



Elmbridge
Borough Council

... bridging the communities ...

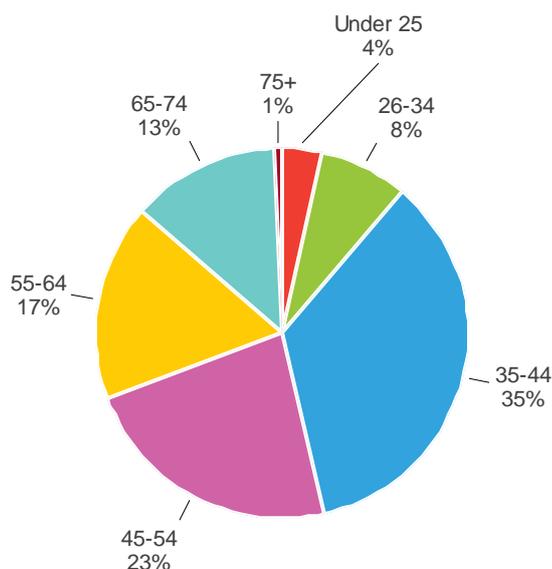
Tennis Courts Consultation Survey Results September 2016

Elmbridge Borough Council and the Lawn Tennis Association (LTA) are working in partnership to encourage more residents to take up or play tennis more often and to make sure local tennis courts are sustainable in the years to come.

New options are being considered for managing the courts. They include the introduction of a fee for public tennis courts and an online booking system to access them. These provisions would enable a fairer access to everyone and the implementation of an on-going community tennis programme for players of all ages. They would also contribute to protect facilities from vandalism and improper use.

A public consultation ran from 27 June to 31 August 2016 to gather the public's views on the proposals.

195 members of the public and tennis court users filled in the online questionnaire (52% males and 48% females). Age groups as follows:



Responses were as follows:

Do you play tennis on the Council tennis courts?

Yes (136)	70%
No (59)	30%

If you do not play regularly, would you like to play tennis on the Council tennis courts?

Yes (37)	62%
No (23)	38%

In what capacity do you use tennis facilities in Elmbridge?

As a casual user (126)	93%
As a member of tennis club or tennis league (11)	8%
Other (5)	4%
Tennis coach (4)	3%

Other, please specify:

- Attending over 50 course (council supported)
- I play with my son and wife who are members of a tennis club
- My sons play too
- With the children
- As a casual user and I have lessons provided by Walton Tennis Club on Tuesdays and Saturdays, although I am not a member of that club.
- Take daughter
- Children's tennis classes
- I regularly play with my children who are 8 and 11 years old

What would motivate you to play (more) tennis?

Courts available when I want to play (101)	61%
Low cost sessions with a professional coach (78)	47%
Ability to book in advance (58)	35%
Floodlights (58)	35%
Someone to play with (51)	31%
Suitable surface (51)	31%
Free introductory access to tennis courts (46)	28%
Additional facilities near courts (35)	21%
Joining a local league of layers at similar level (32)	19%
Programme of activities at my local court (27)	16%
Access to equipment (11)	7%
Other (4)	2%

Others, please specify – (summary of comments)

- Coaching:

- organised coaching sessions
- A free programme organised by council for all ages
- Access
 - Free access all year around
- Facility improvements
 - Hire of ball machine
 - practice wall
 - Place to sit – café and creche
 - Covered courts
 - Dual purpose
 - Softer surface to play on (synthetic tennis courts)
 - Indoor courts
 - Touch tennis courts
- Promotion:
 - A better awareness of courts location

How many times, on average, do you play tennis each week?

Less than 1 (91)	53%
1-3 times (75)	43%
4-5 times (7)	4%
More than 6 (-)	-

When do you play?

Saturday (109)	69%
Sunday (109)	69%
Wednesday (46)	29%
Friday (43)	27%
Monday (39)	25%
Thursday (34)	22%
Tuesday (33)	21%

At what time do you usually play?

Evening (from 5pm) (90)	54%
Morning (87)	52%
Afternoon (87)	52%

When do you play?

July (153)	96%
August (150)	94%
June (149)	93%

May (146)	91%
September (138)	86%
April (117)	73%
October (93)	58%
March (80)	50%
November	36%
February	52%
January	31%
December	30%

Where have you played in the past 12 months?

