

Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga

The meeting was chaired by Danielle Over and Pamela Leung acted as Secretary.

Notice of Meeting and Examination of Proxies

The President announced that the notification of the AGM meeting was sent out by email eblast. There being twenty-seven (27) members in attendance and twenty-nine (29) proxies received, the President declared that there was a quorum and it was a duly constituted meeting of the Club members.

Matters Arising from the 2018 AGM Minutes

- The Executive Committee has been working hard on updating the Club's Constitution which will be reviewed later in today's AGM
- Ron Mitchell pg. 3 – parents of Juniors with voting rights, asked about the status. Danielle states that it will be discussed as part of the constitution, however in short the City states that parents can only vote on programs pertaining to juniors. Ron asked if that is the case, should there be a junior executive on the board? Danielle said committee will look into it.
- Ron Mitchell pg. 4 – minutes state that the sprinkler system is completed. Is this accurate? Danielle – Yes, they are all installed and have been in use.

Approval of the 2018 Minutes of the AGM held on October 21, 2018

The 2018 Minutes of the AGM were emailed to members by Danielle who requested a copy. It was moved by Gordon Deeming and seconded by Vivian Xiao that the minutes of the AGM held on October 21, 2018 be approved. All in favour.

President's Report – Danielle Over

The club enjoyed again a very successful season thanks to the due diligence and enthusiasm of the many volunteers and the hard work of Petya of course. I hereby extend my thanks to all the members who have helped with running the various programs.

A very special thanks to all the Executives who again did a fabulous job this year. It has been a great privilege and support for me to have had such an exceptional team.

As you probably know Petya worked very hard during the winter on designing our new website. Several new members mentioned to me that they became interested in the club because of the attractive looking and well functioning website. Thank you Petya for your skills here.

Great progress was made with the purchase of the enhanced platform from the Jegysoft company. It allowed for the start of on-line court booking, on line access to the membership list, on line applying for the ladder system, on line applying for the club tournaments and online payments for the club championships entrees and guest fees.

The club offered again the usual programs

1. The house league which started on May 27 and finished with the wrap up tennis and BBQ on September 9. This program is very well received by the members. Michael Senn has created a good formula to even out the level of abilities between the members of the 4 teams. the Captains, Jon Butcher, Alan Fernandes, Ken Seto and Michael of course did a great job in keeping all the participants enthusiastic and happy. Thank you Michael for your all your efforts.

Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga

2. The mixed Round Robins continued on Wednesday evening for new members and returning members, Friday evenings and Sunday afternoon for all members.
3. Petya and Aly did exceptional well with their 4 free for new members clinic (but other members also participated) Usually 3 courts were used for the many attendees. Thank you.
4. The ICTA teams will be discussed by Jerry. Having these Teams attracts and retains members.
5. Michael Senn continued the Senior Drop in Program which was moved to 10 am on Thursday mornings and became also gender neutral to attract more participants.
6. The ladder system became much more successful this year than in previous years. This was contributed to the ease of application and the ease of connecting with other players. Thank you Petya for setting this up.
7. The Club Championships will be discussed by Les Banski.
8. The club hosted several Social Programs, the Welcome Back BBQ/FUN event on June 10 and the Potluck supper /Tennis on July 27. Shelley Li will enlighten you more.

The club hosted more OTA sanctioned tournaments this year than in 2018.

1. Pam Olley again ran the National Junior Selection at the end May again. The tournament was finished at a later date due to rain delay. However, it was very successful overall with participants and parents happy with our facilities.
2. In the first week of July The Junior Provincials U 14 were held as a daytime tournament with boys and girls together. The OTA ran this with the aid of Petya. On July 3, Gerda, Michael and Shelley hosted a BBQ for the participants, the spectators and the members which was very well received by all.
3. On July 20, 21 and 22 Petya ran the Boys U 14 Circuit tournament on 5 courts.
4. On August 10 and 11 Petya ran the Boys and Girls U 10 Future star tournament
5. On August 24 and 25 Petya ran the Boys U 12 and U 16 Transition Tour tournament.

In all these tournaments the facilities of the club and ambience were much appreciated by all participants and spectators.

