



RLTC OFFICER REPORTS

Annual General Meeting
December 6, 2020

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President's Report

Louise Malhotra

The 2020 tennis season at RLTC will undoubtedly go down in history as one of the most unusual seasons the club has ever seen. The return-to-play policies amid COVID-19 restrictions created significant challenges for this year's Board of Directors and staff members. With hard work and a great deal of patience, we are proud that the RLTC was able to reinstate many of our programs and events with appropriate modifications. These adjustments along with trimming of costs and careful attention to management, allowed us to finish the season in good financial shape. Please refer to our Treasurer's report for more details on our financial status. We are exceptionally proud that our club has had, despite all original indications to the contrary, a wonderful summer of tennis.

We can celebrate our Club's successful transition to a COVID world. The club ensured that clinics, round robins, camps, and after-school programs all resumed with new ratio restrictions and safety protocols in place. We instituted a sound health policy in response to shifting provincial regulations. We initiated a comprehensive on-line platform for bookings and registrations in order to meet COVID-preparedness expectations, which has been generally well-received by members. Our pro shop opened for essential purchases despite the mandatory closure of the club house itself. And although we were not able to hold our usual social events, our club tournaments were wildly popular this year with record-breaking entries in multiple categories. Each of these adaptations has demonstrated the resilience of our club and its ability to stay relevant with our times.

We wish to thank our hard-working Club staff members lead by **General Manager Chris Hannant**. Always with a ready smile and willingness to assist, Chris has navigated the many challenges of this season with grace and kindness. Thank you to Chris and the staff including **Camille Siroit, James Ivison, Dom Matthews, Anna Matthews, and Jeff Hunt** for their efforts in keeping our club running smoothly.

Thank you to our strong team of tennis professionals this year. **Coach Zhenya Kondratovski** led a strong junior program offering dynamic tennis learning opportunities in several formats. He encouraged great participation in junior clinics and was a steadfast fixture on the lesson court this year. We are thrilled to have Zhenya as part of our tennis community and look forward to welcoming him back next year. **Coach Miguel Macías Carrasco** led a strong summer of adult programming with round robins, clinics, and lessons. This year, we say goodbye to Miguel who has been with the RLTC for three years. Miguel has always been a consummate professional and is a kind, talented coach on the court. We thank him for his time with us and wish him well in his future endeavours. In September, **Coach Dan Vila** joined our team, which was a welcome sight for many players who have experience with this talented coaching professional. Our Junior and Associate instructors had a great season. Many thanks for the talent, patience and hard work of **Ronan Boyd** and **Hector Cameron** who assisted all the junior programming throughout the season.

This December, we transition to a new Board of Directors. We wish to thank the following outgoing directors: **Fiona Murray, Erica Leslie, Philip Anido; and Thierry Harris**. We appreciate the dedication and hands-on time it takes to contribute to a club such as ours, and we continue to be thankful for your time and efforts. Please review the accompanying biographies for the nomination of new Board members for the 2021 season.

Overall, the unusual return-to-play offered our club an opportunity to renew and reengage its membership and reaffirm this Board's commitment to making our club the very best it can be. We feel

the club is looking and feeling better than ever and we could not do that without our many volunteers who have assisted with landscape and grounds clean up, club house exterior upkeep, tournament programming, development of round robins, assistance with social media, and a multitude of critical tasks. Please consider volunteering in some capacity for the next season. The Board wishes to extend its recognition and gratitude to **Gill Kirkwood** for his hard work in many areas of club life. Gill continually goes above and beyond the call of duty and the club would not be the same without his expertise, time commitment, and willingness to help.

In October, the Club issued a membership-wide survey on a variety of club related issues, including capital expenditure. The results of this survey are included in the AGM materials, along with an outline of planned capital expenditures for approval. We trust these survey results provide clarity about the thoughts and priorities of our membership. We received a 42% response rate for our survey, which is significantly more than in our previous survey in 2014. We may look to implement a shorter survey at the conclusion of each season to ensure the Board's continued transparency and accountability. Thank you for all those who took the time to respond and comment.

