

Pulse Survey Results – Summary Feedback

Background

The Pulse Board initiated an online survey during May 2019, to provide community input into the services and offerings of Pulse. Over 400 responses were received from the community, this included owners and tenants within The Waterfront and some people from outside of the estate.

This document provides a summary of the feedback received in the survey and the response of the Pulse Board.

The full Survey Monkey report is available on Pulse Sharefile and accessible by CA Representatives and Owners' Corporation Committees who have requested access to Sharefile.

Feedback is provided by category, with the Board's response to the feedback provided in *blue italics*.

General Feedback about Pulse Facilities and Services

The following feedback was received relating to facilities and services.

- Exercise classes, gym equipment (both cardio and weights) and the indoor pool were the most frequently used facilities and services.
The survey was conducted outside of the swim season, and we would expect a higher response for the outdoor pool during summer.
- Strong interest was expressed in class times other than what is currently provided. Key interest was for early morning weekday classes and weekend classes.
The Club Manager will trial additional class times, within the constraints of the class operating budget. Classes that don't receive an adequate attendance will be dropped, as is current practice.
- Electronic communications are the preferred mechanism.
The Club Manager will continue to focus on electronic communications, particularly via email.
- There were some requests for longer opening hours on public holidays.
The Club Manager has advised that usage of the facilities during the current public holiday opening hours is low and an extension of times is not justified.
- There were some requests for extended hours of service.
Pulse's operating hours are governed by the Development Approval. An application is being made to extend gym operating hours slightly, however, any extension would need to be considerate of the impact of local residents.
- There were some comments on cleanliness of the facilities.
The cleaners were changed last year after concerns with the service level being delivered. The Club Manager is monitoring ongoing service.
- Various concerns were raised about the fairness of the tennis court booking system.
This has been changed recently. The Club Manager will continue to monitor effectiveness.
- Provided a dedicated swim lane at all times in the indoor pool.

Community Engagement

The following feedback was received relating to community engagement.

- The key areas identified for community engagement were:
 - Provide facilities / resourcing for community / cultural events
 - Share information relevant to residents of The Waterfront (e.g. community news and updates)
 - Organise social events making use of Pulse facilities (e.g. tennis comp)
 - Facilitate groups around fitness and exercise (e.g. running club, City to Surf entry)
 - Provide meeting facilities for strata / CA
 - Provide meeting facilities to hire (e.g. business)
 - Provide function facilities to hire (e.g. events)
 - Participate in community drives, like Xmas gifts for under-privileged kids, blankets for animal shelters
 - Help create a sustainable community (e.g. coffee pod and printer recycling)

The Board notes that all of these items are currently available offerings. The Club Manager has been instructed to highlight these to members on an ongoing basis.

- Other ideas for community engagement that were made included:
 - Already being offered:
 - Health and fitness advice / workshops
 - New ideas:
 - Monthly get together for members
 - Kids' creche / child minding
 - Dancing classes and events
 - Cards classes
 - Meditation classes
 - Ways to engage teenagers
 - Language support for members who don't speak English
 - Other cultural events
 - New Year's Eve event
 - Outdoor screening of movies and sporting events
 - Other comments:
 - Pulse should focus on the gym / fitness components
- Several people who lived outside of The Waterfront expressed a desire to join Pulse.

The Board considers that these people don't understand the situation where Waterfront owners are the prime contributors to Pulse operating costs via their strata fees. An expansion of the catchment area will not be made.
- There were several suggestions relating to transparency of the Community Associations and estate management.

The Board has passed this feedback onto the CAs.
- There were several suggestions re markets operating in The Piazza.

The Board has passed this feedback onto the Waterfront CA who manage The Piazza.
- Many respondents had attended the various events run by Pulse, Wentworth Point Community Central and Sydney Olympic Park.

Pulse Fees

Note the earlier comments about owners within The Waterfront (Bay Park, Harbourside and Waterfront CAs) contributing the bulk of funding to Pulse. Respondents were generally not prepared to pay higher fees for additional services.

The Board notes this feedback. It is important for the Board to manage services within an acceptable level of cost to owners. Suggestions for additional services (like more classes) need to be balanced against the cost of providing these services.

General Comments

The following general comments were made:

- Information sessions about what is available.
The Board runs information sessions once or twice a year. The next session will be scheduled shortly.
- Most (66%) respondents to the survey were owners at The Waterfront (or a family member was.
- A significant proportion (28%) of tenants also responded.