

# Cleanliness Survey - Sport and Leisure Facilities

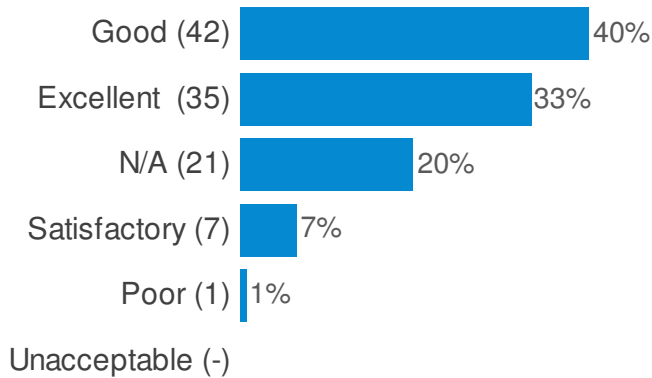
This report was generated on 20/11/17. Overall 493 respondents completed this questionnaire. The report has been filtered to show the responses for 'Which Sport and Leisure facility are you visiting today? ...=Waves'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

## Which Sport and Leisure facility are you visiting today? (Please tick one box only)

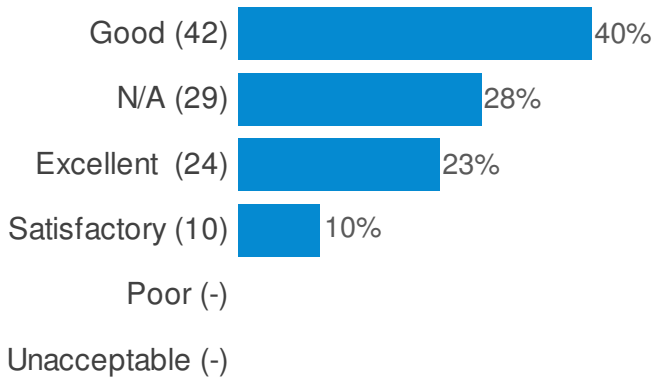


## How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Gym suite )

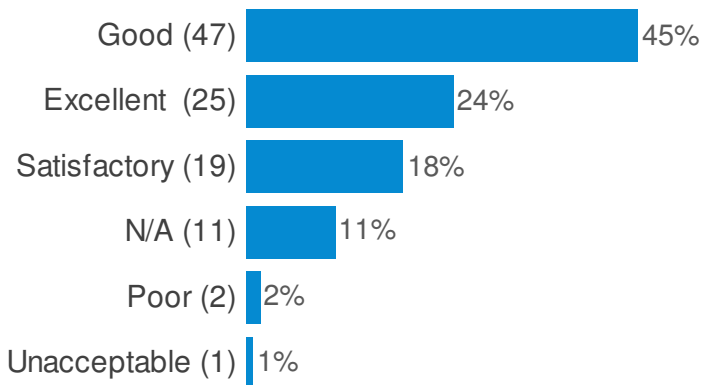


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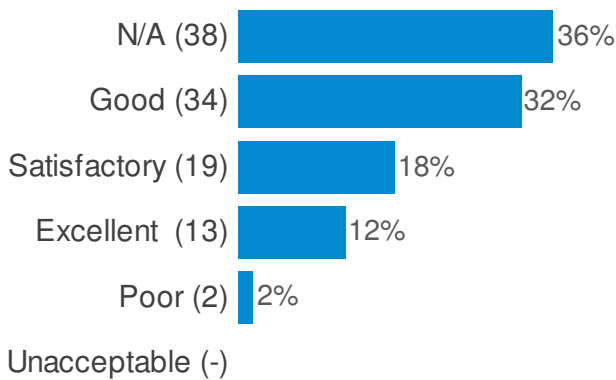
**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Gym suite changing facilities )**



**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Toilet area)**

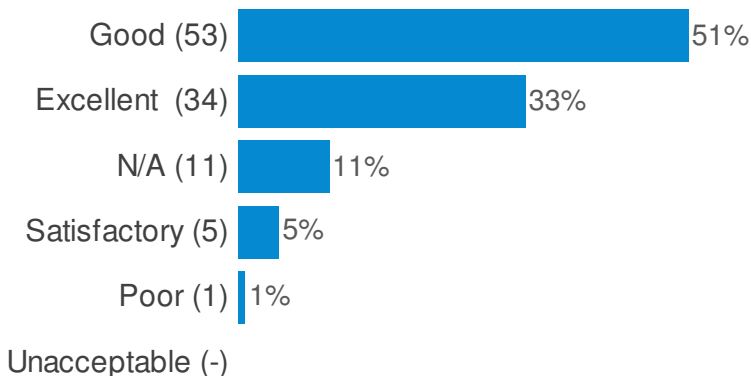


**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Pool changing village (Hadrian, Lakeside, Tynemouth Pool, Waves only))**

