

CROSS IN HAND LAWN TENNIS CLUB – ANNUAL GENERAL MEETING MINUTES

Held on Tuesday 27th November 2018 at 20:00hrs, the Chairman called the meeting to order at 20:05hrs.

Present (Committee and Voting Members): Chris Groom - Chairman (CG), John Tetzlaff – Hon. Treasurer (JT), Rob French – Acting Secretary for AGM/Joint Membership Secretary (RF), Helen French – Joint Membership Secretary (HF), Bryan Hamblin – Match/Tennis Secretary (BH), Martin Stringell - Provisions Manager (MS), Suzi Christie – Club Development (SC)

Tracey Boorman, Massimo Brooks, Angela Coram, Joyce Eldridge, Michael Eldridge (President), David Eyres, Amanda Gibbs, Stephen Godfrey (Trustee), Mike Hammerton, Anne Horsfall-Turner, Andrea Law, Betty Ricketts, David Ricketts, Penny Rowe, Caroline Tetzlaff, Claire Turrell, Clive Turrell, Barbara Young.

Present (non-voting members): None.

Apologies for Absence (Committee and Voting Members): Corrie Huntley – Welfare Officer (CH), John Trepess (Trustee), Wendy Trepess, Linda, Davis, Andrew Deadman, Helen Garvey, Elizabeth Winter, Peter Turnbull, Kirsty Chambers, Dorothy Russell.

Agenda: The following had been posted on the Club noticeboard in advance in accordance with the Club Constitution as well as being e-mailed to members -

(CG) Chairman's report, including other updates from the Committee.

(CG) Safeguarding and Risk management.

(JT) Treasurer's report, including accounts and projections.

(HF) Membership update.

(NA) Coaching report from Elevate Tennis Coaching.

(CG + RF) Committee and Member proposals.

(CG) Election of Officers

AOB

(CG) Chairman's Report, including other updates from the Committee:

CG opened the meeting, thanking those members that were in attendance for their ongoing support and noting that it had been a busy year.

Starting with maintenance-related matters, CG noted that work had been done on the floodlights and that new parts had been sourced from Slovakia to replace out-of-production items. LED lights still look to be uneconomic, with information from the floodlight maintenance company and the LTA showing a 7+ year payback. This needs to be monitored. In addition, the LTA recommends that poles over 15 years old are replaced, which would add to the capital costs. In the last year we have also changed a number of suppliers to prevent costs increasing, and sundry items like taps, lights, fuses and roof tiles have been repaired or replaced. The new security lights have improved the feeling of safety at night. Much of the work we do is now driven by the mandatory Risk Assessment and CG thanked RF for leading the majority of the work. The court surface continues to be our prime focus and JT subsequently covered the projected replacement date. We need to allow for any remedial work and to that end a non-binding show of hands was held, with those present almost unanimously voting to maintain mixed surfaces of clay and astro. The maintenance regime for astro may need to change to ensure that we get maximum life from the existing surface. Finally, a new pest control contract has been agreed with Cleankill, which as well as being desirable for the Club and its Members, also addresses a hygiene requirement of the LTA Risk Assessment.

Moving on to teams, CG covered the performance of the various Ladies', Men's and Mixed teams and highlighted those that had won their leagues. Thanks go to the team captains as ever. Several adult tournaments had been held, and the honours board would soon be updated for 2017 and 2018. Winners were congratulated, and thanks given to the Members that organised the tournaments including Mass Brooks and MS. It was also noted that we hope that junior events will hopefully restart in 2019.

The Chairman then covered the Club Coaching Partner, which had been through an enforced change in the last few months. Paul Dent and South Coast Tennis were thanked for their contribution, and Nick Andrews'

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Elevate Tennis Coaching were welcomed. RF thanked CG for his leadership during this difficult process. On the social side, Danielle Cruikshank had been a great Social Secretary and led a number of very enjoyable events prior to her and Ian relocating and unfortunately having to leave the Club. Amanda Gibbs has kindly stepped in to organise several events since her departure.

