

**The Sands Torquay
Owners Corporation No. 1 of PS443140m - Committee of management
HEALTH CLUB SURVEY – 4TH REPORT TO MEMBERS**

The 4th Sands Resident Health Club Survey conducted in March 2018 contained questions from the 2010, 2012 and 2104 surveys, in addition to questions covering age demographics of each household and interest in golf. The survey was distributed electronically with 487 surveys being sent to residents on 4th March 2018. This was followed up by a reminder and survey to non-responders using Campaign Manager on 12th March and several reminders on the Sands Community Facebook page.

By Sunday 19th March 207 surveys had been returned representing a response rate of 42.5%, which compares favourably with mail survey response rates of 46% in 2014. This provides an excellent base from which to determine the future funding process and improvement program for the Health Club. Brief answers to major questions follow.

Q2: Residential status

There has been a pronounced shift to Owner Occupiers with a reduction in both Holiday Residency & Rental Properties over the 2010 to 2018 period. This reflects a maturing of the estate and potentially higher interest & usage of the Health Club.

Q.2 What is your residential status?		2010	2012	2014	2018
A.2	Permanent residency	49%	55%	57%	76%
	Holiday residency	36%	31%	32%	21%
	Rental property	12%	13%	11%	3%
	Vacant land	3%	0%	0%	0%
		100%	100%	100%	100%

Q3: Does the Health Club add value to your property?

There is a resounding YES to this question with 81% saying it does compared to only 69% or less in previous surveys.

Q.3 Does the Health Club add value to your property?					
A.3	Yes	62%	69%	67%	81%
	No	26%	23%	22%	19%
	Don't know	12%	8%	10%	0%
		100%	100%	100%	100%

Q8: Do you regard access to the Health Club at \$570 per lot for two residents as good value?

There is a substantial increase in residents who believe the Health Club offers good value, 71% compared to only 61% or less before.

Q.8 Do you regard access to the Health Club as good value for money?				
Yes	56%	61%	56%	71%
No	35%	26%	33%	19%
Don't know	9%	8%	10%	9%
	100%	95%	100%	100%

Q9: Would you prefer the OC to continue to pay for resident access to the Health Club?

Nearly three quarters, 74%, would prefer the OC to continue fee payment on their behalf. This is well above the 62% or less previously and strong endorsement to continue the existing OC1 Payment and Health Club contract with WCG. The proportion preferring to shift to user pays has dropped substantially.

Q.9 Would you prefer the Owners Corporation(OC) to continue to pay for resident access to the Health Club or move to a "user pays" arrangement?				
	2010	2012	2014	2018
Keep OC pays	54%	62%	58%	74%
Move to User Pays	42%	28%	34%	23%
Don't know	3%	5%	8%	3%
	100%	95%	100%	100%

