



Old College Lawn Tennis Club Membership Survey

Tuesday, January 13, 2026

Total Responses 157 (roughly 20% of membership)

Respondents were mainly adults, 40-70, representing similar ratios of peak and off-peak members. More than half play 2-3 times per week. The gender ratio was similar to that of the overall club.



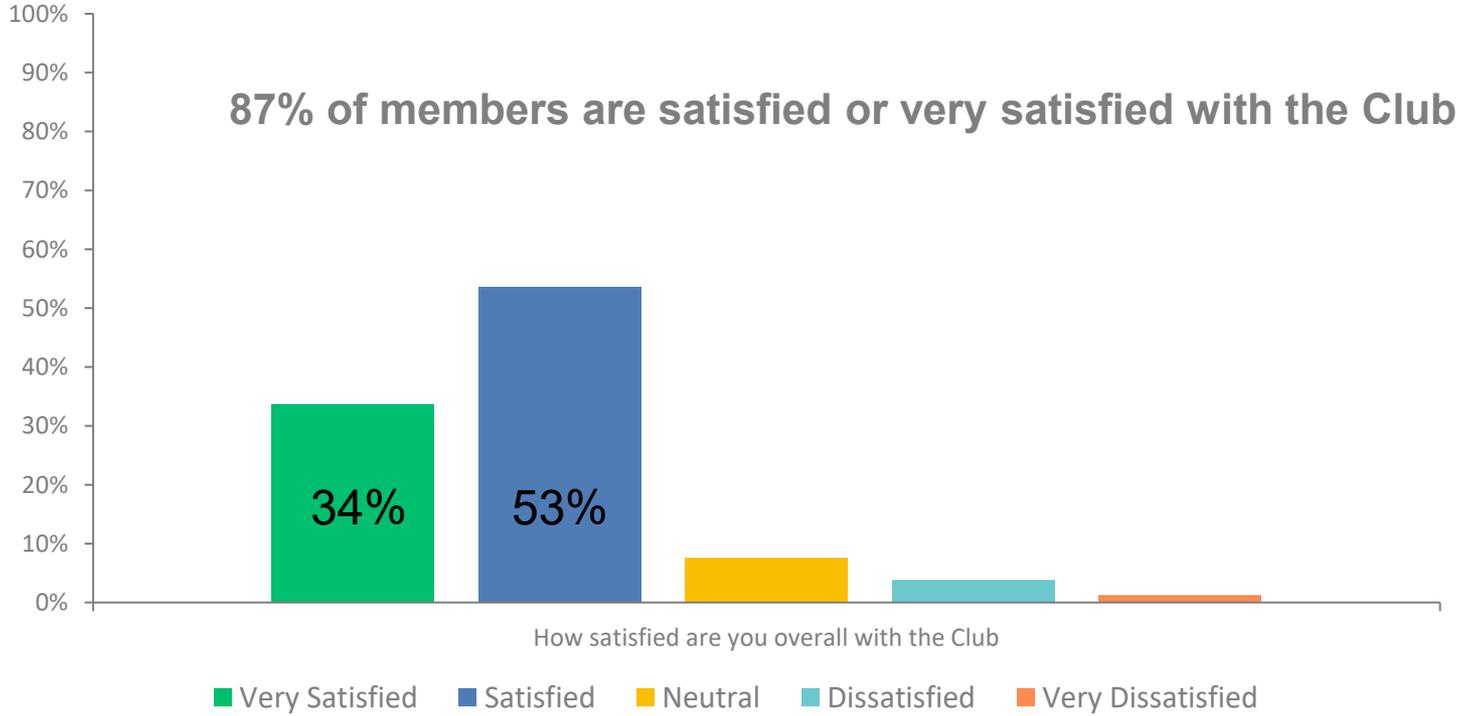
Topline Results

- Overall satisfaction
- Key Areas for Improvement



Q3: Overall Satisfaction

Answered: 157 Skipped: 0



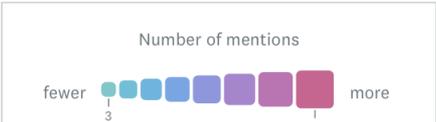
Satisfaction with Old College

Satisfaction stems from a combination of the friendliness of the Club, great courts, the coaching, the variety of tennis sessions and playing opportunities, and a lovely setting and grounds.

