

Dedham Tennis Club Member Survey January 2022

Responses

Return Statistics	Nos.	Eligible	percent
returns	40	176	23%

Membership Types responding	nos.	% of responses	Nos of Types	% of Types
Coaches	2	5%	2	100%
Family	12	30%	80	15%
Honorary	0	0%	3	0%
Individual	21	53%	45	47%
Intermediate	0	0%	3	0%
Junior and Parent Carer	3	8%	34	9%
Senior Weekday	2	5%	9	22%
	40		176	

1 Club Session times	nos.	% of responses
Always afternoon	7	18%
Always morning	4	10%
Split equally mornings and afternoons	9	23%
Keep as mornings once a month	10	25%
More afternoons than mornings	2	5%
More mornings than afternoons	3	8%
No answer	5	13%
	40	

1 Fixed or timed	nos.	% of responses
Timed rounds	21	53%
Fixed number of games	13	33%
No answer	6	15%
	40	

1 Organiser or not	nos.	% of responses
Organiser	23	58%
No organiser	8	20%
A different method of running the	4	10%
No answer	5	13%
	40	

2 Importance of Juniors?	nos.	% of responses
Yes	33	83%
No	2	5%
not sure	5	13%
	40	

2 Junior transition?	nos.	% of responses
Yes	30	75%
No	2	5%
not sure	7	18%
No Answer	1	3%
	40	

2 Junior Club Sessions?	nos.	% of responses
Yes	28	70%
No	1	3%
not sure	8	20%
No Answer	3	8%
	40	

3 Coaching with Paul/Zico	nos.	% of responses
Yes	21	53%
No	13	33%
No, but I would like to	5	13%
No Answer	1	3%
	40	

3 Coaching elsewhere	nos.	% of responses
Yes	7	18%
No	31	78%
No Answer	2	5%
	40	

5 Floodlights	nos.	% of responses
Very important to me	17	43%
Good to have	20	50%
Would never use them	1	3%
Not interested/unlikely to use very often	2	5%
No Answer	0	0%
	40	

5 Hitting Wall?	nos.	% of responses
Very important to me	8	20%
Good to have	16	40%
Would never use them	5	13%
Not interested/unlikely to use very often	11	28%
No Answer	0	0%
	40	

5 Ball Machine?	nos.	% of responses
Very important to me	6	15%
Good to have	21	53%
Would never use them	0	0%
Not interested/unlikely to use very often	9	23%
No Answer	0	0%
	36	

5 Kinder surface?	nos.	% of responses
Very important to me	6	15%
Good to have	27	68%
Not interested	7	18%
No Answer	0	0%
	40	

6 Enough Court Access?	nos.	% of responses
Yes	34	85%
No	0	0%
Not sure	3	8%
No Answer	3	8%
	40	

6 Booking System Works Well?	nos.	% of responses
Yes	35	88%
No	1	3%
Never use it	4	10%
No Answer	0	0%
	40	

6 Length of Booking Slots?	nos.	% of responses
Hourly slots	19	48%
15 minute slots	15	38%
I never book	5	13%
No Answer	1	3%
	40	

6 Better Ways to Make Contact for Tennis?	nos.	% of responses
Yes	7	18%
No	11	28%
Not sure	22	55%
No Answer	0	0%
	40	

7 More Social Events?	nos.	% of responses
Yes	14	35%
No	6	15%
Not sure	18	45%
No Answer	2	5%
	40	

1 Club Sessions - Suggestions for a different method of running the sessions
As a weekday member none of this is relevant.
For those that play together in team tennis we should look to develop the pairs and their relationships by ensuring they play at least one set together during club session. It doesn't matter IMO if it isn't always evenly matched. Club sessions are for practice, not for results.
I don't mind about either a fixed number of games or timed rounds. It depends on numbers attending. Organised games seem good.

I think people can organise themselves and everyone should mix fairly after the match is finished. The number of games should be set ie 8 games, so people waiting to play don't have to wait too long.
Keep it as simple as possible but impossible to please everyone! I would suggest at end of each timed round winners split and stay on court losers move to next ct and split. If more then 12 players late arrivals replace losers on each ct.
peg-board. If an organiser is retained, I suggest all members are given a rating so that the organiser is aware of people's ability to avoid poorly matched rounds
With the limited number of people happy to organise it falls on a few, can we have a few more volunteers. If not, some sessions could be systemed to change ever 8 games. Winners move and split. No sitting out organisational input.

