



1 July 2024

Nik Dowman



Dear Nik Dowman

Thank you for your comments regarding the Sauna at Stoke Valley Pool as well as your kind comments and observations of the facility. It is important to us that the facility be maintained in a clean, functional, and safe condition.

Some time ago we noted that the sauna was due for a refresh, and we set aside budget to do a full replacement of it in our June Maintenance period. Whilst we noted some cosmetic deterioration at the time, we did not believe that there were any structural issues and allowed continued usage until we did our replacement work done.

On 10 June 2024 it was noted that there was a loose board on the seat and a staff member put a fresh screw in it. The staff member noted that there was some movement in that corner but believed it was sound and that we would be able to continue using the sauna until the maintenance period two weeks later. Unfortunately, this was not the case, and the seat was found to be slumped down on that corner the next day.

At this point management chose to close the sauna to await the refurbishment. This was an unpopular decision with customers, so we had one of our facilities team examine it and they concurred with the closure. Work on replacement of the sauna started that week and the new sauna was due to be open for use next week.

Council investigated the matter and found that prior to 10 June a few customers had made observations about the movement of the seat in that corner. No record was made in the maintenance book, nor was it reported in our Health and Safety register. Also, the maintenance work was not carried out by appropriate staff.

In response to this, our assets team has set up a new reporting system that links directly to our maintenance provider and staff have been advised to report on this immediately, as well as reporting through the pools management team.



Instructions have been passed to also report any potential hazards in our Health and Safety Hazard Register. This has since been completed retrospectively.

Council apologies and hope that you are looking forward to the new sauna next week.

Yours sincerely

Philip Rossiter

Senior Advisor, Official Information and Privacy