

## Customer Comments for October 2011

Facility	Comment	Number of Comments	Response
Isca Bowls & Bridge Centre	When will the bowling carpet be stretched next	1	The work is programmed in as part of routine maintenance
Pyramids Swimming & Leisure Centre	Could a notice be put in the gym asking users to put weights back after use	1	Notice provided
	The changing rooms are cold	4	Heating system changed from summer to winter setting
Riverside Leisure Centre	Unhappy that the Jacuzzi was out of use	1	Maintenance work was being undertaken to a broken inlet jet
	There are a number of broken lockers	5	All lockers in the swimming pool changing rooms have been repaired and new locks have been fitted to all lockers in the health suite

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Northbrook Swimming Pool	There are not enough healthy options in the vending machine	1	Parkwood are looking into their healthy options
	Not enough chairs on the poolside	1 Note same person	The facility is a small community pool and due to its design there is very limited spectator viewing
Pyramids Swimming Centre	There is a lack of consistency with swimming teachers	1	Parkwood try to keep consistency with teaching staff but circumstances beyond their control such as sickness absence means there will always be some changes which are kept to a minimum where possible
Riverside Leisure Centre	Showers are cold	1	Showers checked and found to be within set parameters
	Showers do not stay on long enough	1	Maintenance staff inspected and rectified the problem
	Unhappy with the new locks in the health suite as they have to provide their own padlock	1	All the doors to lockers were replaced in the health suite with these locks incorporated. This is normal practice in leisure clubs. Coin returnable lockers available in the other changing facilities
	Unable to book the crèche	1	Booking system to be considered if demand requires it
	Dirty steps from health suite to poolside	1	Checked and cleaned immediately