

HENRY FARM TENNIS CLUB
ANNUAL GENERAL MEETING – October 21, 2017 – 10:00 am

Meeting minutes

1. The meeting was called to order shortly after 10:00 am. The meeting was chaired by the Club President, Bernard Assouad and took place at the Club's clubhouse.
2. Twenty-seven (27) adult members in good standing registered to participate and vote at the AGM. Each of them was given a green paper strip for voting purposes. Three individuals and a family of two registered on-line as members during the previous 12 hours, one at 10:04 am. Their registration and voting privileges were denied and membership fees returned.
3. A hand-out was distributed that included the meeting agenda, the membership report and the financial report. The Chair reviewed the meeting agenda (see following).
4. The minutes of the 2016 AGM were distributed to all members prior to this meeting. These minutes were approved.
5. President's report (see following). The Club President reviewed the successes and disappointments of the past season and the challenges facing the Club in the next year. A review of the membership stats and summary financial statements were also discussed. See following.
6. Head Pro's report. Ed Wilson reviewed the Club activities and achievements in its participation in external leagues: ICTA, NYTA, Toronto Ladies. An opportunity was given to Jose San Juan (ICTA 55+ team captain), Jasmin Carleton (Toronto Ladies team captain), Kieran Kennedy (ICTA mixed C team captain) and Pablo Muzlera (ICTA A team captain) to talk about their respective teams, which they did.
7. The Chair presented a proposal to change the Club Constitution and By-Laws that had been approved by the Club Executive. The proposal description is following. The Chair moved the proposal to be voted on; it was seconded by Carol Dunn. The motion was carried by a vote of 17 for and 7 against.
8. The Chair mentioned that two Director positions on the Executive were vacant and needed to be filled: Secretary and Membership. There was only one candidate for the position of Secretary, Joseph Ceneda, and two candidates for the position of Membership Director, Leslie Wood and Pablo Muzlera. The Chair moved Joseph's candidacy as Secretary; it was seconded by Vijay Kandeth. Joseph was voted in unopposed. The Chair then moved to vote on the position of Membership Director; it was seconded by Jasmin Carleton. Leslie received 17 votes against 7 for Pablo. Leslie becomes the new Club Membership Director.
9. The composition of the Club Executive after the votes stands as follows:
 - a. Officers:

- i. President: Bernard Assouad
- ii. Vice-President: Vijay Kandeth
- iii. Secretary: Joseph Ceneda
- iv. Treasurer: Mark Olson
- v. Membership: Leslie Wood

b. Directors:

- i. Head Pro: Ed Wilson
- ii. Grounds Director: Pierre Foucher
- iii. Communications: Manni Wong
- iv. Social Director: Lorraine Gray
- v. Promotion: Vijay Kandeth

c. Members at large: Jasmine Carleton

10. Other business:

- a. Pablo Muzlera asked what the Club was doing to encourage women to play. The President reiterated what was in his report that the Club has organized a “Beginner’s Network” to allow primarily women to play in a non-competitive and non-threatening environment. Unfortunately, very few women participated. Liviu Bunea reminded the meeting that Pablo Muzlera failed to support his daughter, Nicole Bunea during an event organized by the Club and intended to show support for girls tennis and that his question was disingenuous. A heated discussion ensued that the meeting Chair had to cut short with a request that any ideas to increase women’s participation in tennis and Club membership be submitted to him.
- b. Pablo Muzlera asked about alcohol apparently present in the bags of non-member guests playing in the Tennis Access tournament. The President reminded Pablo that alcohol consumption is not allowed on the Club premises. The tournament organizer, Sandra Barrett was not explicitly made aware of this rule. The Club endeavours to do so in future externally organized tournaments.
- c. Pablo Muzlera asked about the two burglaries at the Club, and if the police has been involved in the investigation. The President responded that negligence was involved in the first burglary, as the “garage door” at the back of the Clubhouse was left unsecured. The Club was left to absorb the cost, as it was below the insurance deductible. The police was not involved as it was felt to be of no utility. In the second burglary, the window to the Club office was smashed. The police was involved in this case; fingerprints were taken, but no resolution to date. The windows repairs were carried by the City at their expense, since it is their facility.
- d. Guillermo Montiel commented on the successful use of social media by the A-team (WhatsApp, Facebook and Instagram). However, participation was not opened to the other Club members. The President remarked that the Executive recognizes the importance of social media these days; that

the Club has a Facebook page, but with little success despite two campaigns to recruit followers in the neighbourhood. The President invited the members to suggest improvements.

