

ROCKCLIFFE LAWN TENNIS CLUB  
MINUTES OF ANNUAL GENERAL MEETING  
Sunday December 4<sup>th</sup>, 2022

Held at Rockcliffe Community Centre, 380 Springfield Road

Present Board Directors: Louise Malhotra, Kathie Swim, Phil English, Laurie Maybury,  
Jordan Samaroo, Julie Mouris

Absent Board Directors: Sébastien Huard, Mitch Bouchard, Pablo Gonzalez

**1. Welcome and call to order**

Louise called the meeting to order at 2:03 PM.

**2. To review and approve the Agenda of the 2022 AGM**

Moved by Gill Kirkwood, seconded by David Clendenning. Approved.

**3. To review and approve the Minutes of the AGM of RLTC, held December 5<sup>th</sup>, 2021**

No one had questions about clarifications for AGM Minutes.

Moved by Laurie Maybury, seconded by Jordan Samaroo. Approved.

**4. To receive and review the RLTC Directors' Report which includes sections on the following areas of activity for the 2022 season:**

**4.1 President's Report – Louise Malhotra**

Louise said it has been a remarkable term as President with the challenges associated with the pandemic, but there were opportunities for growth and a stronger club. Louise thanked the Board directors and the myriad of volunteers at the club. She thanked coaches Zhenya and Dan for their work and commitment to building tennis at the club.

This year the club moved to a new integrated software system which posed its own challenges, but was worthwhile to ensure the club's longevity, assisting with everything from court bookings to payroll. Louise thanked members for their patience throughout the launch, and in particular Gill Kirkwood for his assistance. She mentioned that the Board has approved the funding to implement a mobile application for the software, likely to be in place for the new season.

The Board is very grateful to the Club Manager Hélène Anido for her hard work this past summer in this challenging role. She will be moving on to new opportunities next season. Louise

asked that any members that have leads for candidates for a new Club Manager to put them forward.

Louise thanked outgoing directors Phil English, Julie Mouris, and Jordan Samaroo, and reflected on her own term as President. Two of her objectives were 1) establishing a capital fund and the new software system to assist the club in managing its finances, and 2) ensuring the transition between Board and staff members is smoother.

We have our Centennial year next year, and an incoming director, Ellen Bruce, will be spearheading the committee. Louise asked any members that want to volunteer to assist would be very helpful.

## **4.2 Treasurer's Report - Phil English**

### 4.2.1 To receive and review the Financial Statements of RLTC for the year ended October 31, 2022

Phil thanked Louise for her work as President. He remarked that the numbers are not yet finalized as certain costs are still being incurred. The number for the operating surplus of approximately \$65,000 is quite accurate. The recent expenditures which are not yet included in the financial statements fall under the capital expense fund. But this means that the total assets and liabilities in the balance sheet has fallen since the financial statements were first sent out. We have approximately \$230,000 in the bank today, so the club is financially healthy. The hard court upgrade work was done for about \$14,000, and \$7,000 was invested in equipment. One of the reasons the Club has a solid bottom line was because fees were raised at the beginning of the year. The Board did a comparison with its competitors' fees and found that even with the increases, the Club's new fees were still competitive. In previous years, the profits were mainly generated from junior programs, but now the Club is getting profits from more diverse sources. This year the profits from junior programs fell and so did revenues from lessons and clinics as the pros were not as active this year. Phil remarked that last year was a phenomenal year in terms of membership numbers so it may not be a good comparator. This year membership numbers were still very solid but there was a slight drop. Our net income of \$65,000 is much higher than any time in the last 15 years, with the exception of 2021.

One member asked why the junior program was not as successful. Louise said that there were less kids overall, and that last year was such a phenomenal year that it is perhaps not a good gauge. Phil did say that the numbers were lower than previous years as well, since we are getting more competition from Rideau Sports Centre junior programming, which has more resources.

Another member asked about the reserve relative to our expenses, at what point the CRA would ask about the club's non-profit status. Phil said that it is recommended that reserves should be sufficient to cover one year of operation if the revenues were to dry up, so he does not foresee any problems.

#### 4.2.2 To receive and review the RLTC Board updated capital expenditures chart – Phil English

In the capital plan, major investments of about \$45,000 were made this year for work on the hard courts, clay court repairs, tree trimming, kitchen appliances, new nets, a ball machine and other equipment. Next year the Club still has the lighting project which could be the biggest item for that season. The good news is if the Club does move forward with that project, it will have the money to pay for it.

