

President's and Treasurer's Report

Year in review

The last 12 months have included some highs and lows. During the year the Committee reviewed its support arrangements which had for some time been provided under contract by a business associated with Jacqui Mustard and determined that it was in the best interests of the Club to look at splitting contracts for Administration and Business Development and to see who could best provide those services to the Club. This approach was initially met with some understanding on the part of Jacqui given the Club's situation and the need to look at things differently. However, it was then followed by the sudden termination of contract arrangements by Jacqui's business and then more recently by legal action filed with the Employment Relations Authority. The Club has retained specialist legal advice regarding how the matter should be dealt with and will proceed in the Club's best interests. However we are unable to comment any further at this stage.

The Club's decision to look at options for growth and look at contract support roles was also followed by disquiet among some members that raised broader cultural questions and highlighted somewhat of a divide in the Club that is unfortunate and counterproductive. It is fair to say that the Committee has been less productive in the second half of this last year. Hopefully this AGM will deliver a Committee able to both work together and push through with an agenda that might ultimately unite the Club and hopefully position it better for a sustainable future. I believe the new Committee should push on and am heartened by the broad support there appears to be for a change in direction at the Club. Sport Auckland has offered to help the new Committee work on a new constitution and strategy that is fit for purpose in what is a very different landscape for clubs today.

During the Christmas break, the Club was subject to material wilful damage. This caused considerable disruption which we have just got through the end of.

There were positives however during the year, which provide a basis for continuing to have some hope. In particular, I would like to highlight:

- The amazing response to the Christmas damage incident. This was broad based, but the efforts of Kylie McCracken have to be singled out. Kylie was on-site throughout and co-ordinated the response and has spent countless hours working through the important insurance process.
- The way that a range of people from around the Club rallied to ensure things kept moving following the termination of our support contract - suddenly and without notice.
- The positive response we have had to our new Club Administrator - Pia D'Ambros. It has been heartening to see the potential from the new structure the Committee put in place coming into fruition with an excellent response from members to changes on the Administration front. Moreover, the potential to direct the remaining funds the Club has saved by splitting these roles for Business Development purposes in the future without compromising on Administration remains an opportunity for the new Committee to follow through on.
- The Tennis Professional contract was renegotiated. The Club continued to roll-over the existing contract without putting it out to tender reflecting its confidence in David Mustard. Some improvements in terms were negotiated to the Club's benefit and it is pleasing to see some of those benefits come to the Club with some improvement in reporting and payment to the Club for non-member activity. I believe there is a good opportunity for the Club to get more out of its facilities by appointing someone in a Business Development role to promote the Club more

widely than we do today and work with the Club Professionals across Tennis, Squash and the Gym to broaden the membership base and engagement by a wider section of the membership in activities. We cannot be a closed club for current members if we are to progress and we need to pursue membership over casual usage of our facilities with casual users paying a premium, rather than a discount for casual access to our facilities – particularly in peak time.

- We successfully took over the gym and added ~65 new members. There is more work to do in this space and more opportunity to take advantage of.
- After many years of service, Emma Winstanley moved on as Squash VP. We are very fortunate to have had George Crosby step in and the impact of his involvement and support from the wider squash base has been very encouraging.
- The Club enjoyed a range of tennis activities that brought the Club to life through the year that were well arranged by the Simon Holloway and the tennis subcommittee.

I am not standing for President this year but am looking forward to working with what I hope will be a new Committee, aligned on taking the Club forward. I am standing aside as President because I believe we have a candidate in Steve Livesay who can do a better job than I can. I have not always enjoyed the role over the last two years but I can say that I have taken some satisfaction on the positive changes we have made with regards the gym and support services and despite the ongoing difficulties I do view the financial position of the Club as being on a more stable financial footing than it was two years ago. I have certainly enjoyed getting to know more members and get more involved in this Club.

