

# ACTIVE MANNINGHAM CUSTOMER SATISFACTION

## SURVEY RESULTS

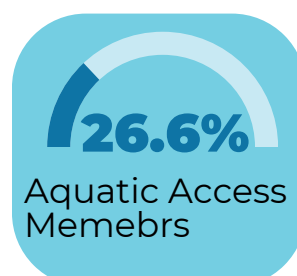
**Thank you to everyone who took the time to share your feedback through our recent Net Promoter Score (NPS) survey.**

Your input has helped us better understand what matters most to you, and we're committed to making meaningful improvements based on what you've told us.

**690**



**Total Respondents**



### Key areas we are doing well



Safety and accessibility



Inclusive environment

### Key areas we need to improve on



Facility Cleanliness & Presentation

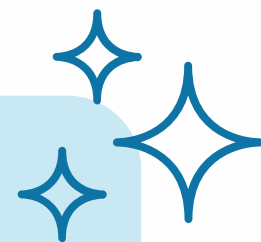


Swim School Consistency & Communication



Booking Systems & Service Access

**The survey identified key areas for us to concentrate our efforts on.**



## **FACILITY CLEANLINESS & PRESENTATION**

### **What you said:**

Changing rooms, gym equipment, and toilets are often unclean or outdated.

### **Our actions:**

- Immediate review and update of cleaning specifications across the facility (0–3 months).
- Long-term facility upgrades in change rooms and locker replacements already in planning (6–12 months).
- New cleaning audit tools and faster response to maintenance issues underway.

## **EQUIPMENT QUALITY & MAINTENANCE**



### **What you said:**

Gym and aquatic equipment is often out of service for extended periods

### **Our actions:**

- A preventive maintenance system and quicker repair processes being implemented (0–3 months).
- Spa jets and other aquatic equipment targeted for long-term upgrades (6–12 months).
- Better communication during service disruptions now being rolled out.

## SWIM SCHOOL CONSISTENCY & COMMUNICATION



### What you said:

Teacher changes are frequent, and communication is lacking.

### Our actions:

- Teacher cover policy under review and more consistent communication being introduced (0–3 months).
- Long-term investment in teacher development to improve lesson quality and consistency (6–12 months).

## CUSTOMER EXPERIENCE & COMMUNICATION



### What you said:

Feedback isn't always actioned, and communication can be unclear.

### Our actions:

- New communication frameworks for issues like teacher changes, service disruptions, and member concerns (0–3 months).
- Increased transparency around decisions, such as changes to class access (like Momentum Reformer).
- Greater visibility on how we act on your feedback (6–12 months).



## BOOKING SYSTEMS & SERVICE ACCESS

### What you said:

Systems for class bookings and make-up lessons are difficult to use.

### Our actions:

- Short-term improvements to the make-up booking and group fitness ticketing processes (0–3 months).
- Supporting a full CRM review to provide a more streamlined, user-friendly system in the long run (6–12 months).



## AMENITIES & VALUE FOR MONEY

### What you said:

Seating, lighting, and overcrowding are issues, especially during peak hours.

### Our actions:

- Reviewing and expanding seating, improving carpark lighting (3–6 to 12 months depending on project).
- Exploring expanded gym space and better peak-time management strategies (medium to long term).
- Proactive floor management to ensure member etiquette and access fairness.

## CAFÉ IMPROVEMENTS



### What you said:

Better stock, coffee access, and healthier options are needed.

### Our actions:

- Reviewing coffee service hours and exploring vending or self-serve options (3–6 months).
- Improved stock management and clearer menu boards coming soon.

## WHAT TO EXPECT NEXT

- We have already begun work on many of these initiatives and will continue to update you on our progress over the coming months. Some changes will be visible almost immediately, while others will take longer as we work with Council partners and navigate broader system upgrades.
- Your feedback helps shape the future of our facility and we thank you again for your input, passion, and continued support.
- If you have any questions or additional feedback, please don't hesitate to reach out.