

Minutes of Management Committee held on Wednesday 5th July 2023 at 7.30pm in The Whitehead Room

Present: Jacqui Bance (JB) Chair, Terry Brandon (TB), Dave Cooke (DC), Rob Dagwell (RD), Stephen Grindley (SG), Sue Highmore (SH), Chris Mangioni (CM), Janet Moody (JM), Nick Nicol (NN), Tony Reeves (TR), John Williams (JW),
David Willan (DW) Director, Parklangley Freeholds, Guest.

1. Apologies for absence: Kelsey Conway (KC).
2. Approve the Minutes of last Meeting on 26th April 2023
The Minutes were approved and signed by JB (Chair).
3. Matters arising
Item 4 – JW confirmed we have no new planned date for Squash Court Information Meeting yet.
Item 5 – MC agreed that if existing social members ask for gym privileges, they should be given them, SH reiterated that legally, under CASC, we cannot refuse.
Item 9 – Some Tennis members have lifetime block bookings. NN confirmed 3 or 4.
4. Manager Report / Wish List
DC circulated his Manager's Report in advance of the meeting and highlighted the following points.
Membership numbers are now calculated more accurately. Multi members are counted in all sections they play for.

We have a waiting list for badminton. There is no waiting list for tennis, we try to send applicants to Wickham Park (WP). Enquiries come via our website, so we have details to contact enquirers later. NN asked DC for a report of enquiries and for those converted to WP. DC is concerned about stopping tennis growing, loss of income, and bad image for the Club. CM suggested reviewing numbers every 2 months.

Welfare: Current appointed officers are DC and KC. DC wants to appoint a third person to make Safeguarding Team more robust. It would be an on-call job. Only rule from LTA says it cannot be a coach but otherwise can be anyone. We need to fund training for the person and must do DBS through the Club. KC is a trained DBS assessor. Nominee can be from any section and could be more than one. We already use a volunteer at WP.

Our Squash court contractor pulled out. A new contractor, is highly recommended by Junkers Flooring. They have quoted £8000 more than previous contractor but includes Court 4 refurbishment.

Interactive TV is suggested for court 4 and would be useful for coaching and self-play. We can make it a more attractive facility and use for junior coaching or children's parties. It will be unique in this area. Nearest is in Tunbridge Wells, DC/JW/ Squash Committee Members are going to visit. Needs to be installed when refurb is done to allow for electricity cabling to be put in. Licencing fee is £2,000 pa. Installation cost is £30,000. A vote was carried in favour and for spending extra £8,000 to do extra works with new contractor.

DC explained figures for Income from external hirers including gymnastics, table tennis and the Dance Academy and some figures for WP.

5. Club developments and projects

Onsite Developments

Office refurb: We have appointed Capex and work will start soon. TB asked what the quote was? DC did not have figure at the meeting. TB wants to know terms of the contract and asked for paperwork to be shared with CM and himself. JB asked for it to be sent to everyone. Keith Waterton, Director, has offered some training to DC and KC to assess background of potential contractors and insurance. A recent

potential contractor had a poor financial record and WP pavilion contractors went bust before work was finished. TB is happy to review construction documents and JB is keen he does so.

S&C: DC reported the access arrangement that SH agreed documentation for. He is placing orders for the ground works and structure. JB thanked DC for building bridges with Langs. DC explained the soakaway is down the ribbon of land away from our building and away from neighbours. SH said we are awaiting engineer's assessment whether the drainage would cause any problems to neighbours.

Development land: SH suggested fencing the far end and removing their support posts. DC said The owner is putting in concrete posts, so we need to review where they are going. DC and SH to do site inspection.

G&H, Willet, Kings Hall: works are happening, and DC has a schedule of when Trevor May are doing the work. JB wants DC to liaise with NN re timings and publicity to members. RD asked that Glenda is informed for adjustment of match schedule. DC has booked out dates on Clubsys already.

Squash court refurb: TR asked if there will be less car parking and other impacts and asked DC to tell him so he can inform members? TB asked whether squash court refurb will overlap with office refurb? DC said squash courts start after offices finish. TB asked for a contingency plan. There could be an overlap of The Whitehead room and other bookings. DC is working on a schedule and will send to TB to review.

Tender document not yet ready for extra TFF sites

Maintenance items: TB says his survey with DC was a good result. JB thinks there are problems with the guttering and will need replacement. TB to review.

Offsite Developments

Wickham Park (WP): Tarmac courts must be resurfaced under our contract with WP. TM estimate that we need to do it within 12 months. We could take courts through winter, but problem may become worse.

DC had circulated a report setting out alternatives for long term investment in WP. All members of MC had read this.

DC outlined options:

- (i) Do nothing to courts now and wait until next year when straight repair will cost more
- (ii) Do repair to tarmac courts with tarmac now to save further deterioration
- (iii) agree to swop tarmac to clay with or without floodlights and flesh out costs and timeframe for that
- (iv) explore longer term options set out in the briefing paper further to put more flesh on this project but give no binding commitment and report back in September.

Fourth option was agreed.

TB wants to know benefit to PL. DC said we currently get coaching income £17,000 on one court which would increase if we had more floodlit courts.

Worsley Bridge Road: SFH reported it is all sorted. We are waiting to see planning result. May be something or nothing long term.

