

LANSDOWN TENNIS, SQUASH AND CROQUET CLUB LTD
MINUTES OF THE COMMITTEE MEETING HELD ON
THURSDAY, 5th SEPTEMBER 2019
Start Time: 7.00 pm

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| Present | Jeremy Goulding (JG) | President |
| | Andy Ewings (AE) | Chairman |
| | James Scully (JS) | Deputy Chairman |
| | Mark Groves (MG) | Treasurer |
| | David Barnes (DB) | Fabric Manager |
| | Christ Bannister (CB) | Tennis Secretary |
| | Julian Moore (JUM) | Squash Secretary |
| | Howard Groves (HG) | Croquet Secretary |
| | Claire Ackerman (CA) | Social Secretary |
| | Jill Kingaby (JK) | Committee member |
| | Jean Wilson (JW) | Committee Member |
| | Jeremy Labram (JL) | Committee Member |
| | Philip Torjussen (PT) | General Manager |

1. APOLOGIES

There were no apologies for absence.

2. MINUTES FROM PREVIOUS MEETING

The minutes were accepted as a true reflection of the meeting.

3. MATTERS ARISING

There were no matters arising.

4. CHAIRMAN'S MATTERS

Office Review

AE went through what had been done on the GM and Office Review. Meetings were productive, with measurable outcomes which were agreed. There were detailed minutes from at least two of the meetings with JG. He will keep you updated on the review meetings.

JW asked if a quarterly report would be too much and that just an annual one would be sufficient. Is this a bit of a work overload? JS confirmed that appraisals took place in his workplace on a quarterly basis.

The challenge was to put things in place to ensure that everything is included. Review is not just against what we are looking at but that the measurables could be altered. JW just wanted to make the point that too much time could be spent on reviews. AE didn't want to leave everything for a whole year.

JL felt that he wasn't sure on the roles and responsibilities of the office and then to have a view on how it is dealt with. The office is so open and there are all kinds of things that are off loaded to the office. Are the members aware of what should be done?

AE advised that it was in the job description to make members feel welcome. He confirmed that he didn't want to get rid of that but we do need to concentrate on particular jobs and they need to be done. JL requested again that we needed to define the roles of staff - and the committee. He suggested that a Members Rep be recruited that could take some of the pressure off the office.

JL asked if it was an appraisal that was sent out? Did we need to know what was being said? AE confirmed that it had come about from a previous committee.

JL suggested that a sub-committee be set up to clarify the roles. AE agreed to work with JL on this.

ACTION: AE and JL

JG thought that all did a good job on the review. It was all different when Finley was Chairman. It was necessary to have feedback and regular updates and reviews. DB confirmed that it was important to act on behalf of the members.

Bar Review

AE, JS and CA had been working with Jo and PT and had a number of meetings. All had agreed to a phase 1 which reduced some staffing hours and this came into being on 2nd September. It was hoped that a saving of between £10K to £15K a year was possible. The situation will be monitored for 'pinch points' and adjusted accordingly. PT gave an update on how the process has gone and asked all the committee to please be careful with what is said outside of the committee meetings.

Phase 2 would be to look at the products that we provide. This was to see if anything needed 'tweaking'. Were there alternatives that could be sold at better margins?

PT raised the matter that at some times, there were staff that were working on their own which was potentially a health and safety issue. PT to investigate further if this is an issue that needs to be addressed.

ACTION: PT

Padel Tennis

A few members had mentioned to AE how Padel Tennis could help transform the Club with greater numbers and revenue. He understood that the LTA are behind it. He suggested that the TSC look at it as it could help to retain or drive members. JL confirmed that it was massive in Spain and Portugal but the difference was that it didn't rain there! It would be good for squash members to extend their membership and was a versatile thing to look at.

AE suggested that a working party be set up to look at it. JG said that there was a court in Bristol. It was requested that PT send a link to Padel Tennis with these minutes so that everyone could look at it asap.

It was agreed that it would be good to understand how it works well for the clubs who have it installed. West Hants Club was mentioned. The subcommittee would come back to the main committee with a business plan and we should have an aggressive approach to doing it - it would be good to be the first club involved in the area. TSC and TT Tennis should also be involved. JL suggested that there will be a sacrifice involved in some way for some people.

MG said that if we were installing new courts and we needed an EGM, we would need to get our skates on if it were to be achieved before next spring.

