

# Sovereign Centre Newsletter

November 2009

## Welcome

Welcome to the November edition of the Sovereign Centre newsletter. We hope to keep you informed and up-to-date with the latest news from the leisure centre. We have lots of exciting developments, projects and refurbishments happening to the centre over the next few months.



## Changing the Centre for the Better

The centre has undergone many refurbishment and improvement projects this year. So far we have given the old changing rooms a make over, installed a new welcoming reception and a new retail shop, replaced all the poolside furniture, opened a sun terrace outside in the garden, replaced the flooring in the corridor outside the gala pool, redecorated various areas throughout the centre, fitted hair dryers in all changing rooms and taken delivery of a giant inflatable ship. A busy ten months of work.

We have also added a few little changes and these count just as much to make the centre a better place to visit. We have increased staffing levels on reception during the busy morning rush and in the gym through the day and evening.

We are in the midst of changing the automated telephone system so that when customers call they speak to real people much sooner.

We have also opened the boom area in the gala pool on Tuesday and Thursday mornings from 09.00 – 11.00 for the Young At Heart Club.

We hope you are benefitting from these changes and improvements and these are helping to make your visit an even more enjoyable one!

## Dive In!

We are working on the diving boards to get them back into commission. This will mean that the Sovereign Centre will be the only leisure centre in Sussex to have public diving boards. We are working to overhaul the 3m and 1m boards so that they are compliant with FINA, the sports governing body. We will then be looking to develop the sport of diving with local clubs and groups, hopefully we will have an Eastbourne Tom Daley of the future.

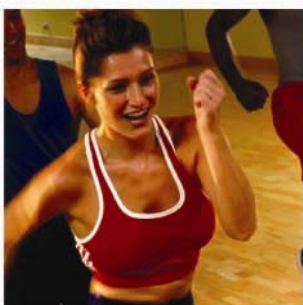
The project works to the diving boards starts this month and will be completed before Christmas 2009.

If you are interested in diving lessons please contact Helen Naylor on 01323 738822.



## Pigeons

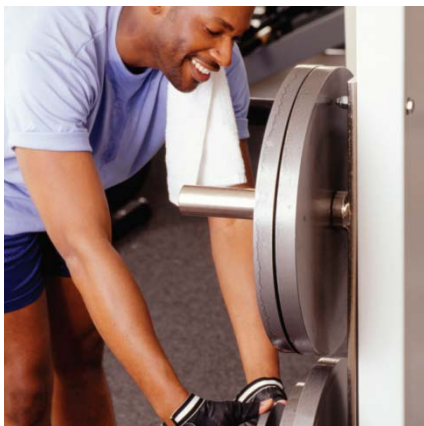
We have just awarded a contract to a local company to deal with the pigeons and the mess they leave behind. We are cleaning up the walkway from the car park to the centre and hopefully the deterrents that will be added will encourage the pigeons to find another perch away from the centre.



all part of  
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## Extending the Gym

This month also sees work commence on creating a larger and re-designed gym. The new look gym will be a contemporary space in which to workout and train. There will be four zones to the gym: CV, Resistance, Advance Training and Beginners.

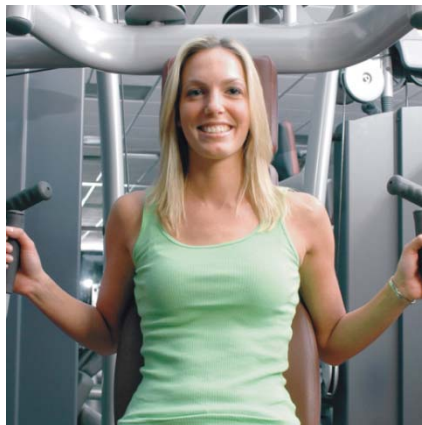


- **The CV Zone** will have new equipment including treadmills, bikes, cross trainers, steppers, rowers and power plates.
- **The Resistance Zone** will have a complete set of machines that shape and tone every area of the body.
- **The Advanced Training Zone** will provide free weights, a squat and a new rack for everyone from beginners to the serious weight training customers.
- **The Beginners Zone** has been designed for our customers who are new to exercise or who just like to work out in a less intense area. In this zone, a range of CV and resistance equipment plus free weights will be installed.



Work starts from the Monday 9th November 2009 and will be completed by Christmas 2009. Whilst the work is undertaken to convert old office space into the new gym and to create the new zones, the current gym will be operational and open.

There will be some minor disruption whilst we work on the new gym extension but we will not be closing the gym during this time. We ask that customers bare with us whilst we transform the gym.



## Communication Communication Communication...

We will be regularly communicating to our customers via notice boards, newsletters, notices, posters and on our website with details of any programme changes or disruption

to our service during the refurbishment projects in the gym, dive pit and pools. If you are unsure of whats happening or have a question please speak to one of the team.

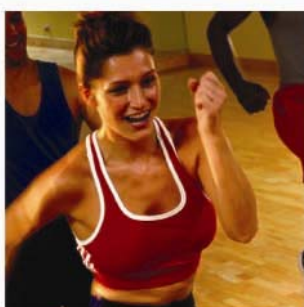
We will have a dedicated new gym notice board where you will be able to see images of how the new gym will look and the new layout. We are also introducing an LCD screen behind reception which will loop on a regular basis up-to-date information about the leisure centre.



## Points of View - Have Your Say

We welcome all customer feedback and what are customers have to say. Situated opposite reception, we have a dedicated customer comments drop box. Please feel free to complete a comments card and let us know how we are doing. Alternatively, you can email us via the 'contact us' section on our website [www.sovereigncentre.org](http://www.sovereigncentre.org)

Jamie Bryant  
Interim Partnership Manager



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