

Usage - Western Springs Gardens Community Hall

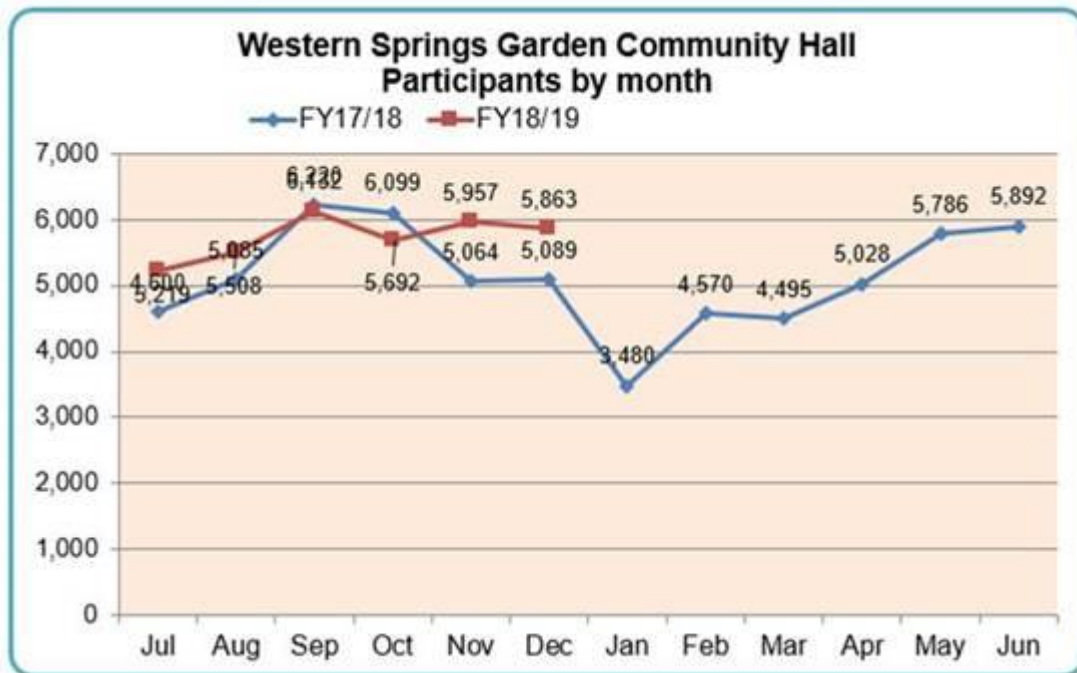
These charts show show the use of the Western Springs Gardens Community Hall as at the end of December 2018.

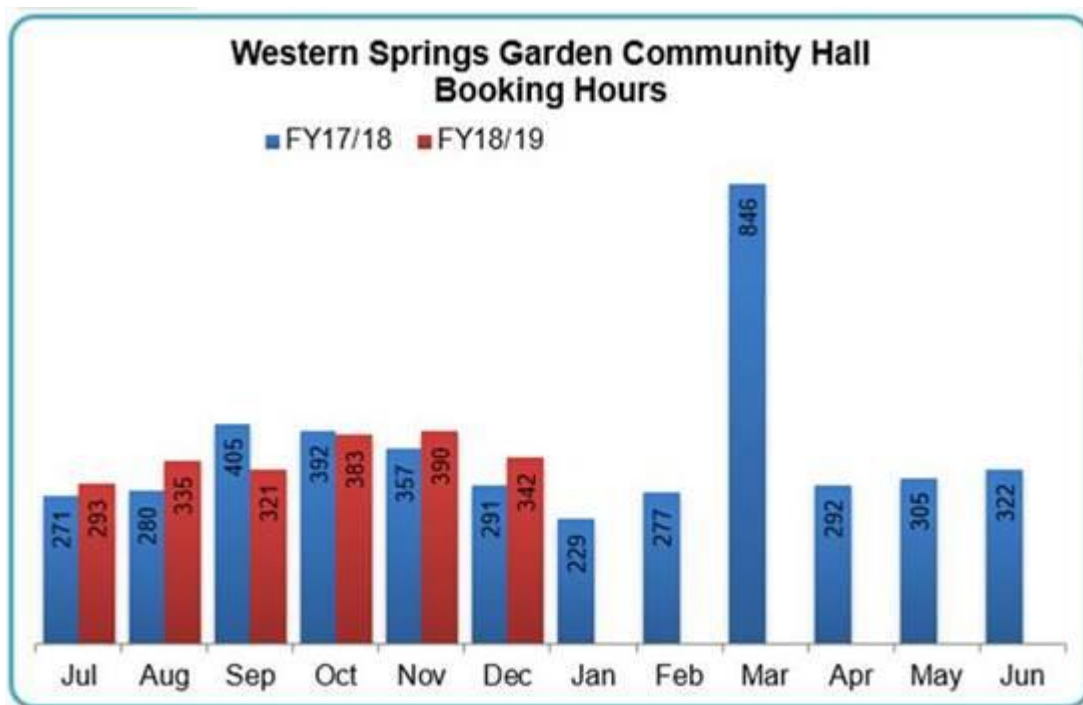
This is the use of both meeting rooms (It is not possible to separate out the use of each meeting room) but the two halls provide a similar level of service.

The pattern overall is of steady increase in use over time.

Satisfaction with the facility / service is good with 80% of customers satisfaction and 82% saying they would recommend the service.

Comments about the venue are that people are generally happy, however hall 2 needs a kitchen, Hall 1 kitchen could be better and that overall the venue needs a revamp. Most regular hirers are very happy with the space and people like the location.





Income

Income figures are as at the end of January 2019.

Revenue is correlated to usage and shows a similar upward trend.

With 5 months to go in FY19 income is on track to comfortably exceed budget and the prior year performance.

This steady growth in usage and revenue is attributed to the benefits of having a 24/7/365 online booking service, backed up by telephone and onsite support seven days per week.