Private Club (47)	29%
Churchfields Rec, Weybridge (44)	27%
Hersham Rec (36)	22%
Elmgrove Rec, Walton-on-Thames (36)	22%
West End Rec , Esher (24)	15%
Oatlands Rec, Weybridge (23)	14%
Civic Centre, Esher (21)	13%
Hurst Rec, West Molesey (21)	13%
Giggs Hill Field, Thames Ditton (19)	12%
Long Ditton Rec (15)	9%
Cobham Rec (13)	8%
Grovelands Rec, East Molesey	7%

Which private club?

Claygate
 David Lloyd
 Ember Sports Club & Esher
 Tennis Club
 Oxshott Village Sports club
 Pavilion Club
 Reeds School
 Roehampton
 St Georges Hill
 Tennis England
 Thames Ditton and Ember
 Walton Tennis Club
 Weybridge LTC

Are you always able to find a court when you want to play?

Most of the time (97)	59%
Sometimes (36)	22%
Always (27)	16%
Rarely (4)	2%
Never (1)	1%

Courts availability per location:

	Always	Most of the time	Sometimes	Rarely	Never
Civic Centre, Esher	27.8%	44.4%	27.8%	-	-
West End Rec, Esher	16.7%	66.7%	16.7%	-	-
Cobham Rec	8.3%	58.3%	33.3%	-	-
Hersham Rec	20.6%	70.6%	8.8%	-	-
Long Ditton	11.1%	44.4%	33.3%	11.1%	-
Grovelands Rec, East Molesey	8.3%	83.3%	8.3%	-	-
Hurst Rec, West Molesey	22.2%	66.7%	11.1%	-	-
Giggs Hill Fields, Thames Ditton	15.4%	61.5%	23.1%	-	-
Churchfields Rec, Weybridge	12.8%	59%	28.2%	-	-
Cricket Way Open Space, Weybridge	9.1%	81.8%	9.1%	-	-
Oatlands Rec, Weybridge	14.3%	57.1%	28.6%	-	-
Elmgrove Rec, Walton-on-Thames	20.6%	67.6%	11.8%	-	-
Private	33.3%	52.4%	11.9%	2.4%	-

What do you think of the maintenance of the Borough's current tennis facilities?

Good (62)	37%
Very good (41)	24%
Satisfactory (20)	12%
Excellent (17)	10%
Average (17)	10%
Poor (9)	5%
Very poor (3)	2%

Do you think the tennis facilities in Elmbridge could be improved?

Yes (106)	62%
Not sure (47)	28%
No (18)	11%

If yes, how could the tennis facilities be improved? (Summary of comments)

- **Better maintenance**
 - Courts surfaces need cleaning
 - Nets to be better maintained
 - Paint for lines wearing out
 - Court surfaces loose/uneven
 - Clearing rubbish
 - Repair holes in fences
 - Keeping courts clear of leaves
 - Better grounds maintenance around the courts (badly need weeding)

- **Improved monitoring system for facilities**
 - Tennis courts visited by council staff more frequently
 - A park attendant to sort out anti-social behaviour
 - Enforcement on dog fouling – self closing doors to prevent access to dog owners
 - Monitor tennis coaching giving private lessons to improve access at peak times

- **Facilities improvements:**
 - Better quality playing surfaces/softer surfaces
 - Toilet facilities
 - Lighting, floodlights.
 - Automated ball machines
 - Indoor options
 - Water fountain
 - Vending machines
 - Web cams
 - More courts

- **Introduction of a coaching programme:**
 - More low-cost coaching availability – pay as you go and lessons in the evenings too
 - A programme of subsidised coaching and group activities
 - More leagues and activities to get involved in
 - Set up a club at council facility with people playing at same level

- **Use of a booking system:**
 - Ability to book in advance free of charge
 - Online booking to organise regular session – not to have to wait for a court
 - Better access with upfront booking

- **Better promotion:** Better information and awareness of locations or of what activities are going on.

Who do you play with?

Family (128)	77%
Friends (122)	73%
Coach (21)	13%
Work Colleagues (9)	5%

Elmbridge Borough Council is considering new options for managing the Borough's tennis courts, which of the following would you prefer?

