

# IVYBRIDGE TENNIS CLUB

## ANNUAL GENERAL MEETING – Tuesday 26 March 2013 at 7pm

A COMPANY LIMITED BY GUARANTEE (Trading as South Devon Tennis Centre)

REGISTERED NO. 2057662 (ENGLAND AND WALES)

REGISTERED OFFICE: South Devon Tennis Centre, Erme Playing Fields, ERME ROAD, IVYBRIDGE, PL21 9ES

<b>Present:</b> Bernard Clarke Nell Clotworthy Rhys Dunsford Anne Glancy Peter Glanville Will Gurney Annie Haigh Nick Haigh Sally Hitch Steve Hitch Verity Holdsworth Julie Hulett Lydia McClure	Sarah Owen Geoff Parlby Barbara Parton Howard Parton Deidre Pope John Pope Penny Punch Nikki Reid Jennie Richardson Ben Semmence Brian Simpson Richard Soper Alan Strowger Dulcie Wellard	Nicola White Les Youens
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### MINUTES OF MEETING

<b>Intro</b>	Nell Clotworthy opened the meeting by welcoming those present and introducing herself and other members of the Committee.
<b>1.0</b>	<b>Apologies for absence:</b> Andy Coombs, Di Glanville, Peter Ward, Jane Elmer, Jenny Kitcher, Mark Owen, Maria Coveney, Jill Miles, Sheila Fisher, Brenda Sleaman, Ron Coles, Rob Thomas, Mike Tong, Mark Cleary, Gina Hay, Graham Hay, Vanessa Walker, Bobby Barclay, Martin Johnson, Liz Trotman, Francis Trotman, Ann Gerken, Amanda Sinclair.
<b>2.0</b>	<b>Minutes of AGM held on Tuesday 20 March 2012</b> – Correction to Item 13 which should read ‘She outlined Steve’s continuing role with the Club and proposed that he become Honorary President which was seconded by Ron Cole.’ Alan Strowger confirmed that he would remain as Company Secretary until a replacement is found. The minutes were proposed as accurate by Peter Glanville, seconded by Jennie Richardson and Barbara Parton.
<b>3.0</b>	<b>Chairman’s Report</b> – Nell Clotworthy commented on the improved cost efficiency of circulating all information to members electronically and read her report (attached Appendix 1). Following this she was congratulated on her achievements during the past year and the questions below were raised:- <b>What was the total membership and how did it compare to 2003?</b> – there are currently 243 members by comparison to 400 members in 2003, however Steve Hitch felt that 2003 was an unrealistic comparison as it was the time that the new indoor centre opened, since then membership has remained constant at around 200-250 and currently membership is up on previous two years. <b>Had the reduced subscription attracted more members?</b> – Verity Holdsworth confirmed the club is getting 1-2 new members each week across all categories. John Pope stressed the need for more manpower from within the membership to help market the club more actively and increase membership. <b>MyCourts system</b> – Nell said that historically data was difficult to analyse but that the new system was now providing accurate information and could be analysed effectively but hadn’t yet been in place for a full year. She said that the aim of all the changes made during the previous year were to provide a springboard for growing the Club. Alan Strowger congratulated Nell and the Committee on their hard work and achievements during a difficult year. Chairman’s report was proposed for approval by Annie Haigh and seconded by Dulcie Wellard.