ACTION: PT, J & MG

Links: (<https://www.youtube.com/watch?v=tGesVMH-Wrs>,
<https://www.youtube.com/watch?v=vf387MHwSOY>, <https://www.youtube.com/watch?v=ALMJHkxpayE>)

5. SUB COMMITTEE UPDATE

Marketing:

PT gave an explanation of what had been done recently. A 'free of charge' membership where prospective members were offered free coaching and tennis/squash with a good 'deal' to have full membership at the end. It was agreed that any deal would be ratified by the Chair and Treasurer.

JL agreed that it would be good to have a 'try before you buy' arrangement.

HG asked if Croquet should also be involved and asked if the marketing committee could assist with this? This was agreed.

ACTION: PT, CA & HG

Governance

No action as yet but after next month, JG would get this looked at with Joan McLoughlin. JL said that we needed to look at what is applicable for 'today'.

ACTION: JG

Development

JK gave a review of what the DSC had been looking at. AE said that with us working with Elite Squash, we should perhaps be promoting the sport with them. AE and JG both agreed that we couldn't justify, at the moment, the expense of improving the Squash court area when we have the best courts in the area - why do we need to do it?

PT said that there were a number of different options discussed that were taken from the original plans that were created. It was suggested that the plans be amended to accurately display these options so that they could be presented to the committee. It was agreed to spend the £350.00 on further plans for development by Julian and Julia Kashdan-Brown.

ACTION: PT

It was also agreed to put the application in for additional flood lights on courts 8,9 and 10.

ACTION: PT and JK

Social

CA confirmed that there was not much done on social but there is a meeting coming up on Saturday when options were to be looked at.

ACTION: CA

Access Control

A general discussion took place on what had been done by the ACSC with points highlighted about guests and the fees that they pay or don't pay.

A by-product of the access control is that we would know who would be using the facility and how often. Some debate took place about booking of courts and keeping track of who should be there. AE said that he would like to have access control for marketing reasons and for generating new members who only need restrictive play.

JG proposed that the next step is to set up a meeting of those who are interested in getting to that point.

ACTION: JL

6. FABRIC

DB confirmed that the car park had been temporarily repaired and is a lot better. In the long term – he had received three quotes which involved a spend of between 6/8K and £12500 for about half of the car park to be resurfaced.

DB said that following the installation of the heating in the squash courts, there was an area where the squash balls collected. This was being investigated. He also reported that two hatches were being installed in the squash court roof so that it was easier to inspect the roof.

7. MEMBERSHIP FIGURES

AE went through the membership figures which were encouraging.

All confirmed that it was good for new members to have contact from the committee and whilst more could be done, it was better than we had before. It was suggested that the office send through the new member information once a week.

ACTION: PT

8. ACCOUNTS

A brief discussion took place on the accounts and how the bar was doing. The figures showed that we were in a similar position to this time last year. i.e. a loss of just under £6800.00

9. SQUASH

JM confirmed that we would be having 5 men's teams and 2 women's teams in the forthcoming winter league.

10. TENNIS

CB confirmed that the TSC would be meeting within a week.

A discussion took place regarding the retainer for Tom and PT was asked to confirm with TT how much had been spent on services so far. AE confirmed that there were ongoing discussions taking place regarding increasing the court fees for group sessions to £5. He would keep the committee informed.

ACTION: PT and AE

11. CROQUET UPDATE

HG confirmed that with more information in the newsletter, members were more aware of the croquet section. He asked about how the relationship with the groundman worked and it was suggested that he liaise with PT regarding this after the meeting.

ACTION: PT and HG

12. SAFEGUARDING

There were no safeguarding issues to report.

13. GM UPDATE

PT reported that he was in touch with a local tree surgeon regarding some trees that were overhanging court 10. The neighbour involved was elderly and in poor health. It was agreed that he should visit with a view to getting co-operation on price and the work to be done.

ACTION: PT

PT mentioned that our resident voluntary gardeners were finding it difficult to cope with the amount of work involved. He suggested that one of the bar staff, who had gardening experience, could spend two hours a week in helping them. This was agreed.

ACTION: PT

PT asked if it was possible to have a Country Member discount for YA. Whilst this would normally be agreed by an AGM or EGM, it was agreed that he could, in the meantime, use his discretion to offer this membership category.

Open Day: Some work has been done on what is required, liaison with Squash Coach re 12th October and a plan of action was to be distributed in the next day or so.

ACTION: PT and CA

14. AOB

There was no further business

15. NEXT MEETING

The date of the next meeting would be the 7th November at 19.00 hours.

There being no further business the meeting finished at 21.45 hours.

Signed _____

Andy Ewings, Chairman