I would not play tennis if the courts were not free (116)	68%
An online pay and play booking system to book in advance or on the day (51)	30%
An annual membership (17)	10%

Do you have any thoughts or suggestions how Council tennis courts could be more efficiently managed for long term future play? (Summary of comments)

- **Improve court maintenance (6 comments)**
- **Comments regarding introduction of a booking system (9 comments)**
 - Fob system like in other boroughs
 - Online function and app
 - Extend access on evenings in summer
 - Online booking and information
 - Online booking with a good access control
 - A system that shows clearly when courts are pre-booked by coaches for their pupils
 - A system giving the ability to know in advance that courts are available.
 - Allocated time to book online seems a good idea to avoid disappointment
- **Monitor court use more closely & reduce misuse (6 comments)**
 - Ensure courts are only used for tennis, note 5-a-side football
 - Local wardens to look after courts
 - Put up notices explaining etiquette
 - Crackdown on dog owners letting their dogs foul on the courts
 - Monitor private coaches who use courts at peak times
 - Council should have responsibility of policing payment system, if introduced
- **Put in place coached sessions accessible to everyone (8 comments)**
 - Regular children and young people introductory and supported sessions to encourage families to play
 - Coach driven sessions for beginners and improvers, children and adults

- Friday evening sessions for children where parents can come relax or watch or coach. Could be run by parent volunteers
 - Offer paid tennis lessons on week-day from 4 to 6pm for school children.
 - **Comments on introduction of a charge**
 - **Against: (16 comments)**
 - Charge clubs and coaches and keep casual users free
 - The fact that it is free encourages people to play
 - Charging is not going to increase demand
 - Keep courts free of charge but introduce an advance booking system free of charge
 - Having to pay would put the casual player off.
 - The tennis courts should be free. If not, you are going to discourage a lot of people to play and make it elitist.
 - Council tax should cover the tennis courts. Tennis should be open to all, not just those who can afford to pay extra. More courts would improve accessibility.
 - Sports need to be accessible for all. Don't make sport cost prohibitive
 - **In favour (9 comments)**
 - Private coaches should pay market rate
 - A reasonable fee might be acceptable
 - Would play less if they were not free although might consider it if they were reasonable price (£2/hr)
 - A booking system with a small nominal fee
 - **Advertising and promotion**
 - When re-surfacing or acquiring other equipment (nets) offer advertisement around courts in exchange for lower cost.
 - Advertise facilities better and advertise tennis coaching better
 - **Additional development for the future (7 comments)**
 - Dual use with netball
 - Hire of ball machine – practice wall
 - Select a few courts and convert them into multi-purpose all weather sport ground
 - A cafe and community sports hub
 - Softer playing surface
 - A crèche
 - A few courts to be converted into multi-purpose all weather sport
 - **Satisfied with current system (11 comments)**
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Full comments from respondents

What would motivate you to play (more) tennis?

- Either one-on-one or group coaching - preferably access to both.
- Free access to the courts all year around as at present. Would love to see a café built near the courts; it would help them become a community sports and leisure hub.
- Hire of ball machine - a practice wall
- Places to sit, the nets are looking worn. Keeping the courts in good condition is important.
- Covered courts without needing a 2nd mortgage to join a club. Casual usage booking for singles not doubles
- We really appreciate that the courts are free to play on in Cobham. I hope this won't change. We take our children down to play so they can have some exercise as we can't afford sports clubs for them all. We have taken them to some free tennis lessons in the past so they can learn the technique. They have also now starting to arrange to play with their friends on the courts. My friend lives in Chandlers Ford, they operate a key card scheme which costs residents £10 a year to pay for the key card. We could afford to pay this. This enables residents who have signed up to enter the courts. I believe there may also be an online booking system. As there are only 2 courts in Cobham I don't think it is fair to have coaches use them as they should be for public use. During peak times this makes it harder to get on a court if one is booked out for use by a coach.
- I think the courts should be dual purpose with netball facilities. This would encourage use over the winter as Weybridge has no netball courts of its own. Players have to travel to Chertsey. Many tennis courts are also dual use with netball
- A few years back a free programme was run through the Council. It was very well supported. I went to courts in Hersham and occasionally in Walton. There were teachers there, small children were on one court and adults on the others so that parents could play and also their children could play beside them. It was fantastic. I cannot think why it stopped. They did have racquets for people to use (I had my own). I went with my adult daughter so that we could play with people of our standard. Please bring this back.
- The courts work great as they are. Easy to use spur of the moment, no booking or cost required. If we wanted to pay or book we would join a club.
- The fact that they are free and you don't have to book. You can already use them for a short time or longer. They are accessible and open to all.
- Remaking free and pitch-up-and-play access
- It would be nice to have a synthetic tennis court - a softer surface that is easier on the joints
- I am already a member of Ember tennis club and just use some public courts when I play occasionally with the grandchildren
- Encouragement by the council to engage the very young in the sport.
- It's a long shot, but sometimes it would be really useful to have a water fountain in the park as if you have a really long match, you can run out and

then you have no chance of winning! I am playing other players from www.localtennisleagues.com