*“The atmosphere at the Club is friendly and welcoming.
Tennis is good and the coaching team excellent.”*

*“I always enjoy visiting the club for
coaching, drop-ins and social play.
I enjoy the green setting and
lovely clay courts.”*

Satisfaction with Old College



Topline Results

The Club is in good shape

Members are satisfied/very satisfied

They feel the Club represents good value

Good clay courts and grounds

Offers excellent coaching

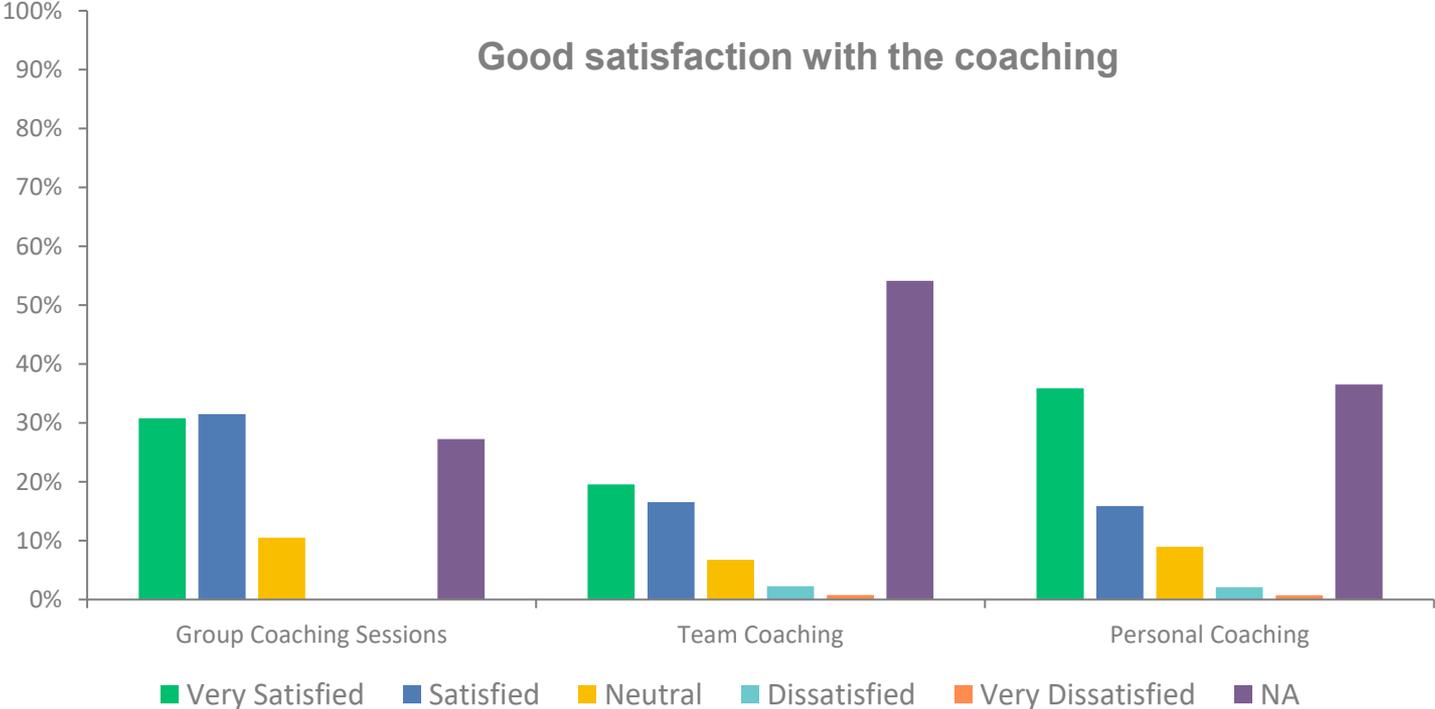
Variety of tennis sessions and events for all ages that are good & well organised

Find it a social and friendly place



Q6: How satisfied are you overall with the coaching?

Answered: 153 Skipped: 4



Topline Results

When asked what members value most about OC, the coaches and coaching were often spontaneously mentioned, both group and individual coaching sessions.

