

General Meeting - 20th February 2017

Gosford Tennis Club

- 1) **Attendance :** R. Devivo, R. Eldridge, C. Lees, T. Haworth, M. Vaughn D. Campbell, C. Spence, R. Gardner, Lyn, **Apologies :** K. Lees (Sec), P. Campbell, J. Woodward, C. Ryan
- 2) **Minutes of Previous Meeting :** Minutes available however it was decided that they would be tabled at the next meeting for approval.
- 3) **Business Arising :**
Due to time pressures it was decided to carry over business arising until the next meeting.

5) Reports :

1) **GM Report :** (Report provided separately)

2) **Treasurer:** (Report provided separately) Currently in GDTA bank accounts. Operating account \$34,054, Capital Works fund \$65,146. Looking into producing a monthly P&L and actual v budget which will be a YTD report moving forward. Note that these are a work in progress with the accountancy firm given that they had some issues with links to mind body and there are some missing revenue/expenditure items, that should be rectified for next month. We also have outstanding monies owed to us – ANZ - \$5,000 sponsorship for the January tournament, and IFS Term 1 court hire - \$6,600. Concern raised over the accounting systems in place. Need to improve as we move forward.

Grant submitted for \$45,000 for upgrading of lighting through council

Other Possible sources of funds for capital improvement works

- \$80,000 available for a low interest loan
- \$10,000 transiting of ownership
- \$35,000 from tennis Australia National court rebate (2016/17)
- \$65,000 possible for Australia National court rebate (2017/18)

Motion : To apply for \$80,000 low interest loan from Tennis Australia.

Proposed : T Haworth Second : R Devivo Carried

Motion : To accept treasurers report.

Proposed C Spence Second D Campbell Carried.

2) **Ladies Mid Week :** Terms of reference tabled for approval of the committee. Rob Devivo to scan to distribute to members for consideration and approval at the next meeting. Round robin to be held on the 19th April, however due to conflict with AMT Platinum tournament, now playing at Terrigal. Issue raised that on Wednesday 15th players arrived and 9:15 and centre was not open. Request to have staff at courts manned from say 8:30 if chance of rain so notification can be issues. A request was made for tables to be arranged for ladies lunch prior to arrival and fridge to be turned on for lunches. Comments made on bins overflowing and rubbish lying around centre. Membership for ladies mid-week still seen as an issue, view that a figure of \$30 to be a member would be suitable. Ladies looking for a membership list with information to claim membership back from ITS. Committee to request money back from ITS. Semis and Finals for ladies mid-year will require 8 courts and car park to be monitored on the day. Court 12 still has bump, Court 13 has a tear. Concern on

parking both start of the day and children around during pick up times etc. Comments that the open day went very well and the committee chipped in and was very much appreciated. Work for the dole and other employment opportunities with subsidies attached

6) General Business :

A number of issues were raised for the attention of the General Manager including:

- Umbrellas left out leaving place untidy.
- Phone call re comp on Saturday afternoon. Questions asked and after 2nd call no answers provided.
- School boys tournament courts locked up with no one here.
- Rubbish lying around, general clean up required.

Membership questioned in relation to change from agreed to free membership. The committee needs to see a plan of the membership proposal. Concerned raised over the changing (removing the membership fee) without consultation. Need to hold a session to discuss membership. Meeting to be held Monday 27th at 7:30. All committee members welcome. GM to present cash flow and business plan and current situation for committee to decide if plan is acceptable.

Adam Renfrey, TNSW Places to Play Manager, Shaun Mulraney TNSW Facility Operations Manager, and Steve Marquis, TA's Venue Sustainability Manager, will be visiting the Tennis Club at 11am this Wednesday and finishing up at 1.30pm. Adam has suggested the following agenda:

- Forecast infrastructure spend/funding
- Development priorities for the site
- New business transition - GDTA

They have a meeting with Central Coast Council in Wyong at 2:30pm, which was confirmed Friday. There discussion will be as a reintroduction from Tennis NSW/Australia and picking up where we left off in relation to leasing/license policy for broader Gosford/Wyong. Given it is a working day I am not expecting all committee to attend however if you would like to attend and have questions to ask of Adam, Shaun and Steve you are more than welcome to join at 11am in the Committee room. We can update those who can't attend the meeting at our next Committee meeting on Monday 13 March.