- A crèche, so that my husband and I could play while our 2-year-old is safe.
- We have a park with 2 tennis courts just around the corner, we can play usually when we'd like to, sometimes a little wait while others finish. but such a great facility
- A training wall.
- Indoor courts
- Courts for touch tennis. These courts have smaller sizes and lower net. They are ideal size for young children. Also, by remarking the courts, you can provide 2 mini courts in the space of one larger court doubling capacity for young players.
- Crèche!
- Keep the courts free so everyone has the opportunity to use them
- Don't know where they are Knowledge of where the courts are

How could the tennis facilities be improved?

- Some of the courts surfaces I use need cleaning - West End, Esher - and the net heights checked. I understand that the Esher Civic Centre courts are first class. You have my sympathies having to deal with vandalism. I also use Bishop Duppas which has 4 courts, wcs. and is well-maintained. I am very grateful for free use of the tennis courts - in Chiswick as a child we often had to pay. Elmbridge doing a great job encouraging me to play and very reasonable group-coaching fees with excellent coaches. I am a very satisfied ratepayer.
- Better quality playing surfaces (2) Toilet facilities (3) Lighting
- More low cost coaching availability - pay as you go would be better & lessons in the evenings too.
- Availability to book in advance free of charge
- Definitely have large notices saying KEEP DOGS OUT. There is a dog walking area around the Giggs Green tennis courts and on a number of occasions dogs have fouled in the tennis courts. I was playing once when the maintenance guys were clearing rubbish from the general area and I asked them to come in and dispose of the dog's mess, which they did. I also asked for a key to heighten the nets and received an email to say new nets were being fitted. As long as queries and questions are being answered and dealt with quickly that goes a long way to improving the facilities.
- Nets could be maintained
- Good maintenance, access to equipment hire
- More leagues / activities to get involved in. Particularly for kids. I noticed that there are no Shout Tennis activities at the Weybridge courts this year during the summer holidays which is a shame.
- Grounds maintenance around the courts is non-existent yet the council pays a private contractor huge sums to carry out the work. The court boundaries badly need weeding as does the access path from the Elm Grove car park behind Stagecoach. Why are council officers not inspecting these areas and getting tough with the contractor?
- repaired and maintained - seating to watch / rest / umpire & a small table for kit / drinks – an automated ball machine would be amazing - a practice wall - water fountain
- New nets and a sitting area.
- New surface and nets

- Covered courts availability on a casual user basis for everyone including children in evenings. Not just between 4-5pm Everyone's money is the same colour. Adults & children alike
- Please please please keep them free access best thing Elmbridge does. Only thing I would say is sweep or blow the courts regularly and keep the moss and roots off them as this can destroy them
- Weed them regularly
- better access and information
- better surfaces - better nets happy to pay a small subsidy for better courts
- By being dual use with netball
- Weirdly, the tennis facilities could be improved by the provision of some sort of footballing facility. The damaged nets that have been recently replaced in Churchfields Weybridge were damaged by people playing football on the tennis courts; kicking a heavy football into the net and bending over the net posts which aren't designed for that purpose.
- Nets better maintained and ability to adjust to correct playing height.
- Keeping the court cleaner. Also a grass court would be good.
- Be better advertised
- more courts
- Organised tennis mornings at weekends for children and adults providing racquets and beginner and more advanced classes. Very well supported in the past so not sure why it stopped.
- The few times I have used the courts at the Civic Centre and West End the courts have been either slippery or the net has been damaged.
- Nets are not well maintained; leaves are not cleared regularly. Otherwise v good
- More of them in more places e.g. Manor Park Walton
- Floodlights, indoor options, better nets
- Softer surfaces on the courts to help older people continue to play.
- When I go to play tennis I want to hit with people my standard or above. There is also the social aspect of the game which is important. So you need to set up and run a club at a council facility which can provide these things
- By being able to book the court on-line so regular sessions can be organised and there is no waiting for a court.
- Remove dog shit and heroin needles from the courts
- Lights, improve surfaces, Facilities, Vending Machine, Webcams, Seating, Hitting Walls.
- The surface should be regularly repaired and nets maintained.
- Fix holes in nets.
- Floodlights and benches
- By providing coach to run sessions free coaching
- Nets are seldom at the correct height. They could be adjusted more frequently to get the height right. Ensuring open availability is key. Block bookings for coaches are not helpful to others who would like to play at the same time. The existing system of low cost group coaching at a sensible price is good.
- Greater awareness of availability
- More courts
- Subsidised coaching and group activities would be a big draw to get people to join up.
- Better courts. Different surfaces (clay, hard, carpet). A covered facility that could be used year around. More courts e.g. at Brooklands park near Tesco
- The courts at West End are in a really nice setting but you cannot play a proper tennis match on them as they are dangerous. The court surface is loose so you can easily slip over and hurt yourself. One of the courts is uneven near the net and also at the back the court where tree roots have pushed it up. The uneven part by the net