The Coaching Team is clearly important to member satisfaction.

“great coaching”

“the coaching team are excellent”

“the quality of the coaching”

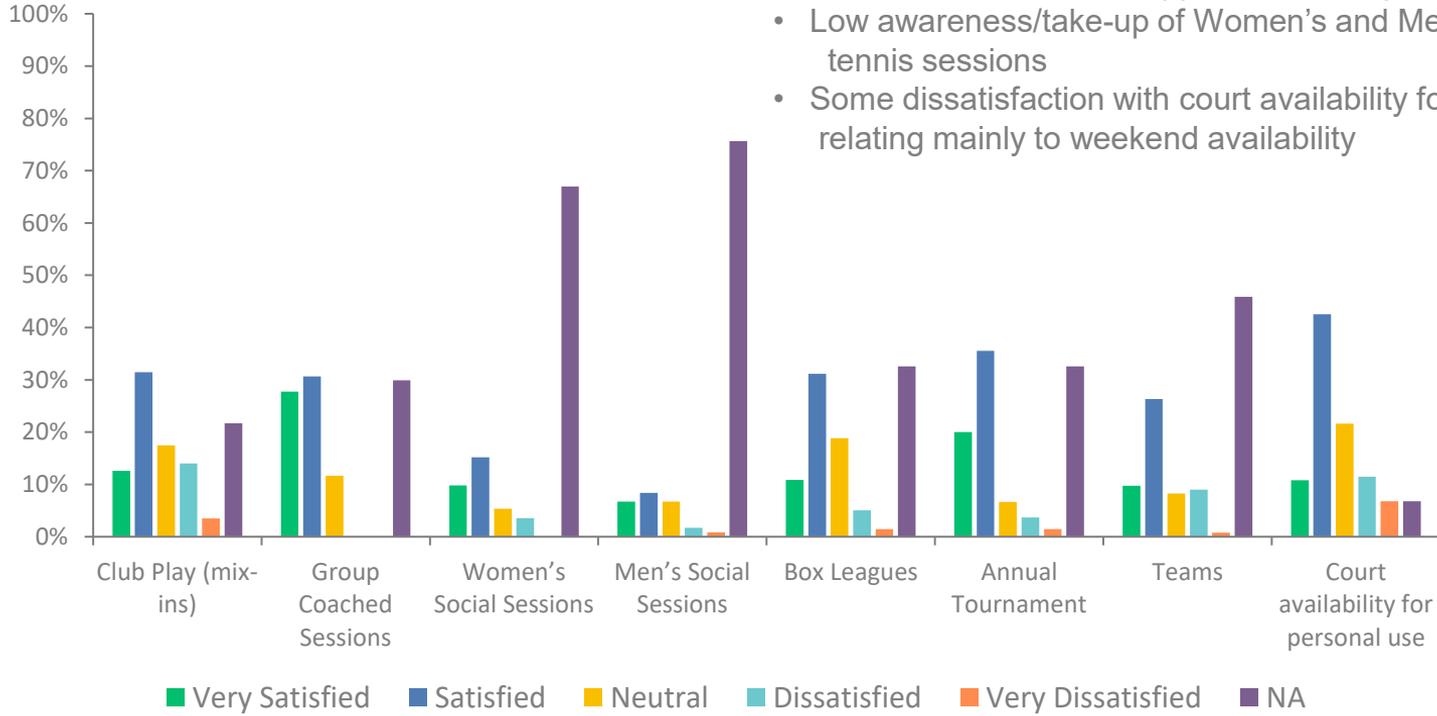
*“Different coaches are available
to take lessons that
suit one's style”*



Q5: How satisfied are you with the following Tennis sessions and events?