Report included from a meeting between Rob Eldridge Tony, Murray and Peter

As discussed, Rob E, myself, Peter and Murray met last Friday to discuss where the current business was tracking, what's working and not working, and revenue/expense numbers. In a short summary we were advised by Rob E:

- *Strong enquiry levels – first 3 weeks registered 300 new people, and to date there are approx. 1090 players registered through the club*
- *About 30% of membership has been somewhat confused by the handover and messages emanating from ITS*
- *January tournament and Open day in Feb, received positive feedback and there were minimal issues – more around catering etc. Preparation for tournaments were all consuming and placed the team on the “back foot” in terms of planning for coaching and tennis competitions*
- *JDS and the recent Sydney north tennis day could have been planned better and some aspects of existing plans weren't executed.*
- *Issues around blurred lines between Committee and Operator*
- *Lack of qualified staff to handover existing processes and procedures and as such had to start from scratch. Some staff weren't experienced enough to handle level of enquiring placing this back to Rob E for responses.*

- *Coaching has not had the success they thought it would have had given local publicity surrounding Nathan, with take up levels at only 50% of where they wanted to be. There is a lack of qualified coaches on the Coast to target, although Tom Burton will soon join Nathan to assist.*
- *Both Alex Silcox and Brendon Potter will only be around for the next month or 2 as they are both undertaking university studies. This is going to create some further holes with staffing.*
- *No new marketing given time constraints around managing existing client base*
- *Lack of actual roles and responsibilities within the team*
- *Competitors to the business are IFS, and other smaller tennis centres that are located closer to players. This is impacting on the pricing models that Rob is working through – membership value etc.*
- *The website needs significant improvement (which I have some ideas for)*

Given the above several areas were identified by the group as critical requiring major work over the next 2-4 weeks:

- 1. Implementing proper job descriptions, roles and responsibilities for each position within the club. For a high-level view refer to page 12 of the tender document of how the management structure was to work. I have attached work that was completed for Rob E's role for your reference, although I don't have Marnie and Nathan's.*
- 2. Establishing processes, planning, procedures for each task and having this in a common manual easily assessable to staff. This includes checklists and to do lists for upcoming tournaments, competitions, events, etc.*
- 3. Planning for staff rostering, the next 3-9 months, such as league and club championship events, sales meetings, staff training etc.*
- 4. Communication schedule for members*
- 5. Stock control management*
- 6. Outline key strengths as to why players should come to Gosford and become a member for marketing purposes?*

I had raised with the guys both your offers to come in and assist Rob in getting the above completed, which they all indicated was very generous of you both to provide. I am therefore asking if this is something you could assist and support Rob with over the next 2-4 weeks with. If you would be able to assist, we would raise this at tomorrow night's committee meeting and we agreed that we would compensate you both, say as a consultant/honorarium for 4 weeks – let us know what you think it will cost?

Happy to discuss further, however if we get this all OK from the committee we can get you to start working with Rob this week.

Discussion was held re the above with R Eldridge to take all information on board. In relation to the offer of assistance Rob Eldridge felt it would be of benefit to wait approx. 1 week and then discuss.

Discussion was held that an increase in the hours of the maintenance role was required to ensure the centre was kept as a satisfactory level. It was proposed that Maintenance resource to be increased to 38hours per week. Discussion was held in relation to the purchase of lawn mowing equipment (ride on, push and whipper snipper).

Motion : Approval for maintenance resource hours to increase to 38hours per week.

Proposed : T Haworth Second : R Devivo Carried

Motion : Approval for purchase of lawn mowing equipment to the value of \$6,000.

Proposed : T Haworth Second : C Lees Carried

Meeting closed 2300hrs. Next meeting Mon 13th March