collects dirt and moisture and ruins the balls also. It is a shame because it would be a great place to play. Also the paint for the lines is wearing out. The courts in Elmgrove Park are really nice but they suffer from people coming in and kicking a football around in the courts, which is a problem if you are trying to concentrate fully on the match. So it might be good if there was some signage on the courts to urge people that the tennis courts are only for playing tennis on. In general, most of the courts in the local area are good. It would be truly wonderful if one set of courts somewhere in the local area had floodlights. Another suggestion (Sorry if this is getting overly long) would be to take up the tennis Tuesdays system that other places have: <https://clubspark.lta.org.uk/TennisTuesdays> Although I have often wondered why that is exclusively for women. A group session open to anyone would be better in my opinion. I've organised group sessions in the past with local players and it has always worked out well (men and women). There used to be a really good Sunday morning session in Elmgrove Park some years ago, but it died off. I remember one week we had about 20 people turning up. I do think the opportunity to get people playing tennis in the local area is good, especially given that Andy Murray has just won Wimbledon for a 2nd time and there really isn't a decent private club nearby. Walton-on-Thames club is slightly naff, St. Georges Hill is expensive and a bit exclusive. Weybridge LTC seems to be more or less only older players and the David Lloyd clubs are excellent but far away. There are a lot of tennis players locally of a good standard and all the ones I have met have been really nice guys (and gals) and all play in the proper spirit of tennis. So with the right encouragement from the local council I think you would get a lot of them out of hiding and onto the court! I do think the most important thing is getting more people playing to a reasonable standard, so perhaps above all if there were classes for beginners, that would spark their interest and they could take the hobby further of their own accord. This is an incredibly long comment and I'd be dead impressed if you have read this far!

- Better surface and netting.
- Courts visited by council staff more frequently, maintaining nets, clearing rubbish, etc. to encourage users to taken litter away, leave courts in a good state. A particular problem in Grovelands is that owners are leaving their dogs faeces on the courts (although has seemed better recently, maybe due to more tennis use in the summer). I do hope there is not going to be a return to charging for court use (apart from coaching!). I feel strongly that tennis should be available to all and particularly love to see children and young people playing.
- Oatlands park courts are overgrown with plants on one side. We always lose at least two balls due to this so have to go elsewhere now. All courts would benefit from self-closing doors to prevent dogs / foxes fouling the area.
- Better maintenance, cheaper, book able, public leagues, floodlights.
- Some nets are broken on the courts I play on and those parts of the courts overshadowed by trees are getting covered by moss making them slippery
- cleaner and flatter courts.
- Access to a training wall.
- I think all the parks could be improved by having an old fashioned "Parkie", an attendant who sorts out the anti-social behaviour and ensure dogs aren't allowed in and that kids don't scoot around or play football on the lovely new grass courts.
- Surface
- Indoor facility for all year around play (Portsmouth have this) excellent
- More maintenance, ensuring courts are user for tennis, opportunity to book in advance. On the whole though tennis facilities are very good in Elmbridge and I applaud the Council for the number of options. Being able to have coaching sessions for kids would be great.
- Fences have holes in them. Nets tensioning posts often broken.
- Repairs to surface and fence
- Better court surfaces