Club Development is a key activity, as the participation of existing Members and the number of new joiners are both critical to the future health of the Club. SC has joined the Committee and, along with CG and NA, have been engaging with the LTA. The Club Action Plan will be circulated shortly and will help focus our efforts. Regulatory compliance is of increasing importance, and the Club implemented its Privacy Policy in January. We have also taken a step to clarify the Trustees of the Club, which is required by the Constitution and for which our bank (CAF Bank) has requested substantiation as part of its review of proper process and due diligence. Thanks go to Michael Eldridge and Kevin Towing for their support over the years, and to Steve Godfrey and John Trepass who will now be shown as the Trustees. More work is required to ensure we fully understand our position prior to re-developing the astro courts.

The Chairman then took the opportunity to again request that Members step forward to take on Committee roles. Any contributions, large or small, are useful. The Secretary position had been unfilled for more than a year, and the burden of that and maintenance was falling on a small number of individuals. CG also advised that the Chairman (CG), Treasurer (JT) and Member secretary (RF+HF) had all given notice and would be stepping down before the next AGM, and possibly sooner.

Concluding his report, CG thanked the Members and the Committee for their support on the last year.

(CG) Safeguarding and Risk Management:

This is a specific item in the AGM for the first time, and also in each and every Committee meeting. This is a requirement from the LTA as part of their new 5 Minimum Standards. A considerable work has gone into re-registering the Club and making us compliant, which maintains our status, insurance, etc. The Risk Assessment, which is generated from an annual Committee “Walk the Club” meeting, now proactively drives our maintenance plan and we also have launched our Safeguarding policy to further protect our Juniors. Team Captains along with Match Practice Organisers will be required to declare that they will not select or transport Juniors, otherwise they will need to be Criminal Records Checked. CH, our excellent Welfare Officer, is fully trained and reports that no issues have been raised in the last year. NA is also fully trained as part of his LTA accreditation. Members can contact either CH or NA at any time, or the LTA. All details are on the new dedicated 5 Minimum Standards noticeboard and on the Club website. Thanks again go to RF for pulling all the policies and registration together.

(JT) Treasurer’s report, including accounts and projections:

JT had circulated the full pack of accounts and projections to all Members before the AGM, and at the meeting he comprehensively covered a review of the annual accounts for the year ended 30 September 2018, which have been approved by the Chairman on behalf of the Committee and independently reviewed Andrea Law. JT also provided an updated cashflow projection for the next 5 years (Oct 2018 – Sep 2023), with a focus on the expected timing and cost of replacing the 4 astro courts. Other items were also covered including the Statement of Receipts and Payments Schedule, which was reviewed on a like-for-like basis. The overall picture is that Receipts for the year were £25,242. This compares to £27,820 for previous year, down by £2,578 (9%). Payments for the year were £16,897 compared to £15,379 for the previous year, up by £1,519 (10%). Surplus for the year was £8,344 compared to £12,441 for the previous year, down by £4,097 (33%). In terms of costs, there were timing issues including a concentration of costs for floodlights in this financial year and that leaves electricity, one of the largest expenditures, as the main item that is structurally up and still rising. It was noted however that RF had managed to get >£500 compensation from Scottish Power for their account management errors. The reductions in revenue are individually smaller amounts spread around different categories including sponsorship, bar profits and visitor fees. The main message is therefore that the Club is stable, financially well-run but would benefit from additional members as the facilities have the capacity. The Club should also concentrate on revenue generation as part of its development Action Plan.

JT noted that the 5-year forecast is important as it allows the Club to plan any significant upcoming capital works, in this case the replacement of the 4 astro courts. The likely replacement date has been pushed out by 12 months to Spring 2021, however it was still believed that the current surface should last longer, and Spring 2022 would be a more realistic date to target. The LTA models have backed up our cost estimate of ~£100,000. JT referred to the risks of remedial works being needed to the sub-surface below the astro courts,

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which could take time and considerable funds. He highlighted that a group of knowledgeable individuals would be needed to ensure history was taken into account and the best decisions taken. Once the replacement works start, there will no choice but to do what is required. Andrea Law asked if other funding sources would be considered, and JT confirmed that they should be as this was a way of protecting the Club by ensuring a cash reserve was always in place.

The members clearly appreciated the clarity and detail of JT's report and gave him a round of applause.