4.0	<p><b>Team's Report</b> – Nikki Reid (Ladies Captain) said that all 4 ladies teams in the P&amp;D had ended the season in a promotional position with teams A, C &amp; D finishing as runners-up and team B winners of their division. The men's teams had produced more mixed results but Ivybridge B had been promoted.</p> <p>She thanked the Team Captains, Paul Butcher, Ben and Laura for their help and support during the season and confirmed that she will be remaining as Ladies Captain in the forthcoming year.</p> <p>Nell Clotworthy confirmed that Jason Vosper had resigned as Men's Captain and would be succeeded by Rhys Dunsford. She gave special thanks to Jason Vosper and Nikki Reid for all their hard work during the previous season.</p>
5.0	<p><b>Treasurer's Report 2012</b> – John Pope presented the report in Appendix 2. He summarised by saying that while income from subscriptions was down due to the reduced fee – court fees were £2000.00 up. The margins need to be improved on bar food, and that inflation was responsible for the rise in wages, heating, maintenance and renewals etc. The net result was a loss of £1800 but he had every expectation that the Club would break even next year.</p> <p>He reported that £180,000 is still owed on loans and highlighted the need for the Club to maximise its income. Following his report the following questions were raised :-</p> <p><b>How much was being made at club sessions from those members not on all inclusive memberships?</b> The figure is incorporated in court fees but could be separated out if need be, only members attending at least two club sessions would benefit from inclusive membership. The philosophy was to pay for what you play – not to compensate for reduction in subscriptions.</p> <p><b>How much was currently in bank account?</b> £25,000 in bank account at moment and a big cash month due in April, but more money needs to be saved to create a sink fund. Alan Strowger felt that to generate enough income for the club to be viable and to create a sinking fund then extra income would need to be generated in some way – either from increasing court fees or membership subscriptions.</p> <p><b>Was the Club sustainable going forward?</b> Yes Club is financially viable but what would be the best way forward to make it sustainable for the future and could donations from members be considered? Alan Strowger suggested a minimum figure of £15,000 a year should be put aside to create a sink fund.</p> <p><b>Was less income being generated from non members?</b> Verity Holdsworth confirmed that income generated from non members was down on this time last year.</p> <p><b>If court usage had gone up why had court income gone down?</b> John Pope confirmed that court fees are £2500 up on this time last year, with the new systems in place accurate data will be available by this time next year, accurate analysis is made more difficult by the reluctance of some members to use the computerised systems.</p> <p><b>Could a member of staff attend the Diploma and Management Studies course at Plymouth University?</b> Verity Holdsworth explained that the Club is currently run by volunteers, most of whom also have full time jobs or are retired and that the Club is not in a position financially to employ a Manager.</p> <p><b>Could £1500 a year be saved by getting rid of the vending machine?</b> This had been considered but during busy times and tournaments it takes pressure off bar staff and the figure of £1500 also included the coffee machine behind the bar.</p> <p><b>What cash is available in bank at moment over and above operating capital?</b> £15,000.</p> <p><b>Was the new computerised system worth it's cost?</b> Verity Holdsworth said in her opinion it was and that it is constantly improving and evolving. John Pope felt that it was the only way forward and that the convenience factor alone would attract new members. He was disappointed that 54% of the current membership still did not have an online account and were paying in reception for products used, this incurs increased administration costs for the club and makes analysis of income streams more difficult. It was suggested by a member that a fee of £1.50 should be paid by those at club sessions not paying online to cover extra administration costs.</p> <p><b>Were yoga classes going to resume?</b> Teacher is currently on maternity leave.</p> <p><b>Could more companies advertise within the tennis centre to generate more income?</b> Certainly if more help from the membership was forthcoming in recruiting such companies.</p> <p><b>In summary</b> – Nell summarised by explaining that next year's accounts would be much more interesting as by then the new system and products would have been in place for a full twelve months, she also confirmed that the LTA are very positive and supportive re the changes.</p>

