



Warringah Council

Community Centre Customer Survey

Thank you for choosing to host your activity in one of our community centres. The Community Centre Services team is dedicated to improving our service and are interested in learning what you thought of your experience with us over the last year. Your feedback will help us to improve the services we provide for you, and is used for future planning.

Please take the time to complete this form and return it to us at the same time as your Application for Hire 2012. The information you provide remains confidential and is used for internal purposes only.

1. Community Centre hired

2. Name of Hirer/Organisation

3. Which space do you use in the centre? i.e. hall, room

4. How long have you been a hirer at this centre?

5. If less than one year how did you hear about this community centre?

Internet brochure signage

word of mouth other

6. Which of the following factors influenced your choice of centre? (please circle all that apply)

	Least Important				Most Important
Hire fees	1	2	3	4	5
Availability	1	2	3	4	5
Location	1	2	3	4	5
Safety	1	2	3	4	5
Appropriate size	1	2	3	4	5
Appropriate facilities	1	2	3	4	5
Parking available	1	2	3	4	5
Accessibility by public transport for attendees	1	2	3	4	5

7. If your first choice/request for community centre space was unavailable what was the reason?

8. How many people attend your activity?

Per Hour _____ Per Week _____

Per Year _____

9. How would you rate your satisfaction with the following? (please circle all that apply)

	Dissatisfied				Very Satisfied
Hire fees	1	2	3	4	5
Ease of making a booking	1	2	3	4	5
Availability of Space for hire	1	2	3	4	5
Type of facility available	1	2	3	4	5
Location	1	2	3	4	5
Signage and entry access (external lighting, footpaths, etc) to the facility	1	2	3	4	5
Equipment/furniture	1	2	3	4	5
Internal lighting	1	2	3	4	5
Kitchen Facilities	1	2	3	4	5
Accessibility (for disabled, prams, etc)	1	2	3	4	5
Available storage	1	2	3	4	5
Noise level (internal acoustics)	1	2	3	4	5
Other. Please specify _____	1	2	3	4	5
Overall satisfaction with facility	1	2	3	4	5

10. How satisfied were you with Community Centre staff? (please circle all that apply)

	Dissatisfied				Very Satisfied
Able to meet your needs?	1	2	3	4	5
Accessible and available?	1	2	3	4	5
Efficient and professional?	1	2	3	4	5
Friendly and courteous?	1	2	3	4	5
Prompt replies to phone messages/ emails	1	2	3	4	5

11. How could we improve the community centre service provided? (i.e. bookings, methods of payment, etc)

14. What new community facilities would you like to see?

12. Have you used Council's website for information on community centres and if so did you find it user friendly?

15. Where?

13. Have you gained any new students/customers or group members that you know of, directly from Council's promotions, such as the website, brochures, etc? _____

16. Do you have any other comments you would like to make?

If yes how many? _____

On behalf of Council thank you for assisting us to improve the Community Centre Service.

Please return this survey with your completed Application for Hire form for 2012.