One of the big questions is the clubhouse and that there may be a requirement to do some work with the foundation. Another question is how long the clay courts will survive – they have been in place for 30 years. Board director Kathie Swim had identified the PC Court Company from the Laurentians that looked at the courts and said that they may last a while longer. The company has come in to do exploratory work and will advise us on a way forward.

One member asked about the ladies' washroom and whether it will be upgraded. Louise agreed it should be something the new Board looks at costing out, as well as upgrading the kitchen layout, including plumbing and cabinetry. Another member mentioned the deck on the west end of the building appears to be rotting, especially the railing beside the hedge. Louise acknowledged that Gill Kirkwood and Paul Bernier volunteered to replace part of the deck this past season. Gill Kirkwood said that the rest of the railing was on their list but they were not able to get to it, but it could be done next year. Louise said that could be an expense for next summer with the Viridius company that does regular grounds maintenance.

As for the foundation of the clubhouse, Louise said it could be costed out and the Board would have to decide whether it should be an expense next year.

Julie Smyth asked whether any of the Club Managers commented on the workspace inside the clubhouse. Louise said employees are generally using the open spaces. Any overhaul of the space would have to be costed out, and could be reasonably done at the end of next season.

One member asked Gill Kirkwood what he would recommend in terms of the clubhouse and office space. Gill said that a higher need would be storage space rather than a larger office. One member said there could be better shelving in the office.

One member said that he was in favour of clubhouse upgrades but was not in favour of the lighting project. Phil did remark that a survey was circulated and that a significant majority was in favour of moving forward on that project, and that this was discussed at the last two AGMs.

Phil has said that he's taken the lead on the lighting project. The next step will be to send our formal request to the City, after which we will have a community meeting.

There was further discussion about the lighting project and Louise said that should be properly discussed under the Grounds and Clubhouse section.

### **4.3 Grounds and Clubhouse Report**

The hard courts were upgraded this season – that was work that was supposed to be done last summer but due to a scheduling issue on the part of Chris Smith and Canada Courts, it was done this summer. This meant the Club got to pay less for that work which was a win.

As mentioned earlier, the Club engaged PC Court Company, an excellent resource for the Club moving forward with deep knowledge of the Hartru courts. They performed exploratory work on two areas of the clay courts which showed that one cell was swelling up, while another had an issue with the thickness of the substrate – one of the patches' layers was too thin. They did some repair work on those two areas. These represent two different problems in two different areas – the Club will know in the spring whether the issues have been fixed. The repair work may not need to all be done at the same time, which would be much more reasonable for the Club's finances.

Louise indicated that in terms of the morning court maintenance, there were staffing challenges in terms of consistency. The Club likely needs to look at long-term solutions for that role, but it is not easy to fill. One member said that Chris Smith does good work on our courts, and that our courts require sophisticated knowledge which we have not had, and we cannot rely on volunteers. The member spoke to Chris Smith as whether we could contract with him and he said he could but that he would have to hire someone. Louise said that the Board is very aware of these challenges and that we could discuss this issue with Chris Smith again but it may not be financially feasible for our club.

Phil had a few comments on the morning court maintenance: 1) the young people were paid and were not volunteers, 2) the first crew for the season was not as high quality and they were replaced and 3) the tree maintenance will help with the court maintenance.

Louise said that the tree maintenance was done for the first time in a decade and the arborist did work that will create significant improvement especially on the hard courts.

In terms of the lighting project, Louise mentioned that the current status is the Club would make a request of the City regarding the steps involved in pursuing the lighting project. Then the Club would consider whether to move forward with the project. The Board was not able to move forward on this issue this season due to being at maximum capacity.

There was more discussion about the lighting project, and Louise provided some context about the history of the lighting project. Phil also said that he is very clear about the need to consult with the community. He said his recommendation to the new Board will be to determine the level of community support/opposition to the project and decide whether to move forward. Louise said there was misinformation about what was involved with the lights.