The Club Championships started on August 16. The finals were held on September 15 and the trophy presentation and year end BBQ all on the same day just before the rain really started.

As for next year, no alterations in the programs are planned at this moment unless suggested by the members.

There will be a continuation of the plan to improve the facilities of the club and maintain the wonderful Har-Tru courts during the 2020 season.

The financial stability of the club is also of prime importance to the Board of Directors.

Vice President Report – Paul Elias

Some of you may have seen the announcement sent out by Danielle prior to the AGM. I am battling cancer, was in remission but it has come back. I am currently in treatment – one year long process, and hopefully treatment will reduce the cancer cells and will allow me to function at my normal levels again. There is no cure as of yet, but I must watch my health and my stress

**Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga**

levels, so I am reluctantly resigning as the VP and will assist until a replacement is found. I hope everyone will support the next VP and assist in the transition.

Successfully Completed in 2019

LED Light Fixture Warranty Repairs to 4 Half Dark Light Fixtures

- Energy Efficient LED Lighting Installed by City in 2015
- Hubbell Lighting 5 year warranty for replacing defective LED Drivers & bulbs due to expire at end of 2019
- After close of 2018 season, the 4 defective fixtures were removed by Igman Electric
- Hubbell Lighting provided 16 sets of replacement drivers & LED bulbs Boards, under warranty
- Igman Electric installed 4 sets of parts in their Brampton shop before May, for \$678 shop labour cost
- Using specialized rental Genie Scissor Lift and Plywood sheets to protect the soft clay courts, Igman Electric re-installed the 4 fixtures for \$3,231 on May 29, 2019
- Total cost of Igman Electric LED Fixture repair & re-installation on poles was \$3909
- Hubbell provided 12 extra sets of LED drivers and boards valued over US\$8,500, or C\$10,000 – stored in the Clubhouse basement for future LED Light Fixture repairs
- All 84 LED Light Fixtures on 28 concrete high and low poles8 courts are working perfectly at the end of 2019

Switch from Bell to Rogers High Speed Internet Service

- Slow and unreliable Bell internet service was causing the Key FOB Access Control Server to lose its time signal
- Bell's distribution box was 1 Km away, explaining their slow download speed of 12Mbps and Upload speed of 0.5 Mbps
- Rogers box is beside the Electrical Cabinet from the Huron Park Community Centre, providing download speed of 500 Mbps and Upload speed of 10 Mbps.
- Rogers cost on 2-year fixed contract was only \$5 per month higher than Bell's pathetic service -- \$70 per month.
- Switch was made on June 6, and has successfully improved the reliability of the Key FOB system

Projects in Progress for Implementation in the Next 2 Years

Storage Shed Renovations and Internal Re-Organization to Use Existing Storage Space More Efficiently

- Door closing and hinges were upgraded this year to keep rain out
- City is unwilling to replace the shed
- Painting or Staining existing siding Impractical due to rotted siding boards up to 1 foot on 3 walls
- New siding options are being costed over existing siding boards, such as PVC or Vinyl panels

Alectra – refund request – Hani suggested to reach out to a lawyer in the club to see if they can assist in taking Alectra on and sending them a letter. Danielle states she has a lawyer friend and

Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga

will be speaking to her friend regarding sending a letter. Paul states that we need to be careful not to get into an acrimonious situation with Alectra as the City may not like it. His suggestion is that even if we get 2-years of refund back, would still be nice. We have the City to thank for discovering this.

Shed – the City has said no about funding the shed. But this decision is based on the misunderstanding of how expensive the equipment the Club has to maintain the clay courts. Regardless, this project needs to be included in our budget for next year and will get proper quotes next year. Some temporary maintenance was done to the shed by a member who is a carpenter and should hold out for the time being.

Manager's Report – Petya Marinova

Thanks to the executive for all the support, it has been one of the better years. Club opened later than expected due to the rain, there were concerns at the beginning due to slow membership registration, but that picked up in the season.

Online Court Booking System – gradually implemented this through the season. Started off with only the evenings and weekends on 6 courts to gradually implementing court booking all day and all courts. Some members have enjoyed this while others are still adjusting. However, this project has been successfully in use and implementation is completed.