1 Club Sessions - Other ideas about Club sessions (e.g. about their frequency, days or type)
A weekday morning session would be good for those with family commitments the weekend
A wider range of Organisers - not just Committee members.
At my previous club we had social nights on a Wednesday and Friday that were well attended? I still think we need to fight for floodlights so we can play in the winter.
Could a mid week session be organised? Or Maybe a Saturday afternoon.
Different ability club sessions or have an open session monthly For example Marc would like to play at the club but doesn't feel confident enough at his level to come to a regular club session. DL have beginner/immediate/advanced sessions Perhaps DTC could adopt a similar itinerary or be flexible on the level of standard allowed at normal sessions.
If it's raining in the morning on Sunday but expected to be dry in afternoon the Organiser should be empowered to switch it on the day. And vice versa. Crazy to lose a Sunday session to the weather if could be avoided. Also 10am is a bit too early in January. Suggest 10:30 for all morning sessions.
If there are few players - no organiser needed and either timed or fixed to 8 games decided by players. If there are a lot of players - an organiser needed which would be decided on the day and who may be playing, with timed rounds to allow for all to be included if sitting out.
In Autumn/Winter seasons if lighting is practical an evening session to encourage people to play year round. Also a session during the day during same period outside of weekend perhaps lunchtime for say 90 minutes?
Maybe try one during the day midweek as a lot of members are not working any more.
My last club operated on first come, rotation basis, with some movement based on skill. So first four play 8 games, then off and go to back of the que. Seemed to work well. I think we need to try and increase the amount of tennis available to members, both in terms of number of sessions and all year round - comes on to lights to follow.
Would there be enough players if you tried to run a ladies session on a weekday?

2 Juniors - Do you have any ideas of how best to integrate Juniors
Hold a club session that invites juniors to join in. Partner an adult player with a junior to play together for a season
Always difficult due to Uni and life getting in the way, or cost. We could offer discount for 18-25 yr olds? We need to get the better juniors playing with the adults so they have a better understanding of what club play is and the people involved. Possibly offer club play to 15yrs +.
Buddy systems. Zico should inform the club of better junior players coming through and we should buddy them up with A team players both mixed and single sex. Contact schools, colleges and universities to either play matches against some of their better players in order to show them of the standard and or ask if they want to come and play team tennis for the club.
First we need to ask the juniors what would encourage them to join in with club sessions. Maybe we could have some fun joint tournaments to blend the sections ? To attend as the only junior unless you have a close relative playing or know some of the older members probably wouldn't be much fun. We need to encourage them to attend as a small group or pairs so it's socially rewarding for them as well. The main thing we need to relay to the juniors deemed to be strong enough is that they would be very welcome at club sessions and to play in matches.
get advice of coach which juniors would be suitable?
I don't know but I observe that most seniors and juniors prefer to play with their own age-group (as is case for most social activities - which is what tennis is) unless within a single family.
Important for the Club to have coaching for juniors in the local community as part of ethos etc. Those who are able to be involved in league matches, club sessions and tournaments will tend to find there way here and of course should be encouraged. My view is under age 12-14 generally too soon to play in any of the above sessions there may be occasional exceptions of course.
Introductory parts of the Club sessions (30-40 mins?) where the strongest Juniors can start to 'play up'.
Juniors who are deemed by the coach to be confident players, could play at a club session along with a designated adult. The adult accompanying the junior would be a support during the session. The junior could take part for a month if wished to allow for settling in. Following this, decisions would have to be taken by the committee as to whether to continue or whether further coaching is required.
Link a junior with an adult as mentor/buddy
Make sure when they do come that they are made welcome and get good games
Maybe pick a time to have 'intro to the club session' where juniors can play with adults who are happy to play and show them the ropes - make it fun without being intimidating?
Offer free sparing sessions
One club session per month where juniors are welcomed
Perhaps the coaches can put forward juniors who would like/are at appropriate level to play.
Set up club sessions with advanced junior players
Special open days. Tennis carnival, tennis cardio day as an introduction to tennis, the club and the coaches.
Support/development through Zico (if he is happy to do this). Teens tennis; fixtures, tournaments, club sessions. Come and try it days. Tennis sessions aimed at older children. More juniors playing will encourage more to participate.
Very difficult to get juniors to club sessions but extremely good for their development

