



Online surge in membership renewals

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Table Tennis England membership renewals for 2019/20 are 1,000 ahead of the same time last season – with thousands more now renewing online.

Figures from the new TT Memberships platform show that more than 10,400 playing members had renewed by the end of Wednesday (August 14), compared with just over 9,300 on the same date in 2018.

Figures are up in every category – Senior or Cadet/Junior and Player or Licensed. More than 8,500 have already signed up in the Senior Player Member category – which is required by those who play regularly in local leagues.

Of the renewals made so far, more than 8,500 have been carried out online via TT Memberships, which was introduced this summer. That is up from 5,700 by the corresponding date last year. Renewals carried out over the phone have halved to around 1,400.

Fees for the season remain the same as 2018/19 after the Board recommended a fee freeze, which was approved at the AGM. It means that Player Membership will cost £16 for Seniors and £8 for Cadets or Juniors and the Player Licence will cost £38 for adults and £19 for Juniors and Cadets. Associate Membership will continue to be free of charge. Associate members are not eligible to play competitive table tennis, but can play at their clubs or socially.

[Click here to log in to TT Memberships and renew your membership](#)

Please note: If you have not yet accessed the TT Memberships platform, you will need to recover your account first. [Click here to recover your account.](#)

[Click here to find out how your membership fees are vital in helping to support the sport](#)

Meanwhile, our customer service team has been busy as we help members get used to navigating around the new platform.

Since July 1, we have received around 2,300 inquiries via the helpdesk email system, of which 70% have been responded to within 24 hours. It is taking on average 27 hours to fully deal with an inquiry – this figure includes times when the office is closed in the evenings and at weekends.

The bulk of inquiries have been from individual members, though we have also helped 32 coaches, 27 schools, nine mass participation groups and three clubs.

As well as introducing TT Memberships this summer, we also launched the new TT Leagues platform, where league administrators can carry out all the functions they need to manage a league, including fixtures and results.

So far, 129 leagues have created at least one competition, with 168 leagues having logged in at least once. We anticipate this figure continuing to rise as we approach the start date of local leagues up and down the country.

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