

Meeting the Standard

Whatever activity you take part in, Bromley Mytime wants to ensure that it meets your expectations. We know there are areas in which we need to improve which is why we're currently focusing on the following Top 20 Service Standards as our priority.

1. Our Staff

Our staff will be well presented in Bromley Mytime uniform and should be polite and friendly at all times. Photos of key staff will be on display in the centre.

2. External Appearance

We will maintain the external appearance of our centres with well maintained grounds and clearly visible signs. Entrances and car parks will be kept free from litter.

3. Reception

The reception area will be clean, tidy and welcoming with information on Bromley Mytime facilities and services available from leaflet dispensers.

4. Customer Feedback

Our talktime customer comment system will be displayed in our centres with results regularly fed back to customers. We will acknowledge all complaints within three working days and fully answer within ten working days.

5. Service Restrictions

Bromley Mytime will always endeavour to provide a full service to its customers. If this cannot be achieved for any reason, customers will be told in advance if at all possible.

6. Prices

Our prices will be clearly on display at our centres and on the website. Changes will be notified to customers at least one month in advance of their introduction or on membership or course renewal.

7. Changing Rooms

Our changing rooms will be clean, free from litter and inspected on a regular basis and following school use.

8. Lockers (where available)

At least 90% of available lockers should work first time on each visit.

9. Toilets

Our toilets will be clean and free from litter. Toilets will be stocked with paper and inspected regularly and following school use.

10. Sports Halls

The Sports Hall will be clean and well lit with any required equipment laid out ready for use. All equipment not required will be placed in the store. No food and drink (except water) is allowed on court.

11. Gyms

Our gyms will be clean and well ventilated. Machines will be regularly wiped down and repairs to defective machines will be carried out within 5-10 working days.

12. Exercise Studios

Exercise studios will be clean and well ventilated with a air temperature maintained as appropriate for the class taking place. Equipment will be ready for the start of the class to allow classes to begin within five minutes of the advertised time.

13. Swimming Pools

Pool water should be clean and clear and maintained at a temperature between 30°C–32°C. Surrounding areas should also be clean and free of obstructions.

14. Outdoor Courts

Courts will be clean, free of litter and debris, and inspected regularly. Courts will be well lit and equipment set up ready for use.

15. Telephone Calls

Telephone calls should be answered within five rings whilst reception is staffed, or you will receive an apology for keeping you waiting. If we are away from reception please leave a message and we will return your call as soon as possible. Out of hours messages will be returned no later than the following working day.

16. Customer Panels

We will run regular customer panels giving centre users the opportunity to meet centre staff and discuss improvements.

17. Market Research

We will commission surveys to ensure we continue to meet customers' expectations and publish our customer survey results.

18. Website

The Bromley Mytime website: www.bromleymytime.org.uk will provide the latest information on programmes, prices and opening hours. It will also contain information on all Bromley Mytime facilities and services with further contact details and be up to date and accurate.

19. Equality

We will improve access to our services in consultation with representative groups and insure equality for all customers, staff and stakeholders.

20. Reinvesting Surplus

We will re-invest our surpluses in the centres and services that we offer. No money is paid to shareholders – it is our customers that will see the benefit.

If we fail to meet these standards, please let us know and we may reward you for taking the time to help us improve. If there are other areas which you feel we should be working hard to improve, let us know either at reception or through a talktime form so we can continue to improve the quality of our service.