Kathie provided an update on the clubhouse. She thanked H el ene Anido for her work. H el ene joined the club as Manager at an exceptional time, and dealt with two software systems, a new food group that was providing services since only the year before, and the first Annual Social in three years. Kathie indicated a more diverse menu was implemented. The new beverage refrigerator was implemented. Gordon Food Services increased the food prices this year, and there is not necessarily a formal notification to the club of those price increases as the season goes on; therefore, a more systematic approach will be implemented for next season to mitigate any issues with the inventory. Kathie invited members to email her about any ideas on food and beverages. One member suggested looking at purchasing some food from Dollarama. Another member suggested an ice machine would be useful, as ice often runs out. Another member mentioned that he would prefer higher quality coffee than the instant coffee that was provided, and that perhaps there could be a cost to it rather than it being free.

#### **4.4 Tennis Programming Report**

Louise said that Zhenya and Dan did a great job with variety in programming, and there were also round robins run by volunteers that were a lot of fun. She emphasized the importance of respecting the different play levels. She encouraged any members who want to volunteer to provide input on the structure of social play so that we are not only relying on the club pros. Lessons were very popular this year, with a slight reduction from last year but that was an exceptional year. The Rovers were back this year – the men’s 55 league. Louise mentioned there is a possibility for a women’s 55 league in the daytime but a volunteer would have to step into the role.

The tournament attendance was very good this year although there could still be more attendance in the women’s tournaments. The level of play at the club is very good and a great opportunity for socializing. She invited any members to volunteer with tournament scheduling. Phil indicated that there was frustration in the Round Robins about respecting the level and he recommends that the new Board require people to have their level assessed by a pro before they enter Round Robins.

Louise again mentioned the competition on junior programs from Rideau Sports Centre, but that there are still opportunities at the RLTC for fun recreational junior play and continuing half-day camps.

One member said that she would have liked to see the ladders start earlier in the season. Louise agreed and said there were staffing and logistical challenges but those can be addressed next season so they start right away.

## **4.5 Social Report**

Julie Mouris provided a summary of the social events from this summer. The Club had its first formal Open House in three years, with a Round Robin, a Smash Cage and free BBQ. It was the most well-attended Open House in Club history. The Club also held the first Annual Social in three years on June 23. It was beautiful, warm evening of delicious food from local caterers (Epicuria and Mickelson & Brockwell's), fancy cocktails, and live jazz saxophone. There were also BBQs throughout the summer, including a popular Hawaiian themed evening.

Julie mentioned that the Social Committee had met to discuss strengths and learning opportunities from all the events and that a debriefing report would be shared with the incoming Social Committee.

## **4.6 Biographies of Incoming Director Nominations**

### **5. To elect the Board of Directors for 2023**

#### **5.1 The following members have been nominated to stand for re-election:**

- 5.1.1 Laurie Maybury (President)
- 5.1.2 Pablo Gonzalez (Treasurer)
- 5.1.3 Sébastien Huard
- 5.1.4 Kathie Swim

Motion to approve the re-nomination of Board directors, moved by Hans von Shinckelstein, seconded by David Clendenning, approved.

#### **5.2 The following members have been nominated to stand for first-time election:**

- 5.2.1 Ellen Bruce
- 5.2.2 Andrew Clark Alfaro
- 5.2.3 Nicolas Fortier (absent)
- 5.2.4 Rémi Fournelle
- 5.2.5 Marc LePage (absent)
- 5.2.6 Courtney March (absent)

Louise asked if there were any further nominations and there were none.

Motion to put forward the new slate of directors. Moved by Charles Bélanger, seconded by Jordan Samaroo, approved.

Louise thanked Laurie for putting her name forward as President, and Pablo as Treasurer, and that their names would be formally submitted in the Board meeting to follow the AGM.

## **6. To transact such other business as may properly come before the Annual General Meeting**

John Taylor wanted to bring to attention of the Board that two of our distinguished members, Richard Aubain and Wally Gordon, have passed away. He would like to approach the new Board to put a memorial to these individuals on the Club website. He acknowledged that other people could be included.

Phil moved for an expression of gratitude to the outgoing President, Louise Malhotra, for her exceptionally hard work throughout her term.

Gill Kirkwood said that regarding court booking, there is the issue of no-shows and reservations that are not used. The staff could go around and take attendance and the software allows for a fee to be added to the users' accounts. One member said that cancellations should be 24 hours in advance. Another member suggested looking at a hybrid approach where one or more courts are open for people to arrive in person and play on as a first-come first-serve basis. Yet another member said that should only be on the hard courts.

## **7. Adjournment**

Motion to adjourn the meeting moved by David Clendenning, seconded by Jordan Samaroo, approved. Adjourned at 3:52 PM.