2 Juniors - other thoughts/ideas on Juniors
Ask the juniors what they would like.
Be given more information about promising juniors & what they're doing - this information should be given to the committee, not necessarily the whole membership.
Certain senior members won't turn up on junior invited sessions if dates are specified. Juniors should be treated the same as seniors - give them a rating & be inclusive.
I think juniors are important for a club but not sure they work that well at club socials when the majority of players are older
I think the Club needs to attract more adults. Not sure that focussing on juniors is right way to go for a social tennis club.
I think this is a problem for all clubs. Even at The Essex, where many children are coached, individually and in groups, there is no effective transition to adult club sessions. Some of university age attend occasionally but it would seem that, in the main, juniors do not want to play with adults.
If the juniors never see club play, they are unlikely to stay on and become full members. We need to integrate them into club play and expand club play options. Would think this more than creating a special session just for them.
Little incentive for Juniors to transition given the demographic. Quality juniors likely to be in squads elsewhere with their own age group. Club should target 25-40y age group.
Maybe w could start this by a Saturday session so there is less pressure on the juniors and less disruption on the club session.
Parent & Child tournament to integrate families more.
Up to Zico as coach if he thinks Juniors will enjoy/benefit. Patience and care needed when young children are involved in any sport with adults.

3 Coaching – Are there any types of group sessions that you would like to see provided?
Doubles tactics a month before start of the season with ladies/men's teams
Group matchplay sessions are a good idea. Even better if we can have some of these during the evenings in summer so more people can come along. Maybe also squad training sessions for the teams. Doubles tactics, drills etc.
I think Paul's Friday match play training sessions, when I can get to them, are really great. If I wasn't working I would go to every one. And Friday 1pm is the right time to have them. For me they are a major benefit of Club membership.
intermediate standard
It is not always clear if the group coaches are taking place with Paul every Tuesday. Could they please be put on the calendar/ bookings up to 4 weeks in advance so that other commitments aren't made
Ladies only sessions Beginner/intermediate sessions
Ladies team practice would be good once a month
More group sessions at a more convenient time
More Group sessions for players involved in league matches if these can be arranged where Zico and Paul have capacity.

No.
Perhaps 2 sessions a week for more flexibility on days
Team match play coaching for ladies/mens&mixed would be great, either a morning in the week or one evening from end March
The Friday doubles play with Paul sounds good and reasonably priced .
The match play on Friday is great. Could a weekend or evening session encourage working members, who will make up team members.

3 Coaching – Any comments/suggestions you'd like to make about the coaching?
Advertise more to fill coaching session ie Friday 1-2pm
Coaches to use club what's app group more to encourage members to join in sessions and engage with membership.
Coaching is excellent. Would be good to have a Coaching and Match Play session in an evening during the week when the clocks change.
Current options are good and work well.
Evening coaching sessions for us day time workers
Friday group is great but only non workers can attend, can we have one in the evening, please?
Group coaching works well with Paul
If Paul stops doing his sessions for any reason we should try to continue them.
Integration is key. Could coaches attend club sessions at least to observe.
Junior coaching is very good. Juniors love it and it is great that it is pay as you go. Could have possibility of pay as you go sessions in the summer months during week nights. Restricted by hours (i.e. in Winter with shorter day) and weather. Floodlights would be excellent as evening sessions have been cancelled due to light. This would prevent that.
Keep encouraging it - it's important to the club
Not really. If there is demand for coaching group sessions then this is a good thing. I am more keen on getting more members playing more regularly. outside of office hours!
Paul and Zico are both great coaches for the club, it a bit more communication from them to encourage attendance at sessions would probably result in more attendees. This would be good for club and coaches
Paul is a gem and must be kept at all costs
What's the plan when Paul is in US.