	The Treasurers Report was proposed for approval by Howard Parton, seconded by Nick Haigh and passed unanimously.
<b>6.0</b>	<p><b>Appointment of Officers for 2013/2014</b></p> <p><b>Chairman</b> - No nominations were forthcoming so Nell Clotworthy said that she was prepared to remain in position for another twelve months, proposed by Verity Holdsworth and seconded by Sally Hitch.</p> <p><b>Treasurer</b> - Nell confirmed that John Pope had resigned from position of Treasurer and thanked him for all his hard work during the past year. There were no nominations forthcoming from the floor and she asked all members to consider whether they could help with this vital role.</p> <p><b>Club Secretary</b> – the role was described as being the person who actions the decisions made by Committee but was no longer a vital role as Julie Hulett does the Minutes and most communications are now done electronically.</p>
<b>7.0</b>	<p><b>Appointment of Committee for 2013/2014</b></p> <p>Nikki Reid, Sarah Owen, Nicola White and Annie Haigh would remain on the Committee with the addition of Rhys Dunsford as a new member.</p> <p>Proposed by Geoff Parlby and seconded by Bernard Clarke and passed unanimously.</p> <p>Nell expressed her disappointment that the Committee is not supported in its role by the general membership and therefore the huge potential of the Club is not fully realised.</p>
<b>8.0</b>	<b>Appointment of Team Captains for 2012/2013</b> – Nikki Reid to remain as Ladies Captain and Rhys Dunsford to take over role of Men's Captain, proposed by Peter Glanville, seconded Sally Hitch.
<b>9.0</b>	<p><b>Approval of Subscriptions for 2013/2014</b> – the Committee were proposing a 5% increase on subscriptions - after much discussion regarding the affordability of tennis for members who play mainly club sessions and those who don't the 5% increase was proposed by Steve Hitch, seconded by Peter Glanville and passed unanimously.</p> <p><b>Syndicate payments</b> – a member expressed concern that non members are sometimes charged incorrectly when playing in syndicates – Nell Clotworthy confirmed that this problem would be addressed before the new season started in September and that the new syndicate rates would be decided at the next Committee meeting.</p> <p><b>Court rates</b> – No increase in court rates was being proposed in order to keep tennis affordable and attractive to prospective members. There were various comments from the floor :-</p> <ul style="list-style-type: none"> <li>• 'non club session' playing members would be penalised by an increase in court rates and the club session fee should also be increased accordingly.</li> <li>• Historically the club membership was sustained and increased by the availability of 'free' club sessions.</li> <li>• A flat rate increase of £10.00 should be made across all types of membership.</li> <li>• Band A prices are correct but other bands could be increased.</li> <li>• Visitor fees should be increased by more than 5%.</li> <li>• Concerns that income from non members would fall if further increase in their fees.</li> <li>• If club wants to create a reserve fund then court rates must be increased by at least 10% as the 5% increase in subs alone would only amount to an annual increase of £1500 which is not enough and would lead to members being asked for loans in the future.</li> </ul>
<b>10.0</b>	<p><b>Company Annual General Meeting 2012</b> - Alan Strowger explained that the Company is Limited by Guarantee but does not have to put Ltd in title as it is non profit making. Most of the items which need to be discussed at the Company AGM have already been covered at the Club AGM and it is therefore acceptable to use the proposers and seconders from the Club AGM.</p> <p><b>Appointment of accountants</b> – reappointment of existing accountants was proposed by Verity Holdsworth and seconded by John Pope.</p>
<b>11.0</b>	<p><b>AOB</b></p> <p>There being no further business the meeting was declared closed at 9.05pm</p>

## APPENDIX 1

### Chairman's Report March 2013

Welcome to you all. I shall tackle this report by relating it to the 2012 Committee objectives which were influenced by the turn of events regarding the LTA loan.

**Background;** In order to build these wonderful indoor facilities, the club secured an interest free loan with the LTA in 2003 of £311,025 to be repaid over 15 years. The first of these payments commenced in 2005 in the form of two annual payments of £10,365.50 (£20,735 per year). The club, as the only local indoor facility, flourished over the next few years, as did the economy. However, in 2011, the committee were in the position of having to default on a repayment due to the poor cash flow of the club. At this point, Steve Hitch approached the LTA to discuss rearranging the repayment scheme.

The LTA agreed to the changes which Steve proposed, which was to extend the loan (by now down to £176,247.50) to 2026 and thereby reducing the annual repayments to two lots of £5874.92 (£11,749.85 per year). Part of the negotiation with the LTA was that the club had to implement some changes.

I shall list the changes and how the committee and club has done;

- 1. Increase membership, perhaps by reducing the membership rates (a gamble but one which the LTA were prepared to support) – Achieved, see below**

#### Analysis of members by year joined

memberCategory	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	Grand Total
(1) Adult	35	5	3	6	1	4	12	2		20	4	92
(10) Mini U11										9	4	13
(11) Junior U18	4		2	2	2	5		2		15	3	35
(2) Adult Inclusive					2		2					4
(3) OAP	32	2	5	3	3	2		4	1	4	1	57
(4) OAP Inclusive	2				1							3
(5) Young Adult U24	2							1		2	1	6
(6) Overseas Adult		1	1							3	1	6
(7) Country Adult	1						1			2		4
(9) Associate Member										7		7
Honorary	1											1
Newbie										6	9	15
Grand Total	77	8	11	11	9	11	15	9	1	68	23	243
Total Full Adult Members	69	7	8	9	7	6	14	6	1	24	5	156