- e. Liviu Bunea pledged that his firm will support the Club in sprucing up the Clubhouse. His offer was much appreciated.
11. Since there were no further business, the Chair moved to adjourn the meeting. Seconded by Brian Fischer. Carried and the meeting was adjourned at 11:15 am.



HENRY FARM TENNIS CLUB

Annual General Meeting
October 21, 2017 – 10:00 am
Clubhouse

Agenda

1. Meeting call to order
2. Welcome and quorum ascertainment
3. Review of the meeting agenda
4. Approval of the minutes from the 2016 AGM - distributed
5. President's report, including Membership's and Treasurer's
6. Head Pro's report – Achievements at various leagues
7. Vote for modifications to Club Constitution and By-law.
8. Election of vacant Officers positions
9. Other business
10. Adjournment

President's report
HENRY FARM TENNIS CLUB
Annual General Meeting
October 21, 2017

I wish to welcome of all you who took time away from your busy life to attend the Club's Annual General Meeting.

I would like to start my report by thanking all the members of the Club Executive for their dedication and their commitment to the success of the Club this season. A Club like ours cannot exist, let alone survive and flourish, without the enthusiasm and loyalty of the volunteer members of the Executive. And I have to stress that these are volunteers who spend countless (and unpaid) personal hours to serve the Club and its members. So, heartfelt thanks to all of them.

Special thanks go to the departing Executive members: Jack Meyer who served as Treasurer for so long, even he can't remember (thank you Jack); Marylou Heenan, who is in Australia today, and who served for many years in various positions, including President; and Helen Cheng and Kevon Regert who respectively served for the past two years as Membership Officer and Member at Large.

And special thanks to Jasmin Carleton, Member at Large, who is staying with Executive and who helped me and the Club enormously this season with her commitment to the Club's activities and her wealth of experience at other clubs and with the ICTA.

At last year's AGM, I agreed to take over the Club's President position when Marylou Heenan stepped down, with the proviso that I will re-assess my continued commitment at the end of this season. I will make my decision regarding next year depending on the outcome of this meeting.

As is usually the case, the Club had its ups and downs, its successes and disappointments. Let me go through them at a high levels on behalf of the responsible Directors.

Let me start with the **Membership Report** on behalf of Helen Cheng. Please refer to the hand-out. Membership has always been a challenge for us and is at the core of the financial sustainability of the Club. In 2017, we had 214 members in total, and increase of 40 vs. 2016, but 44 below our peak year of 2015. Half of the increase is in the Junior/youth category, which is encouraging for the future of the Club. This year, we introduced through our website the option to register and pay on-line; this proved quite popular as 70% of the registrations were made on-line. The software used was free for the Club, although it did not come without many hours in front of the computer. In addition, we offered a 10% "early bird" discount that resulted in earlier registrations which are always welcome

At the beginning of the year, we made increased efforts to expand our reach in the hope of gaining additional members. Manni Wong, our Communications Director, led two Facebook campaigns aimed at the surrounding population, but with little noticeable effect. Our Promotions Director, Vijay Kandeth, worked hard with the Parkway Forest Community Centre to offer a cooperative tennis camp for the neighbourhood kids. It would have been a break-even proposition for the Club

but was considered an investment for the future. However that initiative faltered on City administrative barriers. We also organized an “open house” in March with a smash cage and mini-nets in the gym of the Community Centre; it attracted a few neighbourhood parents and kids, which resulted in a small number of new members.

The City has reviewed its permitting policy and will be requiring the Community Clubs (such as ours) to show at least 30 adult members per court (i.e. a minimum of 120 in our case), or face the possibility of a shut-down. We had this year 149 adult members; if we continue at this level and improve upon it, the existence of Henry Farm TC should be “safe”.

In summary, we have our work cut out for us to increase membership. One of the big advantages that Henry Farm has over many other clubs is courts availability. We’ll need to learn to play that card better.

On the revenue side, and paralleling the membership numbers, we were higher than in 2016, but lower than in 2015; our higher membership fees were offset by PayPal fees and the early bird discount.

We will review our fee structure and the discount for next season. But we are caught between the proverbial rock and a hard place. Increasing membership fees is good for the Club revenues, but they may deter people from joining and may make us non-competitive with neighbouring clubs. A tricky task.

I’ll go now over the Club **Finances** on behalf of Jack. Please refer to the third page of the hand-out. On the basis of preliminary numbers (as we have not fully closed the books on the year), we barely broke-even at \$816 and did slightly worse than last year. This is a disappointment.