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4 Club Development - Please tell us up to three things that you value about DTC? In priority order, most important first, please.
1. Friendly atmosphere 2. Good courts in attractive setting
1. Friendly, relaxed atmosphere. 2. Take the tennis seriously, but not to the cost of 1. 3. Enthusiastic core of members that want to better the clubs lot.
Ability to book a court.
Accessibility Inclusion Ease of booking
Available when needed. When all courts are booked for club sessions etc it is a pain as we are only looking for a court, not people to play with
Close to where I live Not expensive Can attend when you want i.e. does not have to be a regular commitment
Club is well run/organised and friendly. Offers good range of tennis for all standards. Facilities are well managed but the cts need to continue to be invested in and better surface options explored on ongoing basis.
Club sessions

4 Club Development - Please tell us up to three things that you value about DTC? In priority order, most important first, please.

Tea at club sessions

Friendly local ethos of th club

Club sessions, needed to make the club a place where anyone can just turn up and play.

Matches, great for building team spirit and encouraging people to be a bigger part of the club.

Setting, its got to be the most beautiful one around.

Court Availability

Location

Club Sessions

Court availability

Relaxed atmosphere

Beautiful setting

Friendliness of members I have been made very welcome

Fun tennis should always be fun

Friendliness

Inclusiveness

Affordable membership

Friendliness

Locationoaching

Friendly

Club Sessions

Good communication

Friendly

Competitive competition internal and external

The setting

Friendly

Court availability

Reasonable fees

Friendly atmosphere

Standard of tennis (when it's good!)

Members who are willing to help

Friendly characterEffective, engaged committeeRange of tournaments and teams.

Friendly environment

Good communication

Friendly, competitive, local

Friendly, open and inclusive of a range of abilities.

Good club sessions

Value for money

Good club atmosphere

Good courts

4 Club Development - Please tell us up to three things that you value about DTC? In priority order, most important first, please.

Good booking procedure

Good social tennis/people
Reasonable annual membership fee

Good tennis
Good friends
Lovely surroundings

Having Paul there as a coach

Local.Friendly people.Balls provided.

Location
courts

Lovely courts
Inclusive people
Social

Open and friendly environment.
Good value for money.
Dedicated committee looking to enhance the club for all.

Price
quality of playing court
ease of booking

Sunday Club sessions
Friday coaching sessions
Convenient location

The cost (not as expensive as other clubs for juniors to play)
Can get a court when you want on the whole
Like the pay as you go for junior section

The single's title
The members - I have grown up playing tennis with them and even though an ageing membership, I feel like the standard is still high if everyone turns up!
The price of membership

Treated as a person not a membership number
No need to pre book for sessions
Flexibility

Well maintained courts.
Location
Coaches

Well organised
Inclusivity
Friendliness

4 Club Development - Please tell us up to three things that you would like the club to achieve this year? In priority order, most important first, please.

Club ball machine

A wood chip or alternative path to the tennis courts from the Cricket Pavilion

Floodlights

1. Well attended club sessions

1. Be welcoming to new players whatever their standard. This is the only way for our club to build membership and teams.

2. Set up some match play coaching for all, to encourage team participation.

3. Research a gentler surface when redoing the courts - old knees struggle on current courts.

1. Lights means we are not just your club for spring/summer.

2. Active all year round sessions, including mid week. Weekends can be harder to consistently attend.

3. Determine if we have enough demand for daytime club session midweek.

Any chance 2 adults can sign up with junior membership so can have a whole family playing especially as still only using one court?

We often book just before we go and courts are not always fully booked so would be great to have more than one family adult member.

Floodlights would increase the capacity of the courts playing time. Would increase participation and numbers. Could offer juniors more fixtures/tournaments/competitions.

Path to the courts from the car park so tennis shoes don't get muddy/don't have to change shoes.

Be inclusive to all abilities

Better session attendance all year round.

Provide at least one round of better standard of play than usual.

No increase in fees.

Court repair

Coaching for teams

Court surface repaired on court 1

Method of getting to club without taking mud onto courts

Develop more team players

Repair court

Increase membership in both quality and quantity.

Enter teams which can be supported by sufficient players into C & D. Key is to try and manage the demand but difficulty is knowing who is going to be members and commit to playing.

Offer more tennis during Autumn/winter seasons. Consider lighting options to enable evening tennis, weekday club/coach sessions.

Fix court one!

Reinstate the social side of the club now that restrictions are lifted.

Continue to work on retention of members and growing the junior side.

Fix The Dip

Floodlights

Continue to build the quality of play

Flood lights

Flood lights

4 Club Development - Please tell us up to three things that you would like the club to achieve this year? In priority order, most important first, please.

