

Paper Petition Details

Montem Leisure Centre – Lack of Maintenance and Increase in Spa Membership

We the members of Montem Leisure Centre and the mentioned names below would like to state that the service provider Everyone Active has been neglecting the maintenance of the Centre and have started to increase the membership to the Spa without providing any additional services or giving us a written notice of the increment which was included previously within our membership.

The Jacuzzi recently was out of action for many months and the tropical shower has never worked bad odour smells are constantly in the changing male area and Spa.

We would like the Council to investigate this and to take action as we refuse to pay any additional costs to our membership for a unsatisfactory service where the Council values residents first and is promoting a healthy community for better health and the way Montem Leisure Centre is operating is contrary to the above. If this matter is not dealt with by the Council as soon as possible we will be looking at cancelling our memberships and also escalating the issue further.

This petition was received on 5th September, 2017.

This petition was passed to the Leisure Strategy Manager on 13th September, 2017.

This petition was responded to by the Leisure Strategy Manager on 15th September, 2017.

Final Results

Number of Signatures	34
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Council Response

I am in receipt of a copy of your petition, received on the 5th September, 2017 which was forwarded from Democratic Services.

Your comments were addressed relating to the lack of maintenance first, namely the Jacuzzi being out of action for many months and the tropical shower not working. The Jacuzzi was out of action for a long period of time under the previous leisure operator, Slough Community Leisure. Everyone Active took over the operations of Montem Leisure Centre on 1st June 2017 and since then the Jacuzzi has been operational. The Tropical Shower was installed seven years ago by Slough Community Leisure and has never worked, this was due to poor installation. In order to fix the tropical shower the SPA floor will need to be completely removed to expose the pipework, which is a very costly and lengthy exercise. We have taken into consideration that Montem will close in early 2019 and the cost of the repair and have made the decision not to repair the shower.

There are occasions when the SPA will be closed. This will be due to the temperatures and chemical readings falling outside of HSE guidelines. In this situation it is imperative to shut the SPA until it is safe to use. We do apologise for any inconvenience you may have experienced during these times. A reactive repairs contract has been

commissioned by Everyone Active to ensure that when breakdowns occur they are dealt with as quickly as possible.

We have recorded the following issues with the SPA which may have resulted in a short closure. These faults were fixed as soon as possible with new parts being installed that should prevent future issues.

- Spa heating fault recorded and repaired on 11th August - £192
- Spa callout for chlorine injector on 4th and 5th September - £196
- Spa callout 26th and 27th July, fuses and pumps replaced - £684
- Spa callout 24th and 25th June spa pump replaced - £1212
- Spa callout 29th July and replace fuse - £98

Everyone Active has completed numerous enhancements to the SPA since they took over the management of Montem on 1st June 2017, including:

- 2 x new spa loungers
- New clock
- New sauna bulb/fittings
- Repair to the fire door
- Installed CCTV which includes spa coverage
- Increased cleaner hours
- All showers have been serviced
- All SPA lights have been replaced, including the steam room
- New card readers have been installed for entry into the spa

Member hygiene is a common reason why the Jacuzzi has to close. There are signs displayed in the SPA area requesting that members shower before using the facilities to remove moisturisers and oils as cosmetic products will clog up the pipe work. If the water is highly polluted, more water than usual will need to be replaced. This will then result in a lengthier close as the water will need to reach the correct temperatures before it can re-open. If members continue to ignore these signs the issues will not improve, we will look at placing more prominent signage in the SPA to highlight this issue.

Montem management have checked on a number of occasions for bad odours and have been unable to detect these. We are in the process of replacing the service's pipework that runs alongside the SPA and this should make a difference if there are any related issues.

In relation to increased charges, the membership itself has not increased however the SPA is an additional charge at Montem. The SPA at Langley Leisure Centre was poolside and as such was open for swimmers to use. The SPA at Montem is separate and is far bigger with more facilities. Montem users have always been required to pay the additional £5 to use the SPA. We cannot treat Langley and Montem members differently so we will continue to charge the SPA at an additional £5 per month (£1.25 per week for unlimited use).

If you have any further issues in regard to the operations of Montem Leisure Centre please contact the Centre Manager, direct.