



## REPORT

**TO:** Community Services Executive Committee

**FROM:** Jason Kabel, Community Services Division Manager

**DATE:** June 1, 2018

**RE:** Fitness Area Maintenance Shutdown – Customer Concerns

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The Memorial Sports Centre staff have recently been inundated with many fitness members expressing concerns over the imminent maintenance shut down that has been scheduled as follows:

### Shutdown Schedule

Week 1	June 11-15	Pool – drain & dry, Changerooms – grout & paint
Week 2	June 18- 22	Pool – paint bottom & walls, Fitness lobby maintenance
Week 3	June 25-29	Weight room - maintenance & paint

Attached are three emails that have been received in addition to the numerous verbal assertions that we should consider extending memberships for the duration of the maintenance shut down.

The following is the disclaimer that is inserted into the Recreator inside the front cover that is provided to all patrons.

Management reserves the right to interrupt service for improvements to the facility with no fee alterations to memberships.

### RECOMMENDATION

Determine if it is necessary to extend fitness memberships for the 3 week maintenance shutdown duration that is being requested.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J. Kabel".

Jason Kabel