With the implementation of the online booking system, Petya has been able to schedule the watering of courts and members were able to book playing time around the watering slots. The sprinkler system has been fully functional on all courts and is working out great.

Tournaments have been a success this year. Petya ran a few tournaments herself and intentionally scheduled matches during non-peak periods and always left a couple courts available to members. This helped in generating revenue for the club that can be used towards club improvements. Lots of positive feedback from parents and kids participating in the tournaments and they enjoy our club and the atmosphere. Tournaments will be something Petya will plan on continuing next season.

Google Reviews – members posted reviews on google and this has helped our club appear as one of the top searches when people are searching for tennis clubs in Mississauga.

Summer Camps have been successful, good numbers and participation from the kids at the camps.

A thank you card, and bonus were presented to Petya by Danielle.

Financial Report – Vivian Xiao

Club financials update, deep dive into financials and where the expenses are spent. Vivian presented the financial update via powerpoint and provided a breakdown of revenue and expenditures for the year.

Club Financial Goals -

- Credit Valley Lawn Tennis Club is a non-profit organization, affiliated with the City of Mississauga.

Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga

- Offer safe, friendly, dynamic, recreational and competitive social ambience for our members of all ages and tennis skill levels to enjoy playing tennis, a community facility that opens to non-members to have the chance to play tennis as well.
- Generate income through membership, tournament, guest fees etc. to fund the club operations including club house maintenance, court maintenance, programs and general administration.
- Primary objectives are to break even and maximize our cash flow, and to avoid any excessive financial risks and/or undertaking. Excess cash flow is to reinvest in the club operations, such as club house improvement, FOB system installation, shed repair, website and membership platform upgrade etc. or allocate to club reserves.

Revenue - Key Takeaways -

- 1) Membership (\$73,588) 1% up vs. 2018 (\$72,865) despite a slow start of the season
- 2) Increased club tournament participation and more effective collection, projected \$970 vs. \$510 (2018), 90% up
- 3) Great improvement on guest fees, \$2,245 vs. \$1,540 (2018), 45% up
- 4) Additional OTA tournaments to bring \$8,454 vs. \$8,433 (2018), par with 2018
- 5) Incremental Fobs issued vs. planned

Expenditures – Clubhouse - Key Takeaways –

- 1) Extra fund to pay for outstanding electricity invoices as pre-authorized process failed to work due to Alectra system change
- 2) Replaced Bell internet with Rogers premium bundled services for better connection quality
- 3) Lock box investment to adhere to city's fire dept requirements
- 4) Accrued \$1400 for partial shed repair and \$150 for cleaning services at season end
- 5) Delayed the purchase of AED and lounge TV

Expenditures – Courts – Key Takeaways –

- 1) Significant cost reduction on court electricity, thanks to Paul and Danielle's relentless effort on city refund and plan change!
- 2) Increased cost on light repairs to ensure lightings are ready for the season
- 3) Year-end outlook is in line with our budget.

Expenditures – Programs, General & Admin – Key Takeaways -

- 1) Incremental cost on trophies, OTA sanction fees and program expense
- 2) Significant investment on membership platform that allows online booking, ladder, and other functionalities
- 3) Added hardware, including camera, laptop, and TV display to support online booking
- 4) Increased bonus payout to Petya for her effort and commitment to our club

Lockbox expense – Les Banski provided an explanation for this expense. The club installed an emergency lock box system where only the city firefighters have the key to the lockbox. They can open the box and use the key fob to get into our club for emergency purposes, rather than cutting down our fence & gate to get in (i.e. winter period & middle of the night) resulting in limited damage to no damage. Ron Mitchell – it was \$387 to install a lockbox on the City's fence, the club should be sending the City the invoice. Paul states it was the club's decision to install the keyfob system and our decision to minimize damage to the fence, so it was not the City's decision and the club should absorb the cost.

Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga

Membership Report – Michael Senn

Membership Comparison			
Type	21-Oct-18	10-Oct-19	
Single Adult Members	237	262	
Couples	68	58	(29 couples)
Families	29	20	(6 families)
Intermediate/Student	20		
Young Adults		18	
Juniors (13-17)	15	15	
Juniors with adult privileges		12	
Young Juniors (12 and under)	35	35	
Short Term	7		
Total	411	420	

Fobs issued - 116
 % Mississauga - 78

History of membership: 2017 – 411, 2018 – 411, 2019 – 420. Membership is stagnant. Membership Turnover: 30%. That is about 125 non-returning members and an equal number join, keeping the total almost unchanged.