On a final note, we wish to thank the membership for their continued engagement and encouragement this summer. It has been a challenging year, and we hope our club could offer the solace, fitness, and friendship of tennis in a time of great uncertainty. The RLTC is undoubtedly a special place. It is a gem within our neighbourhood and should continue to be cherished for many generations to come. We look forward to seeing you on the courts next season. Stay safe.

Treasurer's Report

Philip English

The start of the year was full of uncertainty given that early indications were that Ontario tennis clubs would not be able to open until the end of June. This raised serious questions about the willingness of members to join, the potential to run our summer camps, and the likelihood of sponsorship renewals, on top of the loss of spring revenues from after-school programs and court rentals. On this basis, we projected a deficit this year and the focus was on how to minimize it (see Table 1). We froze membership fees at 2019 levels in the hope of encouraging members to return, kept staffing to a minimum, and avoided significant expenditures on equipment and maintenance.

Then things gradually turned around. We were given the green light to open in mid-May, people with few alternative pastimes joined up as new members, and summer camps took off as parents were keen to find activities for their kids. In September, Ashbury College increased its court rentals compared to last year, in an effort to enrich their students' experience. In the end, the total for membership fees did fall by roughly \$9000 compared to 2019, but was slightly above the level of 2018. Chris managed staff expenses carefully, our canteen made a small profit, and Gill gave us a big break on his compensation. We had to accept a "haircut" with some of our sponsors, but finally five of the six companies renewed their support, and for that we are grateful.

As for government support, we were pleasantly surprised to receive a subsidy for two summer jobs, after an initial rejection. We opted not to apply for any COVID subsidy program, given our strong financial reserves and the sense that there were many other, more needy organizations and individuals.

Profit and Loss

We are pleased to report that we will have a significant operating surplus. The information available in mid-November indicates a surplus of about \$21,500. We still expect final payments from Ashbury College for court rentals, and from the government for the summer job program. As a result, our surplus should rise to \$27,000, as indicated in Table 1. This represents an increase over the \$21,470 in net come recorded for 2019 and a major improvement compared to our initial budget for 2020.

This result does not include the purchase of light fixtures back in February at a cost of \$20,596. These will be used for the lighting project if it goes ahead in 2021. Otherwise, we have every expectation that they can be resold.

Balance Sheet

Our preliminary balance for 2020 stands at \$197,116, virtually identical to last year's \$197,294 (see Balance Sheet Table). Consequently, our financial situation remains strong.

Bank Accounts

The status of our bank accounts and other savings are as follows:

- Chequing account: \$42,408 (tbc)
- Savings account: \$65,323.95 (tbc)
- GICs: \$76,638.10
- Ali Khan GIC for Juniors: \$10,543.19

The Khan Family donated \$10,000 to be used to support junior tennis at the RLTC. This was increased by \$500 through donations from the ALS fund raiser held at the club in memory of Paul Durand in August, 2018. The interest from this fund is used to recognize two promising junior players at the club, one girl and one boy. Given the very low interest rates this year, we topped up the amount modestly in order to provide a total of \$250.

Looking ahead

The RLTC is clearly in good financial health and can afford to undertake repairs to the hard courts, necessary upgrades to the clubhouse, and minor improvements to the clay courts. If the lighting project moves ahead, the club can also afford to cover part of the remaining costs. However, it has always been club policy to keep significant reserves in the event of major unanticipated costs, such as failure of our clay court watering system. Consequently, it would be prudent to consider a small increase in our annual fee and/or a one-time levy if the lighting project proceeds.

Grounds Report

Gill Kirkwood

Hard Courts

The hard courts have continued to decline in quality, since our surface refresh in 2015. Significant surface **cracks have returned**, as they always will until we rebuild the hard courts (\$150,000+). Temporarily patching these cracks, and likely repainting the surface, should provide us several years of good playing conditions. Quotes are being obtained for this work, but it is likely to cost \$15-\$25,000.

Clay Courts

The clay courts have in general been quite good this season, with some reduction in the periodic slippery areas, in particular on the west of court #4, but also near the south fence for all four courts. Slightly reducing the water levels even more than in 2019 likely contributed to this improvement. But a determined effort will be needed in 2021 to proactively tackle surface problems, an approach that was begun this year.

