



THANK YOU FOR SHARING YOUR VOICE

SGCC MEMBERS' SURVEY 2026

Dear Members,

On behalf of the General Committee and Management, I would like to extend our sincere appreciation to all members who took the time to participate in the SGCC Members' Survey 2026 which concluded on 4 September.

We are encouraged by the participation in this year's survey with **639** responses received. More importantly, we appreciate the time and thought that members have taken to share your views, experiences and suggestions with us.

Your feedback matters. It provides us with valuable insight into what members value about SGCC where you feel we can do better and what you would like the Club to consider as we plan and develop for the future.

With the survey now concluded, Management will be consolidating and reviewing the responses carefully to identify the key themes, priorities and opportunities for improvement. The findings will subsequently be discussed with the relevant Sub-Committees and the General Committee as we determine the appropriate follow-up actions.

More importantly, we want the survey to translate into meaningful action. Where improvements can reasonably be addressed in the near term, we will look at what can be done. Other feedback may require further study, planning or investment and will be considered as part of the Club's longer-term priorities.

We recognise that our members have diverse needs and perspectives and it may not be possible to implement every suggestion received. Nevertheless, every response is valuable and will contribute towards giving us a clearer understanding of members' expectations and informing our discussions and decisions moving forward.

Once the review has been completed, we will share the key findings and areas of focus with members, together with updates on the actions arising from the survey where appropriate.

Thank you once again for your participation, constructive feedback and continued support of SGCC. Your feedback will help us shape a better Club experience, together.

Warm regards,
Mark James
General Manager
Serangoon Gardens Country Club