

Survey Results and Solutions. This is **part three** of a series of newsletter articles informing Members of the results and of any solutions (to be) implemented from the survey feedback. The full series of these articles can be viewed on the Clubs Website.

Car Park Building. Of the 1614 Members that responded to this question 51.3% used the facility and those that don't gave the following reasons. The majority (32.3%) thought it was too far away from the Club, 15.2% said it was Access and Lighting issues for them and 14.9% were concerned about Security. Only 9.3% indicated it was the cost and a fair portion (28.3%) quoted a range of other reasons.

- **Solution One: Give it another go!** We understand that there was some issues in the early days with the Car Park Lighting and access/egress but that has been well and truly resolved and security has been vastly improved. The cost is as cheap as other parking around town and free of a night-time and weekends so it stacks up with the rest and when physically stepped out the Car Park Building was only two steps more than the furthest car park in what we called the old RSA Car Park to the West of the Club. So the solution is for those that have had a bad experience in days gone by to give it another try. It is most certainly the best place to park in town when it is raining.
- **Solution Two: Valet Service.** By arrangement we will park your car for you and deliver it to the front doors of the Club when you are ready to leave or simply collect it the next day. Some conditions apply, see Bar Staff for details.

Entertainment. Only 36.7% of our Members specifically came to the Club for Entertainment with many of the 1631 responses offering some personal advice. Of the total responses 33.6% said they would be happy to pay and once collated this averaged out to \$23.30 per head per show, which was really quite a surprise.

When collating all of the suggestions and constructive criticisms that entertainment normally attracts it became apparent that the topic of Entertainment is a survey in itself and that your Committee will be looking at how we are going to manage that better going forward

Lee Davis
Chief Executive Officer