Our monitor expenses, once all the time sheets are in, will likely end up at a lower level than last year. This year, we made every effort to hire young people from the Henry Farm community. We had 3 youngsters, Jessica, Xavier and Luka who did their best to keep the Club in top shape. But clearly they were on a steep learning curve, this being their first year. In the next two years, the minimum wage in Ontario will increase to over \$14/hr for students under 18, and that will increase our monitor costs.

The biggest maintenance expense was our courts power wash at about \$1,700. We also spent over \$ 700 for new nets. These expenditures were necessary to maintain a decent standard at the Club. And we had to spend \$500 to replace equipment that was stolen in a break-in; the loss was below our insurance deductible.

Permit fees to the City, association dues to the OTA and insurance premiums added up to almost \$5,200, in the same league as previous years. But still not cheap, and not negotiable. We need 55 adult member fees just to cover the costs of being open.

Despite all that, “Operations” generated a net positive result.

“Lessons and coaching” generated a small loss. The biggest disappointment was from the Jumpstart Program funded by Canadian Tire, this year only for 2 kids. This year, the qualification requirements were much more onerous, and many families were reluctant to provide the requested financial information to support the grant. Thanks go to Wayne Brown for shepherding Jumpstart in the local schools.

The “Tournaments and special events” also ended with a small loss. The Executive decided to host paying tournaments to generate more revenues. We had this year the Tennis Access tournament (a repeat from last year), and (new this year) an MS200 tournament sponsored by the OTA, featuring very high caliber players over a full week-end. I wish to thank Jasmin Carleton (and of course the other supporting cast) for promoting and organizing this very successful event, which put Henry Farm on the MS200 map. These special tournaments themselves generated a few hundred dollars in net revenues. But once we add the cost of balls for ALL league matches and tournaments, we ended up in the red.

Bottom line, we added very little to our re-surfacing reserve fund which stands now at just over \$26,000. As many of you have for sure noted, we see pitting on all courts, particularly the north quarter; and that is due to the poor quality of the aggregate used in that section during the previous resurfacing. When the City decides that our turn has come for the courts re-surfacing, we need to be ready with at least \$32,000, to pay for courts painting and lining. So we still have a long way to go.

Ed Wilson will go in a few moments over the results of our participation in the many external leagues.

This year, and thanks to Mark Olson who did a fantastic job, we finally managed to get our in-house league off the ground. I believe it was quite successful and allowed many members to meet and play with new partners. Mark agreed to continue to manage the in-house league next year, but will require a seconder to support him when he will be away on business. So would-be house league co-organizers are welcome to step to the plate.

We also had a number of other in-house activities. Carol Dunn ran a beginners network on Tuesday evenings aimed primarily at the shy section of our membership (ladies...?). It attracted a handful of beginners who took advantage of this program to play without feeling intimidated. On Wednesday mornings, Jasmin Carleton ran a Kaffee klatsch (basically a drop-in program with a heavy dose of socializing) which attracted a few players, members and non-members. I wish to thank Carol and Jasmin and both committed to keep these programs running next year. We also offered family lessons on Sunday mornings coached by Ed Wilson; this was targeted to families who would wish to play together with a coach providing pointers as they played. Unfortunately, it generated zero interest and will be discontinued next year.

Similar to last year, members were given the option of booking a court on our website. This option is being increasingly used. But we did have our share of technical issues which were resolved during the course of the season.

In conclusion, I wish to thank again the members of the Executive for their dedication. I wish everybody a pleasant and safe winter and I hope to see everybody back at the Club next year.

Thank you. I will now give the floor to our Head Pro, Ed Wilson who will cover our participation in external leagues. We will open the floor to questions after his report.

HENRY FARM TENNIS CLUB

Membership Report for 2017

	<u>2017</u>	<u>2016</u>	<u>YOY Change</u>		<u>2015</u>
<u>Membership Count</u>	214	174	↑ 40	↑ 23%	258
<i>Henry Farmers</i>	117	99	↑ 18		110
<i>Outsiders</i>	97	75	↑ 22		140
<i>% Farmers</i>	55%	57%	-2%		43%
<i>% previous year members</i>	43%	50%	-7%		46%
<i>Adults</i>	149	128	↑ 21	↑ 16%	170
<i>% of total</i>	70%	74%			65%
<i>Juniors/Youth</i>	57	37	↑ 20	↑ 54%	72
<i>% of total</i>	27%	21%			28%
<i>Toonies</i>	8	9	-1		16
 <u>Revenues (\$)</u>					
<i>Membership</i>	\$14,149	\$11,200	↑ \$2,949	↑ 26%	\$16,500
<i>Lessons</i>	\$2,425	\$2,300	↑ \$125		\$3,600
<i>Jumpstart</i>	\$400	\$1,200	-\$800		\$2,000
<i>Total</i>	\$16,974	\$14,700	↑ \$2,274	↑ 15%	\$22,100

Observations and comments

Membership:

- Overall membership count has increased by 40 members.
- "Base/HF" membership remains similar to last year's percentage, around 55%.
- Juniors/Youth membership has bounced back over 50%, an increase of 20 members.