Q8: Sub Leasing

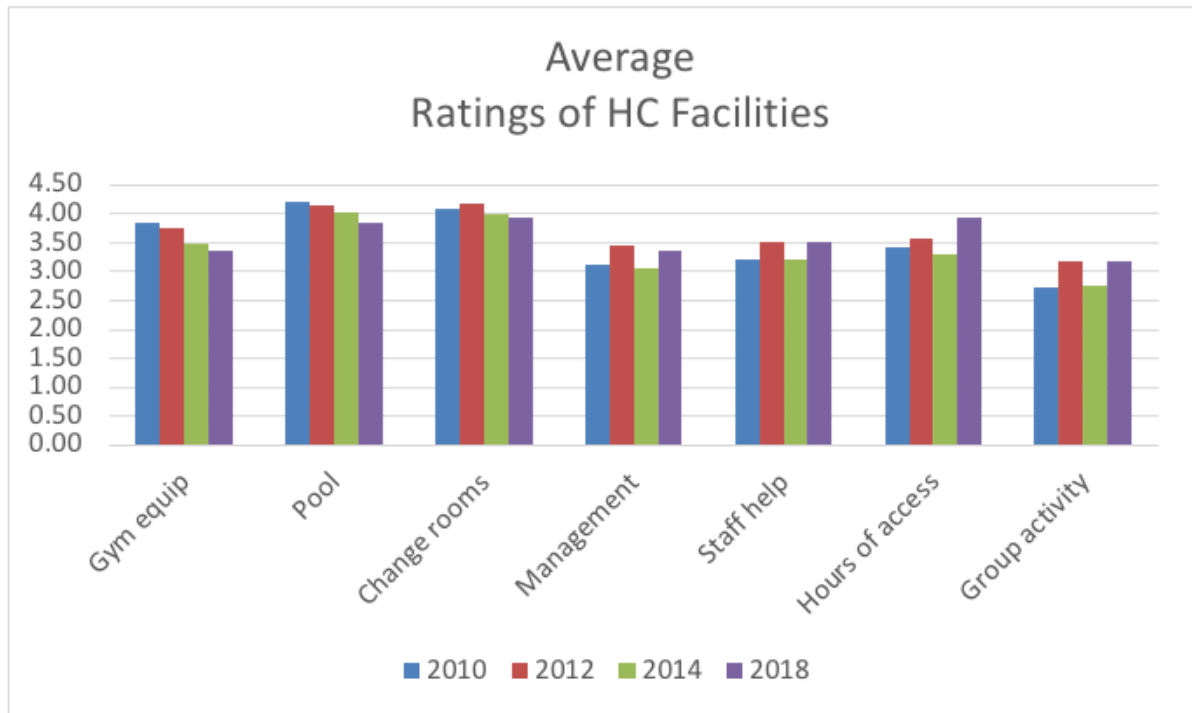
Residents have been offered the opportunity to sub-lease their membership entitlement if they do not wish to use the Health Club. Thirty-three residents have been identified who would like to sub-lease their entitlement and 6 wish to purchase a sub-lease entitlement.

In Q10 residents provided 'top of mind' comments about the Health Club and several mentioned the need to develop family memberships and allow inexpensive access for teenagers; sub-leasing at a residential rate for teenagers aged 17 or more could provide this.

Action: WCG with your owner's corporation is reviewing the best way to manage sub-lease entitlements and information will be provided to interested residents once this is developed.

Q7: Rating of Health Club facilities

Residents were asked to rate the facilities of the Health Club on a 5 to 1 point satisfaction scale, and an average score was calculated for each facility. Average scores for each the 4 Surveys are shown below.



Comparing rating scores to previous years it is evident that:

- a) **Gym equipment** has gradually fallen in rating as the equipment ages and this is reflected in the resident comments requesting a clean-up or new or additional equipment.
- b) **Pool ratings** have gradually drifted down and this is a combination of pool and surrounds aging and additional use by Torq Swimmers and the Hemley Swim Squad which affects pool temperature and lane access.
- c) **Change room ratings** have fallen less, and there is less 'top of mind' comment or improvement sought.
- d) **Management rating** has improved since survey inception and is considerably higher than 2014 when the Hanbury's personally managed the health club.
- e) **Staff help** has improved considerably to regain 2012 levels and this is endorsed in positive comments levied at staff.
- f) **Hours of access** are at their highest satisfaction level ever and reflect the WGC decision to extend hours from 6am to 8.45pm 7 days per week. However, in comment residents are still seeking greater extension to hours, either 5.30am-10pm, or even possibly 24/7, with staff at peak hours only.
- g) **Finally, Group Activity** has almost matched the 2012 peak satisfaction score and comments endorse the quality of classes but lament the lack of room and lack of class availability.

Q8: Comments Provided by Residents on Health Club Facilities

Overall 109 residents provided comments on the gym facilities, and many raised other issues. This provided good insight into 'top of mind' issues affecting residents and provides a sound foundation for prioritising improvements. Several comments were in praise of how the HC was run today reflecting new ownership by the WGC Group.

