

## 8. BURWOOD/PEGASUS COMMUNITY CENTRES ANNUAL REVIEW 2000

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Corporate Plan Output: Community Facilities/Halls/Cottages 6.1.15	

The purpose of this report is to advise the Board of the Community Centres Annual Review for 2000. A copy of the full report has been circulated separately to Board members.

The following results are from the community centre user satisfaction survey:

Community Centre	USER SATISFACTION						
	Booking process	Relations with booking agent	Relations with council staff	Suitability of centre for activity	Suitability of times available	Relations with other users	Centre charges in relation to client
<b>ARANUI</b> Response 62% (5 out of 8 returned)	100%	100%	100%	100%	100%	84% <i>one group</i>	100%
<b>ASCOT</b> Response 100%	100%	100%	100%	100%	100%	100%	100%
<b>NORTH NEW BRIGHTON</b> Response 55% (6 out of 11 returned)	100%	100%	100%	86% <i>one group</i>	100%	86% <i>one group</i>	100%
<b>PARKLANDS</b> Response 60% (6 out of 10 returned)	100%	100%	100%	100%	100%	100%	100%
<b>SOUTH BRIGHTON</b> Response 42% (5 out of 12 returned)	100%	100%	100%	100%	100%	100%	84% <i>one group</i>
<b>WAINONI/ARANUI</b> Response 58% (7 out of 12 returned)	100%	100%	100%	100%	100%	100%	100%
<b>WINDSOR SCHOOL</b> Response 57% (4 out of 7 returned)	100%	100%	100%	100%	100%	100%	100%

### What additional comments do the users make?

Two statements were added to the end of the survey and users were invited to comment:

1. **Changes to the hall which would improve the hall for your activity.**
2. **Other comment.**

The following comments were received:

#### Aranui Community Hall

- Too small for growing size of group.
- Keep up the good work.
- It would be good to get more members.
- We would like storage space for judo mats.
- Improved heating, very noisy during meeting.
- Hall always clean and well maintained.
- Toilets in excellent condition, always clean and fresh.
- Caretakers do excellent job.

### **South Brighton Community Hall**

- Insufficient chairs to seat audience - need 50 more chairs, 44 original white chairs were removed by staff when cracks appeared, were not replaced.
- The caretaker is a very helpful and pleasant man.
- Any changes we have required, for example, lights, have been done if at all possible. We get a great service from our centre.
- School children very noisy and intrusive.
- The caretaker does an outstanding job. He is very supportive of staff and children when using the hall facility and anything we need we contact and speak with him.

### **Wainoni/Aranui Family Centre**

- We would like it to be cleaned more regularly.
- A satisfied customer.
- The caretaker is good to work with. Hall always clean and tidy. Thank you.

### **Parklands Community Centre**

- Used occasionally until October 2000. Found it quite satisfactory. Looking forward to using the new hall regularly.
- New hall being built.
- Council should be aware of required improvements as the hall is being redeveloped.
- Hope the Council will not increase rent, totally voluntary group for elderly and disabled.
- Storage room larger and not shared.
- Looking forward to new hall with affordable rent.
- We have nowhere to go. Three kick wheels, a kiln and tables and shelving.
- Can we be included in the new complex?

### **North New Brighton Community Centre**

- A better heating system - would like means of turning it off and on. Dancers faces get hot and feet stay cold.
- Hall is too large for our purpose. Heating becomes a problem.
- We appreciate the sea view.
- Would like windows cleaned occasionally.
- A new level floor needed and toilets upstairs, or same floor area downstairs.
- Membership would probably increase with a ground level area.

## **OFFICER'S RESPONSES TO CONCERNS RAISED BY USER GROUPS**

### **User Group Concerns**

### **Officer's Response**

#### **Aranui Community Hall**

Too small for size of group.  
It would be good to get more members.  
Improved heating, very noisy etc.

*Cannot change size of hall.  
Refers to Senior Citizens Group, nothing to do with Hall.  
Heating installed 1998, would have to be a major concern to consider changing.*

#### **South New Brighton Community Hall**

Insufficient chairs to seat audience etc.

*The caretaker has been offered 50 wooden chairs which are excess to requirements at Ascot Community Centre, but thought there was a possibility of new chairs being purchased so is waiting to see if that happens.*

School children noisy and intrusive.

*Unavoidable with different interest/age groups using hall at the same time.*

#### **Wainoni/Aranui Family Centre**

We would like it cleaned more regularly.  
Hall always clean and tidy.

*One comment cancelled out by the other.*

#### **Parklands Community Centre**

Not increase the rent, affordable rent,  
storage room larger and not shared.

*All issues yet to be addressed when Hall extension completed and new lease arrangements finalised.*

**North New Brighton Community  
Centre**

A better heating system.

New level floor needed.

Need toilets upstairs.

Would like windows cleaned occasionally.

*All should be addressed if new Hall development  
proceeds.*

*To be done on a two-monthly schedule.*

**Recommendation:** That the information be received.

**Chairperson's**

**Recommendations:**

1. That the information be received.
2. That the Annual Review be discussed at a Community Board Seminar.