We have indeed recruited new members and have a new category of membership, Newbie, which is beginning to attract new members

- 2. Increase court occupancy – Achieved, see below**

Will Gurney did quite a labour intensive analysis of court occupancy prior to the online booking system via the paper booking system and worked out about 55%

Court Usage MyCourts	
Date from	01/08/2012 to 24/03/2013
Start times from	1900 to 2000 (inclusive)
Weekdays	Mon, Tue, Wed, Thu, Fri, Sun,
Courts	Indoor
Bookings	1868
Availability	2424
Usage	77.1%

Court Usage MyCourts	
Date from	01/08/2012 to 24/03/2013
Start times from	900 to 1600 (inclusive)
Weekdays	Mon, Tue, Wed, Thu, Fri, Sat, Sun,
Courts	Indoor
Bookings	9275
Availability	14160
Usage	65.5%

Court usage would appear to be up using these samples above. MyCourt's court analysis is an excellent tool for projecting quiet court times which could be marketed for the benefit of the club.

### **3. Develop a contract/agreement between The Club and TennisMad – Achieved, see notes below**

Paul Butcher has been the Senior Coach at this club for many, many years and had recently formed a partnership with Ben Knight producing TennisMad. The Club has worked with either Paul or TennisMad for many years on a handshake and goodwill. The LTA were clear that a contract was necessary for both parties. This process has been achieved and we are delighted that the partnership between The Club and TennisMad is now on a formal footing.

TennisMad are not employed by The Club and a lot of their core business is through hiring court space from the club and providing Junior coaching. Now that the contract is signed, The Club now pay TennisMad £3,000 per annum. They in turn provide these services for the club; supporting the club in providing the club tournament's organisation, running the Aegon junior and senior teams, providing Adult and Individual coaching, supporting and encouraging the Newbie membership organising and running the two large (Easter and October Half Term) tournaments, supporting one club session per week with a coach and organising 3 social events a year.

We really look forward to working with TennisMad in the coming years.

### **4. Redesign the composition of the committee with defined roles – Partially achieved**

I took over as chairman from Steve Hitch and John Pope become treasurer (essential role needed by the club), with Nikki Reid as ladies captain, Verity Holdsworth (paid) as accountant/bookkeeper, Julie Hulett (non voting committee meeting secretary), Nicola White, Annie Haigh and Sarah Owen (soon to be membership secretary) as committee members. Barbara Robillard has been a member but has recently resigned. John Pope will also resign following the AGM. Steve Hitch occasionally attends the meetings in a non-voting capacity.

The committee NEEDS further members in the following roles;

**Treasurer**                                      Essential

**IT/Webpage secretary**                      Not a difficult role for a member with these skills (quite hard for me!)

**Bar Committee**                              *Club Rules;              14.1 Purchase for the Club and supply by the Club of              intoxicating liquor shall be in the absolute discretion of the Bar Committee which shall be elected by the Management Committee from among such of its members who were elected at the Annual General Meeting*

**Social Secretary**                              Perhaps identify club members to assist in arranging social events

**Marketing Secretary**                              Perhaps identify club members to assist in identifying projects

If you have skills in these areas and would like to develop the club in these areas, please volunteer.

## **5. Maintain court space for casual booking – Partially achieved**

We have tried to avoid booking out all four indoor courts in advance, ie to syndicates, block bookings. The LTA suggested that it is off putting to potential members if they cannot access courts, especially in the desirable booking times. We failed to achieve this on Wednesday evenings 7pm-8.30pm and with some block bookings. We have opened up Thursday evenings to members by altering the Hit and Hoppers (now Newbies) evening to a Friday.

## **6. Attract Members new to tennis and younger players – achieved**

New membership categories of Newbie and Under 24 plus cheaper U18 and U11 memberships. We have also introduced a Newbie and family club session time on Saturday 12.30-2pm

## **Summary**

This has been a year of considerable change and hard work by the small committee. This wonderful club has a very strong, loyal membership and the club is beginning to attract new members. We have reduced the membership rates and have provided many varied products to suit the wishes of the membership (eg club sessions, syndicates, singles and doubles box leagues, team tennis, Adult Coaching opportunities). We are working hard to maintain this tennis at affordable prices.