- *"In our time here, the club has been a major benefit to the residents, and it is great to see the increased use of it in recent times due to the huge improvement in the management of the facility. We now feel welcomed and see evidence of a genuine interest and care in everyone who uses it, and the word is spreading. The facility itself was always good, and we would like to see arrangements continue as is".*

Classes were the most frequent feature commented on by 31 residents, followed by the Pool (20R), the Gym and Staff (both 14R), then hours of access (12R) followed by issues associated with Value (13R). Management issues were only raised by 4 Residents and these comments were mostly positive and indicate a major shift in management perception compared to previous surveys. Only two residents commented about the poor quality/cleanliness of the change rooms.

Typical comments under each facility are summarised below:

Classes - In general residents love the classes but are concerned about the lack of space and consequent danger/crowding of the gym floor, non-availability of times for people who work/drop off kids, and would like Yoga or Pilates Classes. However, a few residents are annoyed about the conduct of the classes on the gym floor and limitation this places on work out access, further consolidating the need for a specific Group Exercise Room.

Action: *WCH will continue to manage time & space allocation to Torq Swimmers and the Hemley Swim Squad to prevent any further disruption to resident pool access & the need for more space for the gym will be considered.*

Pool - There are concerns about the chlorine levels, temperature, cleanliness and pool overcrowding due to Torq Swimmers and Hemley Swim Squad.

Action: *WCG has agreed to review installation of a robotic cleaning system to enable daily cleaning of the pool and check the chemical reading protocol and practice to ensure chemical levels fall within industry standards.*

Gym Equipment - Basically, comments about equipment focus on the age of existing resistance and cardio equipment, and need to either clean up or modernise, plus a request to allow experienced teenagers into the gym either individually or via a family membership. It may be time to consider leasing more up-to-date equipment or undertaking a thorough maintenance and clean-up program.

Action: *WCH will obtain a quote for a professional equipment maintenance company to clean and repair existing equipment and investigate cost of upgrading some of the heavier weights equipment.*

Staff - In general residents commented on the improved welcoming and friendly nature of staff, but some question the need for staff attendance at all times, and when staff are present believe they need to get out from behind the desk and circulate more to help members.

Action: *We have asked WCG to congratulate staff on improvements residents have noted in manner and gym operation, but request staff to circulate more to offer residents advice or new programs.*

Hours of Access - Residents are pleased with the extended hours available on weekdays and weekends but those that work, especially in Melbourne, would appreciate earlier opening and closing hours and do not see the need for the facility to be staffed during extended hours.

Action: *WCG will continue investigation into installation of new door locks/procedures that will facilitate easier opening & closing of the gym & once feasibility is known consider extending closing time to 10pm.*

Management and other issues - Overall there is acknowledgment that management interest in the Health Club has improved, and this is encouraging more residents to attend.

Other issues raised in comments included introducing free tennis court access to residents and making it easier for teenagers to use the gym, in addition to developing special golf membership/green fees for residents.

Action: *WGC has agreed to reintroduce free tennis court access for residents, teenage access will be a key consideration when developing sub-lease arrangements, and the Golf Club is already reviewing resident and child memberships.*

Q10: Security.

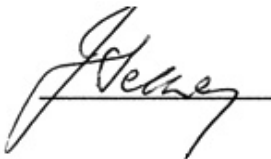
The proportion of residents believing we should maintain security patrols for the estate has increased from 47% in 2014 to 64% in 2018. This is strong endorsement to continue our security program.

Q.10 Do you believe we need to maintain Security Patrols for our estate?				
			2014	2018
Yes			47%	64%
No			36%	25%
Don't know			16%	11%
			100%	100%

The proportion believing Neighbourhood Watch could be a useful alternative to security patrols has fallen from 44% to 36%. Despite this we will continue to develop and integrate NHW practice and materials into our overall security program.

Q. 11 Do you believe neighbourhood watch could be a useful alternative to Security Patrols for our estate?

Yes			44%	36%
No			32%	35%
Don't know			23%	29%
			100%	100%



Jan Selvay - Health Club Sub-Committee Convenor
3rd April 2018.