room

- 32 Yoga sessions and some gym equipment would be good
- 33 If we could have guaranteed parking for squash club users on rugby/football days tgat would be good.
I would like to see some provisions put in place for the visiting children of members as well as the squash playing children which come to the club. I think some sort of recreational apparatus in the garden area, would be a great addition for the club. I know Health and Safety is a big concern, but sure this can well managed.
- 34
- 35 If membership growth is good maybe, in time, build a 5th court!
- 36 The Committee should look at the physical structure of the Club to see how best to maximise its potential. Extend the building to

include the footpath then move all the changing facilities and toilets to that side of the building. Move the kitchen, cellar and bar in the same direction and make the bar area more user friendly, especially during functions. All these could be done in stages including another glass back court. Yes they will be expensive but each stage can be costed as a separate item then money raised to carry it out. Employ an architect to look at the possibilities.

37 Perhaps consider converting another Court to Glass back.??

Exhibitions/ Masterclasses from a ranked professional would bring revenue via ticket sales/ increased bar revenue on the night

38 and encourage more court usage as participants would hopefully increase court usage to implement practices learnt on the night.

39 Invest in more things for kids to do at the club

Would like to see the facility to video a match on at least one of the courts for:

1. The player to review their game style and strategies

40 2. To allow live streaming during some of the bigger matches

41 More frequent cleaning of courts, sports drink machine installed, additional cup or tournament, cups etc on the website.

More visiting tournaments

42

43 The club is great in every way in my opinion.

In my opinion as a member I think basically everything is very good in the club and no major change needed.

An exercise bike would be nice for warming up before a game.

The website could be more user-friendly for members in the league, easier to access the league table and input results etc.

The booking system too, I know this is shared with multiple clubs and provided by third party but it is a bit tired and tricky to use on smartphone. I hope they revamp it in future or convert it to an app. The ability to split court cost automatically (deduct cost 50/50

44 from two accounts) would be awesome to avoid awkward hand over of coins on the day. Also it should be able to give you a

refund if you cancel within 15 mins of booking, in case of user mistake etc.

Personally I don't look at the noticeboards, as I'm usually in a rush and there are so many noticeboards, so I don't notice some of the tournaments. I would like all tournaments to be announced by email list. Once I know about it I am happy to do everything else on paper at the club but I have missed some tournaments and found out about them later when they email everyone to announce the 3rd round draw or something. Maybe there is a way you can announce by email and to the twitter/facebook all at once somehow so you maximise visibility.

From strategy point of view if I was you I would probably be focused on how to utilise the courts during weekdays. Racketball seems a great game for housewives to keep fit during the day, maybe some local promotion of a casual ladies racketball session after the school drop off to bring in new members and make use of the space.

I am really enjoying the club as a very new member and a new player. I would like more information because I'm just that ...a beginner and know very little. I'm told about the Saturday morning ladies drop in but can't see much about this on the website.

45 When does the bar open? Why doesn't the calendar show the beginners courses? They think the website could be greatly improved to create a good resource for everyone.

46 A new court to cope with potential increased demand from Tring's expanding population.

All facilities need to be kept in tip top condition. Number of toilets in club is very poor, only one small cubical in gents.

47 With club being used by schools etc need to review this. The red chairs in bar area are in poor condition. I think the PSA tournament was a great move so more of that please.

The Nick Mathew visit was also fantastic. The women's Saturday mornings and regular coaching are also fantastic. Perhaps some way of advertising the high quality of the squash along with the fact that it's a great social club. The club is filled with some great characters that makes it worthwhile me traveling over 10 miles to play and mix with the members. I have spoken to some people local to where I live who play in the local leisure centre about Tring squash and it's perceived as a very professional club. This is true but adversely they don't see the fantastic social side.

48 Difficult question as do not know what it is that you want to achieve?

49

Any club has to attract new members and satisfy the current. The only thing that has put me off the club is the style of 'critical parent' emails from a member of the committee that I would not accept in other walks of life.

So maybe start with writing a coherent comms strategy.

Continue to upgrade the club and its facilities. A makeover of the bar is probably overdue but this is not essential. returning to the system of putting box league scores up on the notice board would be better as everyone can see how players are performing which is of real interest. The Table Tennis is very popular among the players and this is an excellent additional sport for the squash players to partake in particularly when they are unable to play squash due to injury etc. It would be worth exploring whether we could extend the club in size to make additional facilities for members, say for fitness room, storage, and to improve the ladies changing rooms. I am very proud to be a member of TSC!! Long may it continue. It is well run by the committee and all the

50 volunteers. Thank You!!

we need another glass back court, we need the male changing rooms to be properly ventilated as currently they are not or the system installed is poor or badly commissioned, court 2 is way too cold in the winter, finally we need the carparking outside to be sorted somehow as some nights in week and on Saturdays, the car park is not useable by TSC members as the rugby and football clubs commandeer it completely. car park is a important issue. can we cordon TSC areas for parking??