John will expand on the financial situation of the club, but we are aware that we are failing to establish a pot of money necessary to replace the indoor carpet (in pretty good nick at the moment) and to clean and re-spray the outdoor courts (estimated at between £14-£16K).

We are not making full potential of the club and could generate more money via different income streams (advertising space, rental space, marketing unsold court space, marketing the club, marketing children's tennis parties, social events). In order to achieve this, we need more volunteers on the committee, more of our members (you?) to help create a financially stronger club.

Thank you to Richard Soper (for his on-going “handyman” repairs around the club), Ben Semmence (for his outside maintenance work), the entire committee for all their efforts, to TennisMad and to the daily work of the excellent Duty Staff (Jean, Becky, Nicole, Ali G, Steff, Ali B and guest appearances from Sharon and Kelly). Also thanks to Steve Hitch and Alan Strowger for their on-going support and advice

I am prepared to continue for one more year as your Chairman if elected, however I am a somewhat reluctant Chairman. This is an important role and one which could help realise the great potential of this club but would ideally suit someone without a full time job, a large demanding family and living closer than 23 miles away – could this be you? If it is, please ensure you are nominated.

I hope that you all continue to enjoy your tennis in the coming year.

**Nell Clotworthy, Chairman 2012-2013**

## APPENDIX 2

### Ivybridge Tennis Club Profit and Loss Account

	2012	2011	Better Worse
<b>Trading Income</b>			
Subscriptions	28,726	38,752	-10,026
Syndicates	15,946	17,129	-1,183
Court Fees	26,660	27,345	-685
Tennis Mad Court Fees	29,458	20,190	9,268
Other Coaching Court Fees	2,991		2,991
	<b>103,781</b>	<b>103,416</b>	<b>365</b>
<b>Profit (excluding staff costs) on:</b>			
Matches & Tournaments	4,079	3,214	865
Bar Sales	8,728	10,308	-1,580
Vending Sales	833	1,809	-976
Food sales	6,051	7,062	-1,011
Sales of clothing and balls	873	-1,130	2,003
Social Events	330	84	246
	<b>20,894</b>	<b>21,347</b>	<b>-453</b>
<b>Other Income</b>			
Rents Received	3,981	4,057	-76
Interest Received	29	2	27
Sponsors and Advertising	730	879	-149
	<b>4,740</b>	<b>4,938</b>	<b>-198</b>
<b>Total Income</b>	<b>129,415</b>	<b>129,701</b>	<b>-286</b>
<b>Expenditure</b>			
Staff Costs	44,505	43,201	-1,304
Coffee and vending machine hire	2,172	2,165	-7
League and Affiliation Fees	800	1,418	618
Ground Rent+ water rates	8,135	8,382	247
Insurance	5,837	5,987	150
Light and Heat	16,638	14,808	-1,830
Telephone	1,132	1,089	-43
Post and stationary	646	1,288	642
Advertising	365	202	-163
Computer Maintenance	2,516	1,692	-824
Repairs and Renewals	6,930	4,873	-2,057
Laundry and cleaning	3,215	3,422	207
Licenses & subscriptions	950	928	-22
Accountancy & Book Keeping	8,850	8,800	-50
Bank Charges	3,242	2,245	-997
Sundry Expenses	196	457	261
Coaching Fees	1,125	1,500	375
<b>Total Expenditure</b>	<b>107,254</b>	<b>102,457</b>	<b>-4,797</b>
<b>Profit / Loss before depreciation</b>	<b>22,161</b>	<b>27,244</b>	<b>-5,083</b>
<b>Depreciation</b>			
Short Leasehold	32,837	32,837	-
Grants Amortisation	-36,255	-36,255	-
Fixtures and Fittings	1,448	1,703	255
Playing surfaces and lighting	25,954	25,954	-
	<b>23,984</b>	<b>24,239</b>	<b>255</b>
<b>Profit / Loss for the year</b>	<b>-1,823</b>	<b>3,005</b>	<b>-4,828</b>