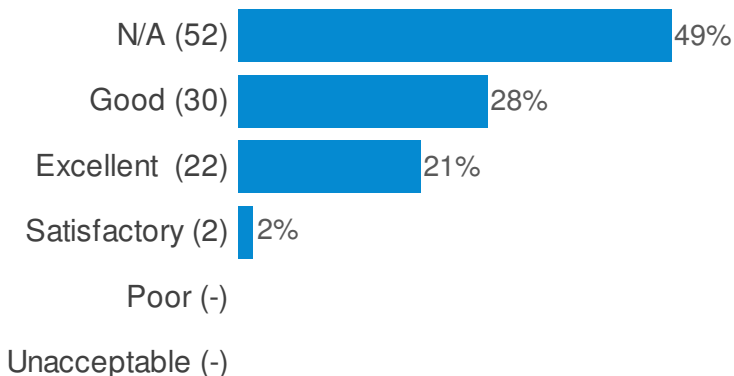


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**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (External areas of the facility (i.e. grounds, pathways))**



**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Exercise class studio )**



**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Sports hall fitness areas (Hadrian, Lakeside, The Parks only))**

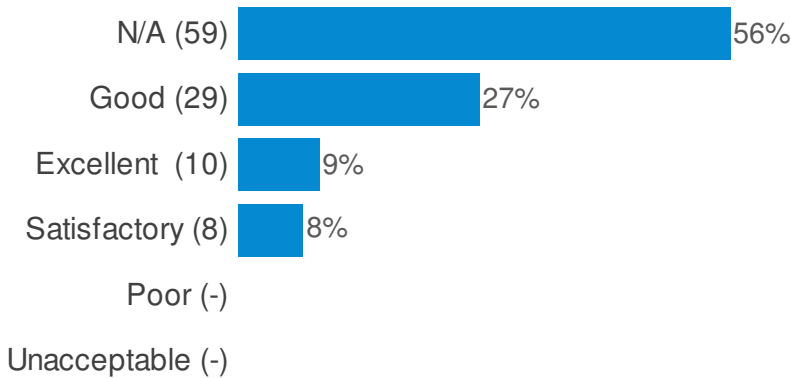


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**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Sports hall changing areas (The Parks only) )**



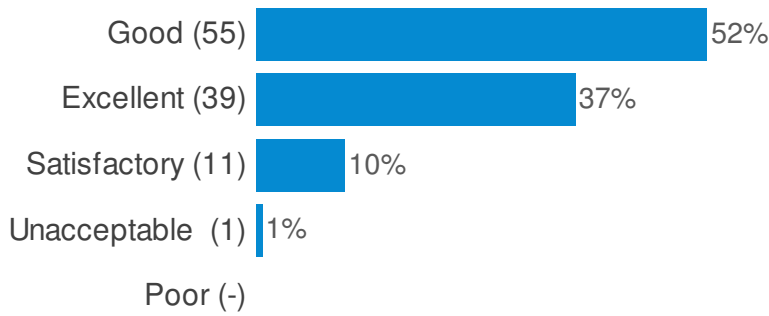
**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Spa area (Tynemouth Pool and Waves only) )**



**How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Bowls hall (The Parks only))**



**How would you rate the cleanliness of this facility overall? (Please tick one box only)**



**Please provide any additional comments and/or specific examples to illustrate your experience relating to the cleanliness of this facility in the box below.**

Gym is always clean and comfortable to workout in.

All customers including workmen need to wear overshoes or remove shoes.

Crumbs on floor in soft play area, quite alot

Love this pool - me like how good it is when you compare it to facilities in other countries.

Always clean and tidy, we visit regularly

Soft play bin full and floor a bit dirty

Hair in female changing rooms

Always satisfied

Sometimes smells bad in steam room

Waves changing village toilets smell very strongly of wee. Waves soft play area is often way too hot - air conditioning issues i presume!!

Hair left on wall by showers, not your fault just a shame people do this.

It was clean in general, some crisps on floor.

The toilets in the pool changing area at Waves always smell disgusting - of urine. also at Tynemouth - really unpleasant :(

Everything spot on

Sometimes in pool changing area its awful. It smells, the nappy bins are over flowing and women's toilets smell horrible.

Showers poor, changing area cold

I support disabilities sometimes, when we access the disabled facilities in the bed are a little unclean with talc which makes a little problem as i have to clean them before use.

Reception staff are first class

Showers not always up to standard, hair and scrub down deposits left.

The site is kept clean as possible considering the pressures of use (Waves)

4 Star \*\*\*\*

All good

Excellent only air freshener is needed in spa lockers, it stinks of sweat

Perhaps gym equipment could be wiped with disinfectant wipes on a regular basis, although many people wipe down equipment with a towel after use, i often feel this is not enough.

Staff friendly and helpful, motivational which is what is always needed.

Jacuzzi not working for the last couple of days

**Please provide any additional comments and/or specific examples to illustrate your experience relating to the cleanliness of this facility in the box below.**

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Staff are friendly

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Overall i am pleased

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Toilet ares in changing rooms always dirty and smelly

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Occasionally one shower not very clean due to someone using a black scrub that has spread everywhere

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Sometimes cleaning studio and access areas is done when there is a lot of moving around and people about which is not always safe or convenient

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Facilities at Waves much better then other leisure centres

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Gym users do not wipe down machines and there should be more reminders

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Gym users need to be reminded to wipe equipment down after use, more signage needed

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The only downside item is when gym users don't wipe down the equipment they have used and sweated on

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Gym equipment should be cleaned by gym users after use

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Showers not too good

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Staff take pride in their workplace

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Very good :)

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Much improved since last visit

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Brill

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The locker hallway smells

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The drain in the locker hallway smells quite often

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Like the cleaning products available

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Decent