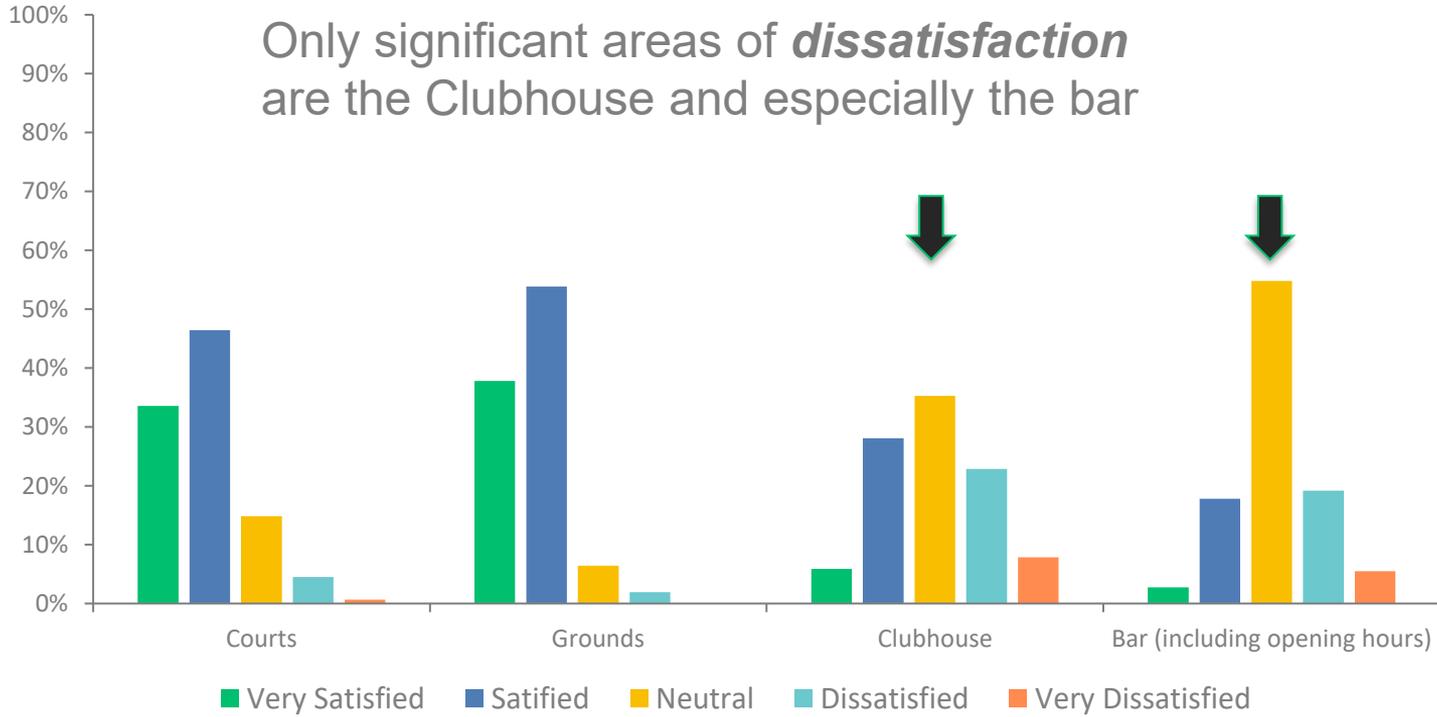
Answered: 156 Skipped: 1

- Good satisfaction with coached and social tennis sessions, as well as events and opportunities for personal play.
- Low awareness/take-up of Women's and Men's social tennis sessions
- Some dissatisfaction with court availability for personal use relating mainly to weekend availability



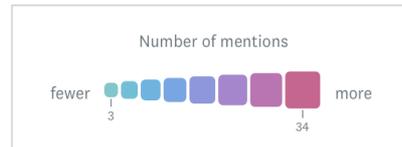
Q7: How satisfied are you with the Club Facilities?

Answered: 156 Skipped: 1



What changes or improvements at the Club would you most like to see?

new members people play courts availability
book courtopportunities hard courts peak members
players clay play social club sessions
tennis **Clubhouse** evening
team coaching club play
group coaching courts group
juniors space social tennis



Topline Results

When asked “*What changes or improvements at the Club would you most like to see?*”, the most overwhelming response was,

“The clubhouse redevelopment!”