The second significant issue remains the **slow recovery of the courts following a rain**. We have now obtained an estimate (<\$8k) for a **scarification of the courts, and a laser releveling**, which could significantly improve the drainage conditions. The Board will determine if this work should be undertaken, possibly in May of 2021, with the recognition that it might delay opening of the clay courts. Thirdly, while we are not experiencing any significant leaks from the under-court water cells, we do have some water leakage in the system. This is evidenced by significant water flow through the feed pipe, even when the courts are flooded in the middle of a rainstorm. Accurately estimating how much this is contributing to our annual water bill is not possible – the best estimate is 5-25% or \$750-\$3,750.

Given the age of our HydroCourt plumbing system, we expect maintenance costs to increase gradually, until the point where a **full replacement (\$150K+) is required, perhaps within 7-10 years**. In 2021, replacement of all of the control valves will be considered, since these “toilet” valves operate non-stop through the season, and then freeze each winter.

General Grounds

As raised in 2019, the clubhouse asphalt paths are gradually deteriorating, particularly the path leading to the clay courts. And while several significant repair projects were undertaken this year, more remains to be done - patching of the hard court edges at the fence line, repairing the second wooden box over the water controls, repair of court signage, etc.

A positive note was the dramatic improvement in the operation of our TreadBlaster, for cleaning clay from shoes. Redesign of its sump pit meant that very little water spilled onto the path, reducing the messy tract of damp clay that was a problem there in 2019.

Clubhouse

Discussions have been held on various maintenance priorities for the clubhouse in 2021, in particular replacing any weak boards in the main deck area, and reviewing the footings supporting the clubhouse. There are no major issues within the clubhouse, though many minor issues, such as replacing the broken

stove top, addressing water leaks from our fridges, stains in the carpet, a roof leak through the kitchen ceiling vent, mounting of trophy boards, and similar tasks.

Equipment Donations

Many thanks to **Daniel Alfredsson** for the generous donation of a court roller to remove standing puddles, which increases our court availability. Thank you to **Mitch Bouchard** for the donation of an electric leaf blower, for the same end result.

Adult Programming Report

Julie Smyth

Adult Tennis Programming

There was a lot of interest in adult programming this season and we were able to offer a range of organized singles and doubles play while adhering to COVID-19 guidelines.

We brought back Miguel's clinics focussed on strokes and game play. These went ahead in the small numbers allowed under pandemic restrictions.

We also ran a singles ladder. A total of 27 members signed up, which was about the same as last year.

Round robins were very popular. The Monday, Wednesday and Friday morning beginner/intermediate round robins, with Miguel assisting, were full most weeks. New this season, RLTC members Richard Martineau and Dan Kennedy ran a Tuesday daytime 3.5+ round robin. It was arguably the most popular with waiting lists at times. As well, Chris offered an advanced (4+) Wednesday evening round robin but the intended players did not take up the opportunity. Instead, that time slot became a 3.5+ round robin and was very popular.

While the adult programs were successful, the club heard from some members who were frustrated by a lack of accurate self-evaluation. Some members went into programs intended for higher-level players. This is something the Board and staff will address for next season to help players better identify their level and ensure overall player satisfaction.

The Board, club manager and pros are also considering exciting new options for adult programming in 2021. As always, we welcome your ideas.

Tournaments

The tournament schedule got off to a slow start due to COVID-19 restrictions, but finally began in early August. With a shortage of alternative pastimes, interest in tournament play was very strong, possibly at record levels. Mixed, women's and men's doubles were conducted back-to-back in August, with 14, 8 and 17 teams respectively. Men's and women's singles were held in September. Men's singles attracted 50 participants in two separate divisions, while 13 women registered for their singles event.

For both singles finals, we went live on Facebook for the first time in club history. It went well and kept crowds to a minimum during COVID. It was appreciated by viewers at home and allowed family and friends to watch.

Next year, we may bring back the live streaming. Going forward, we are also looking for ideas on how to increase women's participation in tournaments.

Overall, good sportsmanship prevailed this season and everyone had a good time. We welcome any and all feedback.