Volunteers and sponsors

I would like to acknowledge the work of the volunteers that make much of what happens at the Club a success. This club has regular volunteers that help on the bar and pitch in when things need to be done around the Club, especially around tournaments.

I'd like to thank Kevin Williams who has been giving his time for Junior coaching for many years at the Club and also thank Matt Taylor and Rhys Williams for their help with Junior squash over the last year.

Our Tennis and Squash VPs, supported by a group of volunteers, continued to do a large amount of work supporting the Club's Interclub participation and arranged a number of tournaments during the year with the support of a group of volunteers.

A lot of what happens around the Club involves our Club Professionals. I'd like to acknowledge and thank our long-standing Tennis Club Professional, David Mustard who continues to provide a wide range of tennis programmes to cater for a range of ages and abilities across the Club. Thank you Dave. Thank you to Jarrod van Driel and Priscilla Wildsmith for continuing as our Squash Professionals during the year. Thank you Pia D'Ambros for continuing to run Pilates on the Court at the Club and to Luke Sniewski for doing a fantastic job transforming our gym.

I would like to thank Kylie McCracken for her effort in putting processes in place to ensure an orderly transition on the Administration front following the changes that occurred during the year.

The Club is fortunate to have a large Group of supportive sponsors, many of whom are active participants in the Club and whose involvement extends beyond sponsorship support.

- Thank you to Sponsors Barfoot & Thompson, City Build Construction, AlSCO, Assurance by Design, BLH Electrical, Ponsonby Physio, Wayne Scott Panel Beaters, NZ Internet Services, Independent Liquor, DispenseWorx, Whaley Garnett Lawyers.
- Thank you to the Community Grants organisations who have generously supported our club this year – The Lion Foundation, NZCT, Pub Charities Ltd.

Financial review

While the Club's long-term sustainability remains fragile we have managed to maintain a reasonable bank balance through the year, necessary given the need to have cash in place for contingencies on aging facilities.

At 30 April 2019, the Club's bank balance was \$58,215.36 with payables of \$18,943.24. Some of this healthy balance can be attributed to the insurance payout. The Club received \$30,600.21, excl gst, and by sourcing our own quotes for the flooring the club has benefited with a net \$10,950.21 cash injection. The intention is to use this additional insurance money to look at improving security and potentially some new bar furniture.

The Club is not out of the woods and with the lost momentum on the grant applications there is a lot of work still to be done given that maintenance continues to be deferred. Over the last two years, the Club has managed to move into a position where it is generating a small cash surplus from operations with a number of factors contributing to this.

- While there have been a number of struggles over the last year the it is encouraging to see how our new Club Administrator has gone about signing up new members as well as renewing memberships. The Club is seeing more timely renewals through a more proactive and focused approach.
- On the administration front there has been a lot of time spent to make sure the clubs membership database is a true reflection of paid up members. This has also allowed for a clean-up of the security system so that only valid members have active cards. As part of this process 375 active cards were removed as they were not valid members. All of these systems are still a work in progress but the club is in a better position to transition systems if required.
- The decision was made during this financial year to take back the running of the gym. The club received a grant of \$12,000 from NZCT and this money was used to purchase gym equipment. The initial sign-up for membership to the gym netted the club \$9,390.10. By the end of the financial year the club has approx. 64 members who actively pay for and use the gym. Out of that number approx. 52 are gym only members, contributing to growth in the membership of the club.
- This financial year the Club received grants from NZCT, The Lion Foundation and Pub Charity. These were achieved by the previous committee and no progress was made on grants in this last year. The Lion Foundation gave the club a grant of \$8,000 to go towards the payment of utilities. This was invaluable and allowed the club to get on top of outstanding payables.
- We have seen an increase in non-member fees following changes to the Club Professional contract although the contribution from non-member usage of our facilities remains insignificant and there have to be opportunities to improve returns from the utilisation of our facilities through a greater focus on member recruitment.

Arie Dekker, President and Kylie McCracken, Treasurer.