Although improvements in the space and facilities in the Clubhouse were mentioned, improvements in the opening hours and manning of the bar were mentioned most as members felt this needed improving more than anything else at the Club

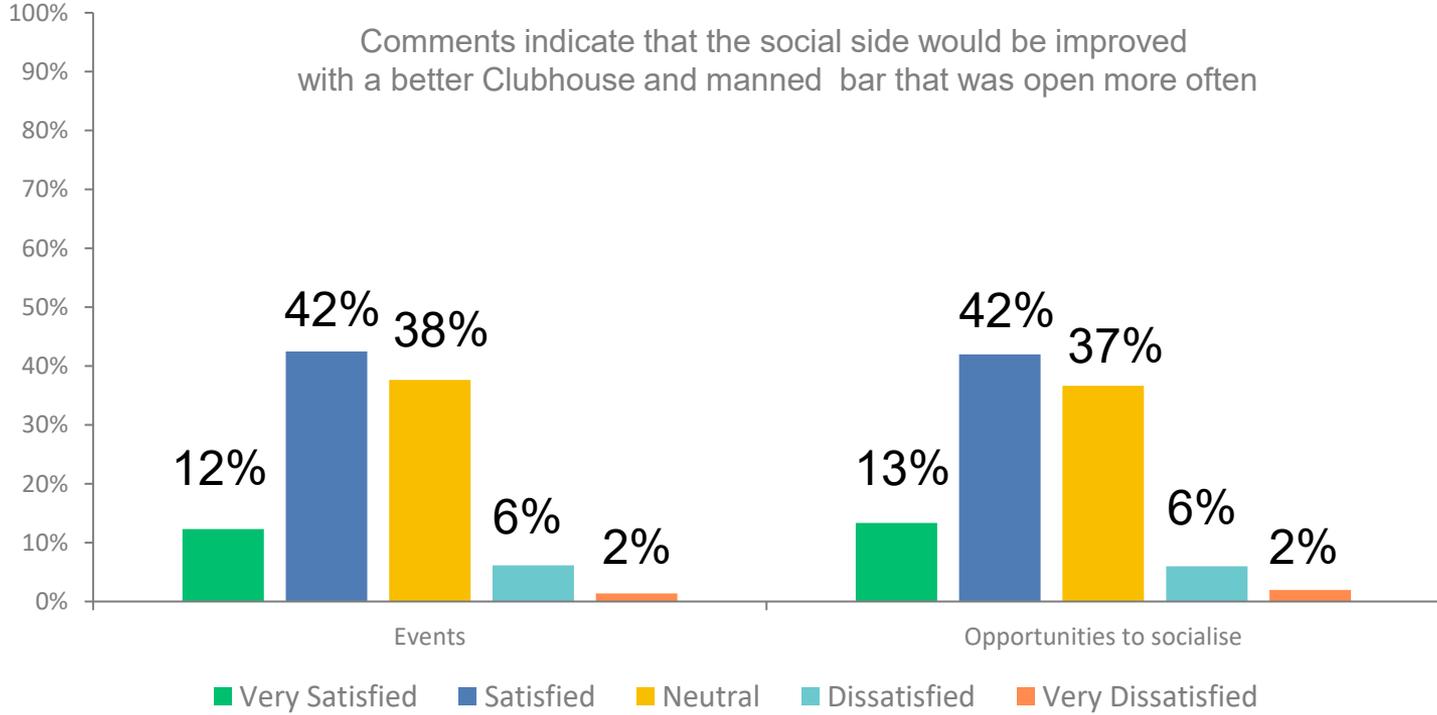
Specifically, members want the new Clubhouse and bar to offer more opportunities ***for socialising***

Whilst 55% of the members are satisfied with the current opportunities to socialise and the events that the Club offers, 45% were ambivalent about the social side of the Club and a small % or dissatisfied. Overall, in comments, the members asked for more social opportunities and a social calendar ‘like other local clubs’



Q8: How satisfied are you with the Social side of the Club (non-Tennis)

Answered: 152 Skipped: 5



Topline Results

Regarding other desirable improvements

- a small percentage of members felt that some of the clay court surfacing could be improved
- some members think that the hard courts should be converted to clay to offer more playing opportunities, especially in the winter

BUT

- an equal number want to retain the hard courts as having different surfaces to play and practice on is important for those that play competitive tennis at other clubs (there are 16 adult Teams and many Junior competitors)



Topline Conclusions

It's the perfect time for the Clubhouse regeneration

However, when it comes to funding....