Junior Development Report

Jackie Douglas

Despite significant limitations this year due to COVID, including no Spring lessons, the RLTC junior tennis program was a great success. Specifically, program registrations were very strong and the overall feedback from parents was very positive. We had multiple repeat registrations which indicates students enjoyed the lessons. The coaching team successfully followed the social distancing and COVID protocols that were implemented, and they modified the programs throughout the season to meet all requirements. As a result, we surpassed the budgeted net revenue by \$9,000.

We would like to thank all of the coaches, led by **Zhenya Kondratovski** and including **Hector Cameron** and **Ronan Boyd**, for making a challenging season so successful. The club was also very fortunate with the late season additions of **Dan Villa** and his father **Jorge Villa** to assist the fall junior coaching staff.

The demand for private lessons this season was very high. Zhenya was a fixture on the courts all season. The club is fortunate to have such an engaged and talented team of coaches.

Fortunately, the junior tournament was allowed to proceed. While there were a limited number of players this year, those that competed enjoyed the competition and camaraderie.

There were a few issues with regards to online registration which affected the appropriate staff to student ratios at the onset of programs. The limited number of students allowed per court due to COVID regulations meant that the proper grouping of students based on ability was affected. As a result, competitive or more advanced players weren't always grouped at their appropriate level. We suspect that most of these issues are as a result of the new system and the restrictions related to COVID.

There have been requests from members that the club offers more junior programming as well as programs geared towards advanced and competitive level players. Hopefully, we will be in a position next season to accommodate some if not all of these requests.

Once again, thank you to Zhenya Kondratovski, Hector Cameron, Ronan Boyd, Dan Villa and Jorge Villa for your expertise, professionalism and commitment to the RLTC Junior Tennis Program.

RLTC Volunteer Report

Philip Anido, Erica Leslie

This year we had an active Volunteer Program to assist the Club in its goal of a ground's beautification project, successfully re-seeding, weeding, planting, cleaning, and overall brightening the clubhouse lawns & gardens. We were fortunate to have so many wonderful volunteers come out to lend a helping 'green thumb'. Thank you to all our volunteers for your interest, initiative and hard work. The tasks described here are weekly and annual tasks that show pride and love in our club. It is evident that the club membership is filled with volunteers who are prepared to 'answer the call.'

Grounds

- Thank you to **Paul Bernier** for his on-going work on club house repairs and touch up painting
- Thank you to **Philip Anido** for the excellent reconstruction of the wooden parking lot retaining wall . The excellent repairs saved the club considerable expense
- Thank you to **Tim Plumtree** who singlehandedly and expertly rebuilt the boxes covering the clay court watering system
- Many volunteers contributed to grounds clean up activities such as the relocation of old clay, raking of grounds, garbage clean up, hauling of soil, and discarding of unused garden material. Thank you to **Gill Kirkwood, David Clendenning, Chris Westdal, Karl Ruben, Phil English, Jackie and Ken Douglas.**
- Thank you to **Louise Malhotra, Gill Kirkwood, and Fiona Murray** who extensively cleared out and repurposed our shed and to Gill for further removing all the debris.

Gardens

- Huge thanks to **Karen Leslie and Erica Leslie** for masterminding the flower beds. They looked wonderful throughout the season. Additional seasonal help was much appreciated from **Neva Bruce, Julie Smyth and Phil Anido**
- **"Bring a Flower Day"** was a success with four generous flower pot donors – great thanks to them. The pots were hung to grace the clubhouse and gardens
- Enormous thanks to **Chris Hannant** and our constant gardener who watered, weeded and maintained the gardens and flowers every day. Not a flower wilted for lack of care.

Social Report

Fiona Murray

While COVID somewhat thwarted the RLTC 2020 Social season by not affording the club a chance to hold our regularly scheduled events such as Family Nights and the Annual June Social, our RLTC Manager **Chris Hannant** and his staff did manage to provide their responsibly COVID social distanced service to several exciting tournaments and on-court events with drinks, light snacks, and great energy. Special thanks to **Paul Bernier** for his wine selections.

Overall, the social interactive aspects of the past season revolved around the Club's ability to adapt to the ever-changing COVID rules and regulations, while keeping the membership informed and safe while enjoying a cold beverage, six feet apart.