Revenue:

- Membership & Lessons revenues up by 15.5% YoY
- Increase in revenue despite 102 were discounted memberships (\$166.50 Family, \$85.50 Adult, \$40.50 Youth & Tots).
- Early Bird discount was offered & well received -- resulted in over 100 members registering between March 15 and Apr 29 Opening Day -- Versus only 46 registrations received on 2016 Opening Day and majority in May & June, which makes League organization difficult & participation minimal.
- Online payment option is important --- Out of 161 payments, 114 were Paypal (70%), 24 cheques and 23 Cash.

HENRY FARM TENNIS CLUB
FINANCIAL STATEMENTS - MANAGEMENT VIEW
FOR THE YEAR ENDED OCTOBER 31, 2017
(Unaudited)

	<u>2017</u>	<u>2016</u>	<u>2015</u>
Club operations			
Membership fees - net of PayPal fees	13,905	11,651	16,313
Sundry	271	--	626
Rentals	630	865	720
HFCIA donation	300	300	300
Operations revenues	<u>15,106</u>	<u>12,816</u>	<u>17,959</u>
Club monitors - Prelim	-2,757	-3,407	-4,280
Repair, maintenance and supplies (2)	-3,591	-489	-2,774
Permit fees	-2,743	-2,682	-2,579
Association dues	-1,555	-1,227	-1,808
Insurance	-854	-957	-1,133
Printing and other office expenses	-389	-438	-267
Telephone	-407	-281	-541
Tags	-243	-243	-292
Club events	-1,035		
Operations costs	<u>-13,574</u>	<u>-9,724</u>	<u>-13,674</u>
Operations: net	<u>1,532</u>	<u>3,092</u>	<u>4,285</u>
Lessons and coaching			
Lessons revenues	2,425	2,250	3,360
JumpStart revenues	400	1,200	1,800
Lessons revenues	<u>2,825</u>	<u>3,450</u>	<u>5,160</u>
Lessons costs: pro and coaches	-2,959	-3,144	-3,936
Lessons costs: juniors+toonies supplies	-190	-446	-975
Lessons costs	<u>-3,149</u>	<u>-3,590</u>	<u>-4,911</u>
Lessons: net	<u>-324</u>	<u>-140</u>	<u>249</u>
Tournaments and special events			
Revenues (1) - Prelim	1,873	672	575
Special events revenues	<u>1,873</u>	<u>672</u>	<u>575</u>
Tennis balls	-951	-1,222	-922
League fees and tournaments	-300	-408	-230
Social, trophies and prizes	-1,263	-176	-271
Special events costs	<u>-2,514</u>	<u>-1,806</u>	<u>-1,423</u>
Special events: net	<u>-641</u>	<u>-1,134</u>	<u>-848</u>
Grand total: net	<u>567</u>	<u>1,818</u>	<u>3,686</u>

(1) Tennis Access and OTA tournaments

(2) includes power wash for 2015 and 2017

Net assets - Reserve fund

Cash on hand - beginning of year	25,233	23,415	19,729
Cash on hand - end of year	<u>25,800</u>	<u>\$25,233</u>	<u>\$23,415</u>

HENRY FARM TENNIS CLUB

PROPOSED CHANGES TO THE CLUB CONSTITUTION AND BYLAWS

Changes to the Club Constitution and By-Laws approved by Club Executive as follows; needs AGM approval.

1. Executive composed of “Officers” and “Directors”
2. Five “Officers”:
 - a. President, Vice-President, Secretary, Treasurer, Membership
 - b. All at least 3 years members of HFTC
 - c. President must be resident of Henry Farm Community
 - d. Majority of Officers resident of Henry Farm Community
 - e. President can make exceptions in special circumstances
3. Number of “Directors” as required:
 - a. Currently: Head Pro, Grounds/Maintenance, Promotion, Communication, Social
 - b. Appointments made by President with Executive approval
 - c. All at least 3 years members of HFTC
 - d. President can make exceptions in special circumstances