51

Continue to develop juniors into the club - link up with Tring School great potential? More women members. More members to have a drink afterwards. Club is a great asset for Town and I always try to recruit people to join. More marketing in Tring and surrounding area...do people know about the club?

52

Fix court fans

53 Men's changing room fan blows cold air

Think about the young most. Old hands are happy but will die out over time. Does the club look and feel attractive to young people?

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Encouraging new young players is in my opinion essential to the Club's future. However there is not much of a social offering for them apart from the traditional bar area. Perhaps they need a social side better suited to younger players which may encourage

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them to become long term members of the Club.
I feel that the club invests in the facilities frequently in different areas which is great to see and we are held in high regard by other clubs throughout Herts.

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I would love to see another glass back court but appreciate it's a massive cost.

I'd also like to see a scoreboard for team games so spectators can see how team's are doing on match nights.

It would also be great if the club arranged team kit for all teams (3 x mens / Vets / Ladies / Racketball) and pooled sponsorship to create more of a club ethic. Currently each team has to arrange their own sponsorship/kit and as a result teams seem siloed.

57 Paint the woodwork - natural wood finish is starting to look very dated

The club is a fantastic facility but runs the risk of failing to attract, acquire or retain younger members. I would update the public spaces, improve the approach to coaching and build another glass back court which will enhance what we can offer both in coaching and competitions.

58 coaching and competitions.

59 Improve and make the bar area bigger by taking down the wall. Hold more social events

Ladies changing room - needs re -doing. Would need to consider at least one closed in cubicle for showering and changing

(privacy for juniors etc)

Storage facilities - table tennis tables are in corridors, a tripping hazard and blocking fire exits. The chairs and tables in the upstairs area look messy and are dangerous.

An exercise area with cool down/warming up equipment.

60

61 I believe the bar needs to be closer to the garden with wide door to open up.

Courts are already hard to book between 5pm and 9pm. With significant housing expansion in Tring planned, the club needs to plan for 1-2 additional courts.

62 plan for 1-2 additional courts.

63 Wider membership incentives.

Juniors are the future! Our club is not as friendly as we like to think..We are not as open/welcoming as we should be...ive seen

64 horrendous attitudes from other adult members in leagues...

Youth coaching is good but they are the future along with female membership so consider more free taster sessions, mums groups etc

65 etc
Court booking software needs a facelift

66 Reliable Club WiFi would be useful

Being able to get a coffee during the day, longer bar opening hours (respect that this is impractical)

Car park, especially near road entrance is in poor condition

Some kind of invitation to pro players to be able to train for free/cheap on off peak courts would add a lot to the club, other clubs do this in exchange for representation in county squash league

Premier Squash League team, let's compete on a national level and bring top squash to Tring on a regular basis

The club itself is in fantastic condition, credit to the team

67 Improved outdoor area

68 car parking spaces on Saturday

69 Maybe the potential to add an extra 2 courts one day.

70 Possibly include a further exhibition court.

71 I would like better shower heads. Since the refurb the showers are not as good.

72 Booking system is adequate but there are others out there that provide a better overall user experience.

73 Sniffed glass back court

Keep investing in new emmbers by providing coaching.

74 Keep up the PSA tournament.

75 Another court to ease congestion!

I am really happy with how the club is run. I feel that it is very welcoming and encouraging to all players regardless of their squash capabilities! The facilities are perfect for me based on how often I play and the standard I play at (around mid B's). The bar and social aspect of the club possibly could benefit from Sky Sports/BT Sports to encourage more people to come in. On the other

76 hand, I wouldn't want to have a bar full of people who are just watching TV all the time!

77 Ladies changing rooms

78 2nd glass back court, refurbished area by the courts/entrance new carpet in this area, new oven

Juniors are the future. We need to acknowledge their success, promote all to widen our player base. Current communications are not always uptodate. How do we attract more people and make them welcome.. Team communications of our adult results to our

79 younger audience via social media could help

80 2nd glass-back court

81 Additional value add e.g. space permitting, some exercise equipment, suana etc.

82 Second Glass back court should be a priority