Clubhouse Regeneration

99% of members knew about the Clubhouse Regeneration with 84% stating they'd seen some of the details

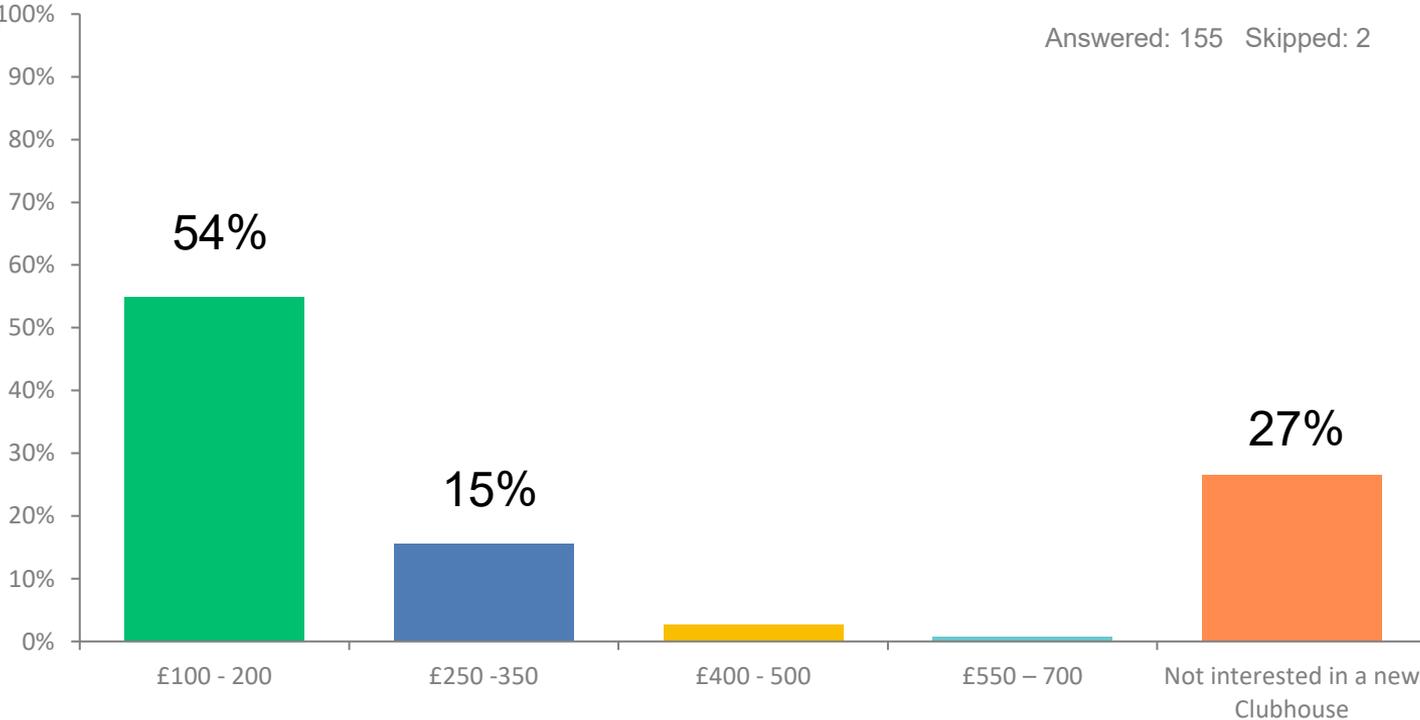
However, when asked how the members would feel about a levy

- This initiated a variety of responses, including a few voicing dissatisfaction with the idea of a levy, and questions about the budget and design.
- Over 50% would be prepared to pay a levy of £100-200, with a further 18% stating that they would be prepared to pay £250 – 500
- 16% of respondents indicated they would be prepared to make a donation in addition to any levy, with a further 32% saying they “might” make a donation
- A quarter (27%) however, opted at this point for not having a new clubhouse, rather than stating what levy they'd be prepared to pay