- All the things ticked, booking, floodlit courts, better surfaces
- Maintenance
- Floodlights installed Fencing fixed
- Keeping the courts clear of leaves!
- nets could do with attention
- More of them. The nets aren't the best either
- The last time I played at the courts behind the town hall, there were professional coaches conducting lessons i.e. profiting from a facility that is to be used by the general public. Plus, people can't be bothered to put litter in bins.
- West End lane the nets a haggared and the court could do with a revamp. Civic centre is very good but recently the nets have lowered slightly. Also need more courts in the area.
- Ability to book online and not find professional coaches using the courts - they take up quite a bit of time and you don't charge them much!
- Courts are very windy in the autumn and early spring. Will a canvas on the fence help to wind proof the courts a little to reduce the wind chill factor? It might be more effective at small courts like Elmgrove rather than Churchfield. Or is it worth providing extra line marking and remove the net in the winter to make some courts suitable for alternative sports like 5 a side football, basketball or roller-skating e. g. Coronation. Most tennis courts are either empty or you see occasionally people use it for ball games or training anyway in the winter.
- Better maintenance of net heights etc.
- Better court surfaces and nets
- Better more up to date surfaces....no dogs allowed too!!!!
- Either be able to book or webcam to know if court free
- Variety of surfaces. Indoor courts. More effort in organizing local competitions for all ages. Working
- with schools.
- Oatlands could with better toilet facilities
- changing rooms / showers / cafe' outside
- Better maintenance and free coaching for kids
- Resurfacing the courts Better Drainage Floodlights - funding pending Improved maintenance - overgrown perimeter
- Booking system
- Better maintenance of existing courts replaces nets
- All courts could be maintained to the highest level that are available at the council offices.
- Better maintenance of the space, surface, nets etc. Lighting
- ability to book sessions, know ahead of going to play that the court was available, remove the waiting for the court to be free scenario
- They need to be resurfaced as a matter of high priority! The ground is uneven and often leads to people tripping up and the ball bouncing incorrectly.
- Regarding the tennis courts at west-end recreational ground in Esher; it would be nice if the courts
- could be re-surfaced as they are currently uneven, making it likely that someone will trip and hurt themselves.
- Floodlights, possibly more varied surfaces!
- Better surface at West End courts
- more of them...better access and with up front booking
- More courts and ability to pre book
- I would like more courts to be built.

Do you have any thoughts or suggestions how Council tennis courts could be more efficiently managed for long term future play?

- Using a fob system like in other boroughs
- if I had to pay to use a court, unless the fee was reasonable I would join a club with loos, showers and a bar - Weybridge. However, I am more than happy to pay a reasonable fee or coaching.
- I think our council tax should cover the tennis courts so should remain free of charge as we are already paying for them via our taxes. Tennis should be open to all, not just those who can afford to pay extra.
- Keep the courts free of charge please but maybe introduce an online booking in advance system free of charge.
- Perhaps you should let us know what it takes at the moment to efficiently manage the courts then I can comment on individual aspects of looking after them. Time allocated to maintain the courts, number of complaints received about them, vandalism, budget allowed!
- Ensure they are used for tennis, not 5-a-side football and extend access on evenings in the summer.
- Regular children's and young people's introductory and supported sessions would encourage families to play.
- The current system is fine, the council just needs to carry out its work properly, especially in chasing up the private contractor for failing to maintain the grounds. The courts are well used by families and children as well as adults playing in the singles league. Numbers would fall dramatically if charges and membership were brought in.
- I would ONLY pay to play if the facilities were significantly improved and if the cost was reasonable. £4/30min
- Happy with the way it is.
- Try looking at France's model, where for a reasonable price, a coach arranges matches between anyone who turns up.
- The courts in Cobham rec are in good condition. I don't feel people should be charged to use them. I feel everyone should have the opportunity to play tennis if they want to. Otherwise it does not give everyone a fair chance to be able to have that opportunity of being able to play tennis. It is a shame lessons are so expensive. But at least by having the courts free to use by anyone that gives everyone a chance to take up the sport and not just a select few. Encouraging people to use the courts will help reduce obesity, improve fitness, improve ball skills, and to enjoy life! Please continue to allow residents to use them for free or a minimal annual charge no more than £10 if a key card is needed, I suggest.
- Please keep them free. Runnymede BC introduced a fee but had to withdraw it because the number of people playing dropped significantly. If you want to raise funds you could charge for clubs and coaches and keep the casual users free. I think having a locked system would be difficult but I guess if you had a number lock any users can subscribe and be given the code. People may accept paying a small annual fee for this.
- No, they are fine at the moment - a great facility which has encouraged us and our children to improve our tennis.
- Keep it as it is and weed the courts regularly
- online booking and information
- I think there is nothing wrong with the way they are managed now. Because they are free kids and teenagers pick up their rackets and head off to a court. They wait until one is free and play. Teenagers (nor their parents) want to be booking courts to play tennis and this won't happen. I live opposite Giggs Hill Tennis courts, I can tell you when they are busy and when there is a queue.
- There really is no problem in getting these courts, people know not to come during Wimbledon because then it's busy, other times it's fine. Please don't make it complicated, or we'll all end up playing at Imber Court.