Flood lights
Flood lights

Get more people coming to club sessions
Success for the teams

getting a hitting wall
more group coaching

Getting Floodlights put in

Hitting wall
Ball machine
Upgrade coffee machine and clubhouse

I'm sure there are important things to everybody but I am pleased to be able to come, often at the last minute, and enjoy the tennis!

Levelling of court one dip.

Lighting
Toilets at the clubhouse
Information board of fourth-coming events on the outside of the clubhouse

Lights !
More social activity
More team play

Look into floodlights further.
Repair the dip fully.
Develop playing standard at club sessions and increase juniors attending.

more members
more juniors coming though
hitting wall

More mid-level male players on Sundays
Non-muddy pathway to courts
Floodlights

Purchase a ball machine
Return of cakes on Sundays

Return to the Premier League
Floodlight installation
Court resurface

Social events (subject to COVID)

Tea at club sessions (!)

4 Club Development – Please tell us up to three things that you would like the club to change and/or improve this year? In priority order, most important first, please.

1. More tennis, though needs to be demand for.
2. That it really. Lights therefore more tennis.

4 Club Development – Please tell us up to three things that you would like the club to change and/or improve this year? In priority order, most important first, please.
3. Or no lights, but more tennis, with constraints this will provide.
1. Be welcoming to new players whatever their standard. This is the only way for our club to build membership and teams. 2. Set up some match play coaching for all, to encourage team participation. 3. Research a gentler surface when redoing the courts - old knees struggle on current courts.
As above around team tennis with some thought given to appropriate number of teams. Neither too many or not enough but accept not easy to achieve of course.
Bring back Sunday teas
club sessions competitions lights
Doubles tournament format to change to the same as the singles format. Members select partners, seeded and then drawn. With the huge disparity in standard it is near impossible to make an impact on any of these tournaments. The proof is in who wins them every year. Middle ranked players. Membership to commit to team tennis. Ensure it is a priority to return to the top leagues and play at the best standard you can for as long as you can. Floodlights and court surface.
Encourage more members to actively contribute to the club (supporting the Committee). More cost hooks on court.
Floodlights More club tournaments More social tennis in the evenings
Floodlights.
Floodlights. Court one dip problem. More tournaments.
Foot path to the courts Flood lights
Get lights Fix the dip Get a cleaner for the clubhouse
I'm afraid I don't really have an issue to change or improve. I've been a member for many years and seen changes mainly for the good.
In addition to above, the sun is often too big a factor at one end, winter and summer. Affects older players more because of what happens to eyesight as you age. Imagine nothing can be done though.
Lighting to make it possible to use the courts after school in autumn and winter. Access across the field to the courts- very muddy.
Notice Board Court surface (court 1)
open clubhouse again for sessions beginner sessions (for my partner)
Prioritise rule that A team players must turn up to club sessions. Provide at least one round of better standard of play than usual. Repair court 1 dip.

4 Club Development – Please tell us up to three things that you would like the club to change and/or improve this year? In priority order, most important first, please.
Repair to the surface at the end of court 1
Think this is covered above
Vary the type of club sessions Coaching out of work hours

5 Courts and Facilities - Anything else not covered in specific questions on facilities
A path down to the courts from the car park (ha!)
A path from the clubhouse to the car park
A path to the clubhouse from the main path to address the problem of the winter mud
Access to toilets is key, especially when hosting visiting teams.
Clay court (Review Sudbury Tennis Club)
Dry all-weather path to courts. A lavatory for Club use.
Long term fix for the dip on court 1.
Maintenance of fencing
Redoing path from clubhouse to courts/bench to try to reduce mud on courts
Repair court 1 dip. Woodchip/shale path down to courts.
Floodlights would make the club much more viable all year round and would mean being able to finish league matches, rather than cut them short in failing light. A ball machine would be good, but is likely to bring issues of maintenance and therefore additional costs. Although other sorts of court surface are certainly available, they all come with greater maintenance implications and costs than the current surface
What sort of surface? Grass? 100000% yes. Not sure what else could be considered easier on the body without compromising the tennis.