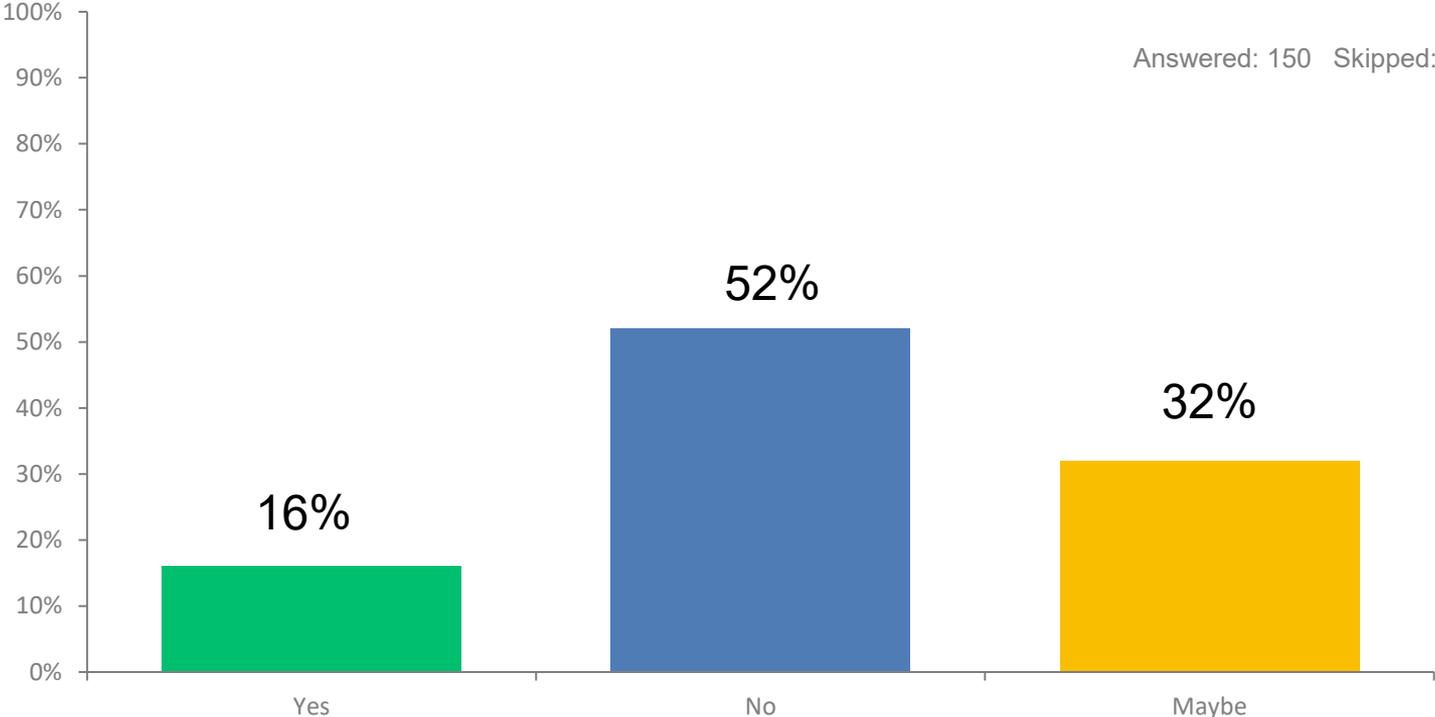
Q12: Please can you indicate the levy you would be able and prepared to pay for the Clubhouse development (adult members only)

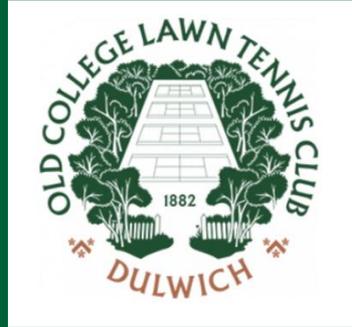
Answered: 155 Skipped: 2



Q15: Would you be interested in making a donation

(instead of, or in addition to, a levy?)





Thank YOU for your participation!

The Club Committee will now use this valuable information to inform its actions on the Clubhouse Regeneration project. It has also prompted Club Committee to undertake a strategic review on our future court needs including close review of court surfaces. We will also reflect on other comments that were provided.

Finally, a very huge thank you to Gillian Kerr for organising and analysing the survey and to all the members that took the time to respond!!