- Hire them out for netball!
- Offer a wider variety of playing surfaces e.g. artificial clay, as well as the existing hard courts Put up notices explaining court etiquette (and no football!) Provide floodlights for evening play
- The system works very well at Cobham Rec. You just turn up and play. You can normally always get
- on. The courts and facilities are in very good condition. The fact that it is free encourages more people to play.
- Advertise the facilities better and advertise tennis coaching better.
- Provide teacher driven sessions for beginnings and improvers, children and adults and have them playing at the same time next to eat other so parents can play at the same time as children are learning. Provide racquets and balls for those beginners to encourage the sport without a huge financial outlay so these sessions should be free. The courts seem to be open, I have never paid because there are no signs up to tell you who you pay and they are not manned. I just turn up on an empty court and play.
- If you introduce some sort of payment system which it seems to be what you are considering, then I think it would be your responsibility to police the system. I can't see how it's going to be financially viable to have court managers at each of the locations. At the moment the courts are a well-used and popular facility. How does charging for it increase access?
- I think it's fantastic that Elmbridge have so many excellent courts (we play mainly at Elmgrove, but at some others), and my friends, my children and I love the fact that we can turn up and play (most of the time) without having to book; so wonderfully different from when I was a child and there were no free courts to play, and those courts you could rent were generally pretty awful with no clear way of booking. Please don't lost this free access so soon after British Wimbledon successes!
- Sport needs to be accessible to all. Membership of Walton tennis club is £200 per annum and another £200 if you use the dome. Making sport cost prohibitive saddens me.
- Keep them free.
- Please keep these facilities for all free. If you Introduce a booking system, the same people will end up block booking making it even harder to use the facilities. This will also make it harder for people unable to afford to play to get into tennis.
- They are currently BRILLIANT. I can nearly always play, there are lots of them and they are free. The kids can play with friends and learn to play tennis. They are already well kept and I have always found people very polite, happy to let you join them to play or move on if it's a busy time. It's a fantastic facility that does not need to be policed. There are plenty of private clubs around if other facilities are needed.
- Current system works well. Court access should remain free
- I think the way it works at the moment is perfect. Not everyone wants to commit to a club or a regular set up
- They should be checked for damage to the nets or court surface on a regular basis. The lines need to be repainted each year. A coach should be employed to give free lessons to primary school age children. We need to get the youngsters into tennis because not everyone can be a footballer.
- Assess standard of play Set up club afternoons/mornings for each standard & above Staff it
- Ensure the net and court markings are well maintained and have a booking facility.
- Run them like you run your recycling plants!
- Increase number of courts around Borough Improve courts and facilities Webcams to gauge whether available (busy or not) Vending machines - Water, Balls Log Cabin "Clubhouse" - Seating, Watching, Tennis Space Player to Player matching service to aid play
- Free access is key. Booking systems usually cause problems.
- Some form of central booking