6 Availability and Booking System - expand on any of your answers to specific questions on court booking
Courts are often block booked in advance especially during periods when we have shorter days.
If you work full-time and can only play at weekends and evenings. It's quite difficult to get courts on Saturday due to coaching taking up all the courts. And then Sunday is social so again limits the amount of courts available.
I've not used the booking system personally for some time.....
Mostly just use club sessions
My belief, rightly or wrongly, is that there is not enough tennis being played, therefore booking system not currently important as courts generally free. If we increase usage and demand, then this becomes important.
Very happy with the booking system

Wasn't aware of 15 min slots
would prefer 30 minutes to 15 minute slots

6 Court Availability and Booking System - If yes for more and better ways to make contact with club members for playing tennis, what would you suggest?
Available contact list(subject to GDPR)
Best way is for everyone to use WA isn't it?
I don't want too many separate Whatsapp groups
I think the WhatsApp is a good communication tool for people to use I just don't see many people posting asking to play
It would be nice if there was a ladies group, similar to what happened during lockdown which was mainly organised by the David LLOYD members via What'sApp
Make a club WhatsApp group that all members are aware of when joining you Club
Maybe for members who want to play more tennis to express preference (singles, doubles/mixed) and when available on club website/noticeboard.
Message board so people can play
Possibly a ladder. Or encouraging members to post into Whatsapp if they fancy a game.
The whatsapp has proved a success not only for coronavirus but to attend Sunday Club Session so you know if enough players will turn up.

7 Social Events – if yes to more social events, what sort of events would you like to see organised?
All pre covid events restarting would be good. Quiz was always well supported and enjoyable.
BBQ; Quiz; Xmas lunch. Things like that.
events around club sessions eg; watch Wimbledon final - BBQ, drinks....Social events to encourage juniors to mix with adults
Excursion to play Real tennis or padel.
Friendly tournaments
I think end of year dinner and perhaps a summer event is fine.
I think these have been tried over the years with mixed results and often non members attending. Maybe people just want to play tennis and have the occasional social event such as at Christmas.
It would be great to have more, but we all know how difficult it has proved to do so in the past
Meals out
Monthly Mixer Seasonal Events (St Patrick's Day/Easter)
Once or twice a year would be good, but teams are a good social too.
Pre-Covid we enjoyed the quiz and Christmas dinner.

Quiz
Barbecues at tournaments
Quiz, summer bbq's,dinner events other than Xmas.
Similar to Xmas meal format.
Social competitions
Table tennis Comp
The Ladies' Summer Tennis Tournament
A summer event of some kind to include Juniors and local would be players
Trips to tennis tournaments Club tennis tournaments and BBQ

8 Anything else - Please feel free to tell us anything else about the Club and what you want from it
A well run club that communicates well with club members. Need to keep posting on social media.
At present, members are organising their own fours in preference to club session play. I have no problem with privately arranged fours but when it impacts club sessions, this is not a good thing. The club needs to find a way to reverse this attitude.
Flood lights are quite essential. It will encourage more parents to bring juniors.
I enjoy the club and being part of a community. By and large everyone is friendly and open to playing with everyone, whatever their level of tennis. There are a few people who have felt intimidated and we need to ensure that ALL members are welcome to club sessions. Maybe having a session every so often that invites people who have never come before, or have not been for a long time.
I think the club does a really good job and the membership seems healthy and happy - with my somewhat limited view. I would like to see two things however. 1) More tennis being played. 2) More active members who feel a sense of ownership with the club. This could be more members, or more active members. 1. helps with capacity issues somewhat as well, i.e. if we have more club sessions, we can naturally manage numbers who attend them. Weirdly, 30+ members turning up for sunday club session is both a good and a bad thing, good sign of a healthy club, but 15-20 mins tennis per hour is not ideal. Lastly, would be good to really understand the reasons why members leave or are not active - this would be good data to look at. Sorry if rambling, just off plane, no sleep...
I think the Committee do a grand job often with little feed back and work hard for the good of the Club. Well done!! I'm not good at surveys so I apologise for the lack of input!!
Nothing else
Outside the Club sessions it's a bit cliquey with members only being willing to play with established playing partners. Also a shortage of mid-level male players. Good idea to do a survey. Perhaps once a year at this time would be useful.
Survey a good idea but tends to result in different views and no consensus among what is a very varied membership. Keep up the good work and another successful year of tennis for Dedham.
The club is a fantastic club, but like most things, we can improve it and make it better. The items that have been suggested and brought up are the start of that.