6. Finance

CM reported it has been tricky to understand how things were done in the past. Not many electronic records are available but lots of paperwork that is difficult to interpret. Access to bank account details has been difficult. Helen Beddoe (HB) added CM to Santander as authorised signatory so he can now authorise payments, but he cannot see bank account details as he needs other permissions. CM wants

to have discussion with the auditors and Helen. He asked what priorities are. HB said priority is preparation of accounts. CM confirmed:

- Auditors to get draft by early September 2023.
- Cannot interrogate the figures he was given for past years.
- Asked GLA where subs total came from but may have to go to Alan Whitehead to fully understand.
- Has managed to work out the VAT return.

JB asked CM to do all work on a Club laptop, so it is easy to hand over and wants back filing kept in the Club. CM will be continuing use of Xerox for VAT and transfer information. Helen is getting him on that. VAT return was due soon after CM was appointed. He could not submit it and has been chased. VAT accounts are satisfied but needs CM to finalise VAT figure owed or to be refunded. CM has been trying to get a reconciled figure, thinks he can get VAT right easily. DW asked if auditors can help. CM said he is not an accountant day in, day out so will need tax accountants' assistance from time to time. We need a set of rules on how to handover, so we are prepared if there is a future change in Finance Chair. CM wants to know how we include or exclude stuff in accounts and VAT returns. DC said not to take figures in clubsys as gospel. CM is not sure yet the Company Accounts filing date but will check. SH asked if CM could, in due course, confirm the VAT which the club can or cannot recover as it affects the figures for the major projects.

7. Section Reports

Bar: RD reported positive news, bar profits go up year on year. People are happy with Madri beer and it's a top seller. New IPA has been ok but will try others. Events have gone well overall. Pub Quiz and Abba night were good. Morning coffee and pastries experiment is very successful. On Finals Day kitchen will be open 12-8pm and will carry on if busy. Emily will advertise. Should know soon about outdoor payment option for BBQ and drinks. Membership cards – using a softer approach has not worked. RD said we should now send emails with a more aggressive approach. We have received Coffee complaints; Sam thinks it may be that staff need training. DC attended a bar staff meeting today, taken by Sam, a record will be kept of staff training. Re-location of coffee machine and having a second machine were discussed but neither are workable options. DC has a different idea for group coffees. DC said the bar was configured the way it is for good reasons and feels people should be patient. JB wants feedback from Sam whether more staff should be on duty at pinch points. DC said taking on extra staff could result in a 4-hour shift for a 15-minute pinch point, and it was agreed we will use reception or back-office staff for coffees and table clearing for those limited periods. Pre-ordering would also help with throughput.

Grass court playable system is challenging. RD said we need a training manual so bar staff can explain to members and that bar staff need support of MC on this. Maud, the tennis person on reception, is training the rest. TR said the system needs time to bed in and will work better next season. RD has not spoken to Brian yet or set up steering group but will try to do a face-to-face meeting before September.

Badminton: It's World Badminton Day today, 12 people attended an event this afternoon. Tournament day 2 weeks ago went well. Format was good. One injury resulted in 12 months off court. At capacity for all nights. B, C and D all full. Long waiting list for C. Mass play-in in a couple of weeks to see which nights they could manage. Ladies coaching planning is coming along, especially want them to come in the evening. It is good that we have 2 women coaches. It is difficult to get replacement bulbs for the Badminton Hall lights. Cliff is manually adapting bulbs. Complete replacement will cost a lot. We also do the diffusers ourselves. Current bulbs create a more even light. We will remove dimmers so members cannot change the lights. JB asked what we would do if Cliff was unavailable. DC said another electrician could do it as it is not difficult.

Squash: JW reported a great deal of disappointment that info meeting was delayed but he held a committee meeting instead. Members of squash committee have agreed to have names up. In members survey, only 3% of members would consider using Court 4 and no coach would use it for group coaching. Interactive TV could revitalise use of Court 4 and could be used for individual coaching. Josh is leaving to go to USA for university coaching. We will leave door open to return. Provisional departure in August subject to visa. DC has many enquiries for squash coaching, so we need to solve the need for a coach

asap. JW will do announcement and thanks by email. JW/DC will look at New Court quotes. Have had info that QS is wrong on professional fees. We will get VAT back on new build.

Tennis: Members have received notes about bad behaviour. There has been an improvement. Members were booking both grass and clay at the same time then choosing between them. A £5 charge was brought in for people not turning up and not cancelling booking, so far, 11 offences. NN is monitoring closely, and people have not reoffended. If people carry on breaking the rules, we may suspend booking rights.

8. AOB

DC: There will be no access to meeting space in July and August because it will be used for offices.

DC: Provided an update on Clubsys

SH: Suggested telecoms review to see if is worth doing a rent review.

SH: ODs - Asked what the plan is to update MC about what Board Directors are putting forward to ODs.

SH: Asked who will be the Board observer for the next Board meeting? DW said there is no decision on meeting date yet, but JB will nominate someone as observer.

TR: Reported complaints about noise from Club sessions. JB has taken this up and is policing. Members need more consideration about disruption from parties and should not have to go home because there is no room in our bar to eat and drink. DC/JB are discussing this and will make sure this is progressed. There will be an update at a later stage. TR wants information to feed back to members. JB wants a steering group to progress which may include a Board member.

9. Date of Next Meetings

Tuesday 12th September 2023 at 7.30pm

Thursday 30th November 2023 at 7.30pm

We must decide AGM date at September meeting. Tennis Section will choose the date, Nick will discuss with members. 16th June 2024 should be avoided because it is Father's Day.

Meeting closed 10.10pm