- Good surfaces dictate how a court can be managed.
- Keep them free of less people will play
- Free access is vital for those of us on a budget! please do not charge and put young people and families at a disadvantage thanks
- Asking a lot, but it would be good if they could be swept once in a while and the height of the net checked. Especially the centre of the net where the little latch that pins it into the ground goes. As for management - I'm generally able to get a court when I want one (apart from when Wimbledon is on)
- As stated in previous answer - I do hope there is not going to be a return to charging for court use (apart from coaching!). I feel strongly that tennis should be available to all and particularly love to see children and young people playing. Better maintenance and visits to courts is all that is needed.
- Crackdown on dog owners letting their dogs foul on the courts
- An excellent Friday evening free coaching session for children, where parents come and relax and watch or coach. Could be run by parent volunteers.
- Please please don't charge - who ever heard of demand increasing when fees are introduced? If you are really interested in promoting health in the borough, such facilities for exercise should be free!
- Supervisory presence not permanent per site but on random basis.
- Please leaves as is we love using the courts as and when it's a great facility and the children love opportunity to play there with friends
- I am not sure my outcome would be as stark as the options on Q15. I like the idea of the courts being easy access - maybe like lane swimming at the pools you could have some courts bookable, some available on spec for people walking up ..
- Keep them free
- Online booking would be good as long as city's free but how would access be controlled?
- If there is to be a book and play there needs to be a way to enforce this. The majority of park users are courteous and civil but not all. If I had paid and someone wouldn't get off a court what would you be able to do? Thanks for looking at this. I really appreciate our lovely park in Weybridge.
- Perhaps local wardens for each court who oversee the courts, providing maintenance, ensuring access and resolving any booking or availability issues.
- Stop private coaches using the courts in Long Ditton Rec for their own business purposes, especially at peak times (weekends/evenings) when local residents want to use them.
- Online booking
- I think via an online function and app
- Recently in Sussex we went to play tennis - all 4 courts in the park were available - on a Sunday morning! The courts were always popular with young and old alike, all day, every day until the introduction of court fees - charged for each half hour of use. Since then, the courts are rarely used by tennis players and the park supervisors have no one to collect money from or supervise. The courts now provide a great place for teenagers to 'hang-out'. PLEASE - don't introduce payment for courts in Elmbridge - you will kill the opportunity for sporting spontaneity and also make tennis unavailable to those who can't afford to pay. Those people who want to pay can take advantage of the many tennis clubs in the area. At present families and friends can go to the park and have some children playing tennis and others playing on the playground equipment / playing football / riding their bikes and all be supervised at the same time by parents. Charging for courts would reduce opportunities for many children and adults to keep fit.
- An allocated time to book online seems to be great idea to avoid disappointment.
- Booking system with a small nominal fee
- I would play less if they were not free although if they were reasonably priced (£2/hr) and there was an online booking system it would not be too bad. However also need

ability to turn up and play which means having someone there to administer which may reduce income to 0.

- Yes, take more tax from people who can afford it and spend it on worthwhile community projects
- Yes, I am a member of Busbridge Tennis Ass, which has a website to log in and book courts. The membership is £15 a month and an extra couple of pounds to pay for the floodlights. Regular tournaments and social events are also available. The courts are generally free most of the time outside of summer but with the nice weather obviously a lot of people decide to go and play.
- A lot of the time, coaches are using them for pupils. I think it should be clearly shown when courts are pre-booked in this way. I also think coaches should pay a market rent to use the courts as they are making money out of local taxpayer-funded facilities. Users have no idea whether coaches have paid to use them or not.
- As before - make sure weekends are not taken up by too many professional coaches - makes it difficult at some locations for turn up and play so ability to book would be best
- Select a few courts and convert them into multi-purpose all weather sport ground. You can always provide the tennis net and remove the goal post say in the summer and vice versa in the winter. Perhaps consider adding a roof like the Walton tennis club did for one of their courts to encourage winter use and charge for its use to recoup its cost. The Churchfield one might be a good one for it as it's always busy. People aren't keen to use a facility when there is no toilet. Consider opening up toilets to the public at Coronation and maybe an agreement with the youth centre about letting the public use their toilet for Elmgrove similar to the council's agreement with the Sainsbury store at Walton.
- More courts would improve accessibility. Having to pay would put the casual player off.
- Ability to know in advance that courts are available.
- Responsibility in one individual to promote and develop use.
- Free children fun tennis sessions
- Yes, this sounds like austerity by the back door. If you want to create the next generation of Wimbledon champions keep access to courts free. Pay for them to be maintained!!! Tennis is too bourgeois as it is.
- The courts at Cobham are in good condition. It is great that they are available to play on for free so
- families can use them.
- The courts are in good condition at Cobham
- The more the courts are used the less likely they are to be miss used. It is really good to just be able to turn up and play, you can fit it in around everything else. The kids love it; they also do holiday camps at Walton Tennis Club so this means they can use the council courts to practice what they have learnt.
- The tennis courts should be free, if not you are going to discourage a lot of people to play and make it elitist. The Council should be making the courts accessible by all, not just those with money. I like that you can go whenever you want and do not have to book, this system work very well. The tennis courts also need resurfacing as a matter of priority.

- When re-surfacing or acquiring other equipment (nets) offer advertisement around courts in exchange for lower cost. Offer paid tennis lessons on weekdays from 4-6 pm for school children.