

CUSTOMER FORUM STAMFORD LEISURE CENTRE SATURDAY 7 & THURSDAY 13 JANUARY 2011

MINUTES

PRESENT: Sue Chester (Contract Manager), Sharon Haythorn (SKDC Monitoring Officer) x12 customers

MINUTES FROM LAST MEETING

SC reviewed the minutes of the last meeting Sept 2010. A diary of customer findings, with regard to opening and cleaning issues was passed over to the manager, this will be reviewed with the management team. It was pleasing to note that improvements in cleaning had been noted from November.

SC gave an overview of issues and projects since the last forum:

- Showers are still a concern and await contractor to chase up new parts – SH to follow up with contractor too. Site to change position of shower currently out of action.
- Redecoration of the gym started over the New Year holiday, but due to contractor illness has yet to be finished (likely to be mid Feb before completed).
- All lighting and plumbing issues have been repaired.
- New gym equipment has been delivered – however, treadmills still awaiting delivery.
- Gym equipment has been reupholstered
- New water fountain installed in gym
- Free swimming for under 8's to be introduced Jan 2011 as a leisure connection initiative and not government funded
- Discounted contract membership now available
- Staffing – new sales advisor and duty manager have been appointed. Business Manager recruitment in process, currently being covered by Contract Manager

CONCERNS RAISED

- Bins not emptied at nights – SC to discuss with duty managers and ensure that these are checked and actioned at the end of each night, paying particular attention to gym
- Hooks required in gym – these were removed for decoration, new ones to be purchased ASAP
- Water being left on floors overnight – duty managers to review cleaning techniques with team and excess water to be removed

DATE OF NEXT FORUM – WEDNESDAY 20 APRIL, 2011 at 6.00am.

Appointments available at other time by arrangement with the Business Manager