(HF) Membership update:

HF noted that the report related to the membership year (April 2017 to March 2018) and was therefore not directly reconcilable to the Club financial year. It was noted that the subscription rates were not increased from the previous membership year.

The early renewal discount was again a success, with 143 Members taking advantage. 37 new Members have joined during the year, double the incoming number from the previous year. Adult subscriptions are up by £383, and the Family category is also up by a similar amount. The number of Junior members has increased by 11, which also represents an income increase, and the non-member surcharge has been a great success, bringing in £1,226 to the Club. Overall the membership picture is stable to positive, with the Open Day having generated a number of additional adult memberships. A concern continues to be our ability to retain Juniors and bring them through to Adult memberships in due course. It is hoped that Elevate will prove to be a great partner in this regard.

HF confirmed that the membership form continues to serve a purpose in terms of the Members giving their commitment to current terms and conditions, and that new data privacy processes have been worked in. No changes to membership categories are currently envisaged for the 2019/20 year, with the final decisions to be made in February as usual.

After her report, HF received a round of applause from those present.

(NA) Coaching Report from Elevate Tennis Coaching:

NA ran through the current coaching programmes, which is already quite extensive and covers Juniors from aged 3 to 18, and Adults. Junior numbers have declined vs. previous years however, with Elevate now in place, the expectation is that participation should start to build once again. School holiday camps are a very competitive area now, but active promotion and positive word-of-mouth references certainly help. As with Club membership, social media is also increasingly influential to recommend coaching and camps.

A new coaching programme will go live in the spring of 2019 including, for example, Junior team tennis and ladders. The target of 20% uplift is certainly attainable and the team are encouraged by the quality that the Club is producing from the Junior ranks and the prospects for the year ahead.

(CG + RF) Committee and Member proposals:

The following had been e-mailed to Members and posted on the Club noticeboard in advance in accordance with the Club Constitution-

The following Proposals have been sponsored by the Committee (C):

Proposal C1 - The Committee proposes to remove the specific reference to the Junior Representative as a member of the Management Committee. As a result of strengthened regulations, for instance Anti-Money Laundering, the Management Committee is an increasingly formal role as regards external requirements, including insurance, LTA and HMRC. The four core roles, as operated over the last three years, are Chairman, Hon. Treasurer, Hon. Secretary and Membership Secretary, and these are expected to be able to sign documents on behalf of the Club and, as one example, pass the Fit and Proper Persons criteria.

The Junior Representative remains an important part of the wider Committee, and the number of Committee members will remain at a maximum of ten.

It should be noted that, per the Constitution, several decision-making rights sit with the Management Committee. In the event of a split decision, then the Chairman will have the casting vote.

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RF explained that after a discussion with SG (as Trustee) and CH, the proposal had been amended. The essence remained the same i.e. to remove the Junior Representative as one of the main roles and make it clearer that those people that hold the four core roles would be named where needed for financial and regulatory requirements, and that those persons must be able to pass the Fit and Proper Persons criteria. The final element, which refers to the Management Committee, is already consistent through the Constitution and hence no amendment is needed.

The following Proposals have been received from Members (M):

No Member Proposals had been received by the deadline for submission of 17th November or were raised at the meeting.

(CG) Election of Officers:

It was noted in the meeting notice that the following Committee roles are currently vacant

Management Committee roles per Constitution: Hon. Secretary.

Other: Junior Representative, Maintenance Organiser.

No nominations having been received for vacant roles and there having been no response from the meeting to the earlier advice that the Chairman, Treasurer and Membership Secretary would be stepped down, no explicit Election of Officers was deemed necessary.

Any Other Business:

SC asked that Members use their social media accounts to like CIHLTC and invite friends to the same. These all add to the Club's favourable ratings, as do positive reviews, which then appear to prospective new members.

SG suggested that the Club should mailshot the new houses being built in Heathfield, and AH-T asked that the Committee consider a Two-Adult-in-a-Household discount for the new membership year. AH-T also mentioned that Crowborough are adding a weatherproof bubble to their facilities.

The Club will hold its annual Christmas social evening on Saturday 8th December 2018.

There being no further matters, the meeting closed at 21:20hrs.