

**Minutes - KTC Executive Meeting**  
Wednesday, April 20, 2016, 7:00pm  
Lynne's home

**Present:** Lynne Hanson, Paula Loh, Jocelyn Purdie, Rick Donaldson, Sam Faris, Isabelle Pollock, Flame Eadie, Ginette Blais, Tom Thayer, David Stocks, Doug Bowie

**Regrets:** No regrets

1. Minutes Wednesday, March 9, 2016 approved on consent.

2. Maintenance (Rick) Spring Cleanup; tree trimming; recent & upcoming repairs – The trees backing onto Court 4 were trimmed back (\$847), and four poplars were removed along with undergrowth on Sam's parents' property on the east side of Court 4 (\$2,373). The roots of those trees were beginning to crack the court. We now need a new windscreen for court 4, and will try to fix up one old one that we have. Five broken windows were repaired at a cost of \$498.44

The bleachers have been repaired ( still need stain). Cost was \$520 for materials. The total bill to Patry for the water reconnection was \$551.44, including backflow prevention testing.

We bought 5 new sun umbrellas for \$1016.94; we still need to buy some weights for the umbrellas (probably 3). The deck and the metal tables need to be painted. We may need some more lawn chairs, and we need a new BBQ cover.

We had over 60 volunteers for cleanup day. Rick thanked Alma and volunteers for painting the railing on the second floor deck. A few people have volunteered to do flowers. Rick hopes to do some power washing in May, and there are also volunteers for that job. We will ask Alma if she could organize some volunteers to help with the power washing. We have lights on the deck but don't have anything at the gate. We will ask an electrician for advice on how best to light the area. We also need to fix the light on the deck near the bathrooms. The couches upstairs need updating; Ginette will look into sourcing economical replacements/donations.

3. Website update (Paula) – The website is up and running and people seem happy with it. She is working with Bud, who is updating his software for the challenge ladder (we aren't using the Jegysoft software because they are box ladders, and we prefer the challenge system). We can post the minutes on the website and a page is being set up to post past newsletters. We will try to have the court booking system show the time.

4. Membership (Flame) - update on 2016 online registration; We are now at 440 members. There have been some user errors to track and fix. Overall, most members have successfully registered via the system. Memberships are still coming in, and we are ahead of where we were at last year. We also anticipate getting about 20 Queen's members in the fall. We debated whether to keep the new member lower rate, which is about \$50 less for an individual and about \$100 less for a family. If we want to welcome new members

into the club, the fees are less important than actually integrating them and helping them find people to play with. Personalized emails might be good to encourage them to come out to socials, etc, and it is good to reach out to them individually.

Doug moves, Sam seconds, that we offer the early bird rate to first time members, regardless of when they join in the season. Motion passed, 7 to 3.

Online registration with Jegysoft has been a lot of work to get it in place. Paula suggested streamlining our system, for example, by simply having the membership officer and one other person deciding on special rates rather than having a formal committee who makes these decisions. There was much discussion as to how to make these decisions, and we decided that Flame and Doug will decide, without having to come to the Board for approval. We will ask Alma to look after the new membership orientation committee.

5. Finances (Tom) – Since March, we have taken in \$147,000, and we get a few new members every day. Of that amount, \$122,000 was through credit cards and the processing cost from Moneris was about \$3,000. It was a lot easier to collect online and we didn't have to do a mailout or cash a lot of cheques, but the cost is higher. We've ordered 15 cases of tennis balls, and will likely have to reorder in late May. It is sometimes hard to keep track of the orders so we will order intermittently and monitor usage. During the winter, Paula learned that we are exempt from paying HST on junior camp revenues, and that will save us about \$6,500 per year, going forward. Tom spoke with a representative from Revenue Canada who recommended that we re-file the club's HST returns for the past 7 years and that we may receive a refund for 5 years, which represents a potential return to the club of \$25,000 paid in error. Tom will amend and re-file those returns to see what we can get. Abuse & Harassment Policy for club insurance – we discussed whether to have coverage for abuse, but the insurance does not cover illegal acts, so that seems unhelpful.

6. Operations (Dave) - Guidelines/policy for use of driveway parking. There are 3 spots in the driveway, and we are wondering where the stewards and coaches will park (they are not eligible for the parking passes). We discussed whether to reserve those spots for staff, and decided to designate one spot as staff parking. We talked about moving start/end times for steward shifts, and might want to start and end earlier.

David moves, and Sam seconds, that stewards will start at 7:30 a.m. and end at 9:00 p.m. on weekdays, and hours on weekends and holidays will be 8:00 a.m to 5:00 p.m. Motion passed unanimously.

The two high school tournament dates will be May 10 for KASSAA and May 17 for EOSSAA, and all courts will be blocked off from 7:30 a.m. until 7:30 p.m. (as the afternoon progresses, courts will be opened up if no longer needed). They are very appreciative, as few clubs are able to host this kind of event, which involves 150 kids for each event. The KCVI team uses the courts between 7:00 a.m. and 8:00 a.m. and pay a fee for that. Team members who are also KTC members practice in the afternoons from 3:30-4:30pm, using courts that they can otherwise book as members. We discussed what kinds of awards we should use for 2016 club tournaments, i.e. T-shirts or trophies, and

we decided to go with T-shirts. Paula noted anecdotal evidence about members not being able to book courts, and has downloaded the court booking data from 2015 so we can analyse that data.

7. Member Ralph Holah asked us to host the club competition with British Royal Artillery tennis team on Tuesday, June 28, from 1:30-5:30pm on three courts. Everyone was in favour of this competition, and Dave will liaise with Ralph to select appropriate players from the club.

Paula moved, and Jocelyn seconded, that we facilitate this competition. Motion passed unanimously.

8. Capital Project - Survey of the 2015 membership; Flame noted that we wanted to add a few more questions so she sent it out to the Board again before sending it out to the membership. We decided to proofread and then send out to the general membership in the next few days. We will give people 10 days to complete the survey. Since the capital project has been postponed for reassessment, Mike Preston has asked to be paid for his design contract, and the balance owing is \$3,500.

Paula moved, and Ginette seconded, that we pay this amount for services rendered. Motion passed unanimously.

9. Advertising (Flame) – Flame has been looking around for sponsors and has had some interest for advertising in our newsletter from partners or sponsors. They will put a PDF file together and we simply add it into the newsletter; they will pay \$200 per month, either for the newsletter or the website. We will put out a call the next newsletter for people who would like to advertise with us in the future.

10. Implementation of By-laws (Jocelyn) - discuss section on Directors – Jocelyn noted that a number of questions have come up for the Board's consideration (for example the length of term of Board members), and we decided to have a special meeting to discuss aspects of the by-laws before the committee proceeds further.

11. Next meeting date & location - proposed date of Wed, May 18, Tom will see if he can host.

12. Other business – the suggestion box is up and running. Tom will print the newsletter and Isabelle will laminate and post. Ginette asked about expectations for adult open house, and Natan from Merchant of Tennis will come for a social event. Ginette also noted that her own email link on the website did not work. Finally, Ginette wants to contact volunteers for the social committee and get started on planning events.

13. Meeting adjourned 10:10 p.m.