

**UITSIG SQUASH CLUB**  
Report by Administrator 2016

**Membership base:**

The membership base has stayed constant. Although we lost 131 members due to non-renewal of their membership, inactivity and relocation. We continued to receive new members on a monthly basis. We received a total amount of new members for 2016 of 132. Current membership is currently standing at 409 members.

**Computer problems:**

We experienced minimal down time with go book this year. The downtime that was experienced was mainly due to Telkom. Monthly expense for go book remained constant and players are constantly utilising the on line booking system.

**Complaints:**

Complaints received this year were based on the following two factors:

- Courts being booked ahead of time for league
- New members being approached by other club members regarding incorrect shoes being worn

Courts being booked ahead of time for league.

The members that complained were given an opportunity to address the committee at a committee meeting to discuss the matter. Although the matter was resolved the main issue was that social members felt that league players who pay the same fee as other members have a better opportunity to play in peak times as courts are booked well in advance by the administrator. League is available to all members to enter and every Premium member has equal rights to book courts up to 8 days in advance. Court time was also reduced to 45 min a session (usually an hour) to create an extra playing slot each evening.

Incorrect shoes

Irreparable damage to courts resulted in stricter approach to members wearing incorrect shoes. This resulted in two new members being approached by existing club members regarding incorrect shoes being worn on the court. The rules are quite clear with regards to types of shoes that must be used. We advise new members in the welcome email / confirmation of membership with regards to types of shoes that must be worn and consequences thereof if incorrect apparel is worn.

**Theft:**

Although we had an attempted break in at the kiosk no reports of theft were received. We are still waiting for Tshwane to have the window fixed and after numerous emails and requests the order has been signed off and will hopefully have the window repaired before the rainy season. Once the window has been fixed we are going to install expanded metal on the outside of the window to prevent this from happening again as the kiosk has been targeted on numerous occasions.

**Kiosk:**

The kiosk is running very well and with the stock of merchandise the turnover of the kiosk has increased. Although we lost some kiosk assistants earlier on in the year we managed to recruit 5 students/scholars working on a rotation basis in the kiosk. Shifts still become a problem especially during exam time.

**General :**

**Cleaning staff:**

We continued with the cleaning of the club on a Monday and Wednesday and an additional shift on a Friday as and when it is required like during winter league, tournaments and summer league.

**Website online query:**

We continue to receive numerous emails this way mostly from new members enquiring to join the club. It is a handy system to have and enables prospective members to contact us in a direct and quick manor. Although the details of types of membership etc are available on the website new members still email with queries about types of memberships etc.