

17 JUN 2025 - Customer Complaints sent through Email

Hygiene has also been a major concern. On a recent visit, one of the washrooms had urine on the shower floor and a non-functioning drain, while another change room had no shampoo. I reported this to a supervisor, but these issues remain concerning and detract from a safe and comfortable environment.

Details

Category	Facility Cleanliness Report
Status	Opened
Site	Change Rooms - Aquatics
Assignee	Chris Meads
Priority	Low
Unique Id	IS-3270
Due date	18 Jul 2025 00:00AM
Reported by	Contributor
Reported on	17 Jun 2025 16:50PM
Occurred at	17 Jun 2025 16:33PM
Location	11950 Country Village Link NE, Calgary, AB T3K 6E3, Canada (51.1594444, -114.0655556)
Weather	Mostly cloudy, 21.1 °C 53 °F

Activity

Rahat A | 17 Jun 2025 16:50PM

Reported an issue - **Facility Cleanliness Report**

Contributor | 17 Jun 2025 16:50PM

A notification has been sent to DJ Ulriksen, Terry Crook, Christie Scarlett, Aimee Johnston, Chris Meads, Noelle LeBlanc, Kris Hutchings, and Adriano Maniego

Contributor | 17 Jun 2025 16:50PM

Answered the question: What is the specific cleanliness issue that needs to be addressed (include exact location)?

"Customer wrote: Hygiene has also been a major concern. On a recent visit, one of the washrooms had urine on the shower floor and a non-functioning drain, while another change room had no shampoo. I reported this to a supervisor, but these issues remain concerning and detract from a safe and comfortable environment."

Contributor | 17 Jun 2025 16:50PM

Answered the question: What caused the cleanliness issue?

"not enough cleaning"

Contributor | 17 Jun 2025 16:50PM

Answered the question: Was housekeeping notified/radioed at the time of discovery to address the issue and was it resolved?

"yes they were and safety culture was submitted"

Contributor | 17 Jun 2025 16:50PM

Updated the site to **Change Rooms - Aquatics**

Kris Hutchings | 18 Jun 2025 17:20PM

Updated the title

Kris Hutchings | 18 Jun 2025 17:20PM

Added Chris Meads as an assignee

Kris Hutchings | 18 Jun 2025 17:20PM

Updated the priority to **Low**

Kris Hutchings | 18 Jun 2025 17:20PM

Updated the date due to **18 Jul 2025 00:00AM**

Kris Hutchings | 18 Jun 2025 17:21PM

"Copy of report sent to Danny with MPS for review and follow up."