Michael had a team of volunteers who contacted former members to compile reasons for not returning to the club. They heard the following as the reasons for leaving: sickness, injury, no time, work situation, change in family circumstances, changed residence. Nothing to do with the club.

Age profile of members 2019		
Under 24	90	
25 to 44	86	20%
45 to 64	175	42%
65+	69	16%
Total	420	

Age Profile New Members	Number	
19 to 30	16	88% over age 30
31 to 40	30	
41 to 50	38	65% over age 40
51 to 60	30	
61 to 70	10	
71 to 75	5	
Total	129	

**Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga**

Membership Profile 2019				
Month	No. of Members	Cumulative Membership	Percent Membership	
March	17	17	4.05%	
April	109	126	30.00%	
May	144	270	64.29%	
June	35	305	72.62%	A very wet June
July	64	369	87.86%	
August	44	413	98.33%	
September	7	420	100.00%	
Total	420			

Conclusion:

64% of membership was sold by May. Membership momentum lost and adversely impacted by weather in June. Perhaps if it did not rain so much in June, the membership may have continued its momentum that month.

Ron Mitchell asked if there is a recommended number of members per court recognized by OTA? Petya stated that the standard is 100 members per court.

Michael discussed the digital marketing plan for the Club and presented the following plan:

Digital Marketing Volunteer Basis

- Consultant based implementation is terminated. Too expensive, unaffordable. Discontinued at the October 10th, 2019 Executive Meeting – rightly so.
- Implementation by high tech Club members on a volunteer basis
- Familiar with Google, Facebook, Instagram, Twitter and other Social Media Technologies.
- Objective grow membership to 500 over two years – by 2021
- Attempt to reach membership of 460 by 2020
- Develop a Facebook page for the club and keep it updated.
- Two tech-savvy members (Young Adults) came forward to give this a try. They have a clear idea of what's required and how to do it.
- Will develop an action plan over the winter. Assemble a team shortly thereafter.
- Attempt implementation by May 1st, 2020

Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga

- Cost – very likely zero to very small.

Team's Report – Jerry Hobbs

Once again, I would like to thank Danielle Over for another well-done job as President this year and for all the improvements and her hard work, time, etc., in making Credit Valley a better club.

I would like to thank the following captains and co-captains of the ICTA teams-

Petya, our Club coach, cc- Jibade Thomas-Majors, Southwest

Danielle Over, cc- Pam Olley-B-High Park

Murphy David, cc- Shelley Li-C-High Park

Last year's A-West team was promoted to the Majors Southwest Division.

They ended up in second place out of 6 and lost in the second round of the ICTA play-offs 4-2 to Parkway Valley.

The B-High Park team finished 3 out of 8 and C-High Park team finished 3 out of 7.

Credit Valley has 3 teams to cover the various level of player abilities.

Social Report – Shelley Li

June 8th Welcome back BBQ/FUN

For former members of the club, we held a Welcome Back BBQ and tried to encourage them to rejoin us for the new season. It was an opportunity to have them come back to the clay courts and acquaint themselves with their old and new tennis friends. At the same time for new members, it was also an ice-breaking party for them to get warmed up and get ready for a fun tennis season with more opportunities to play. A free clinic was also offered to new members from our club pro before the BBQ. All who attended enjoyed this successful warmup party at the beginning of the season.

July 3rd, Junior Provincial Tournament

During the Provincial Junior Tournament, the club offered a sponsored lunch for all the attending young players. The lunch was also extended to all the parents as well which was appreciated by many who attended. Most of the players and parents were impressed and complimented us on our hospitality.

July 27th Potluck supper and Mixed RR

The Potluck supper and Mixed Round Robin was a new event for this season. After the round robin matches, about 30 members shared their home-made food together. Many were pleased with the opportunity mingle and socialize, talking about many topics other

Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga

than tennis. This event was very successful and well received so we will plan to redo it again next season.

September 9th HL end of season BBQ

The end of the House League season was marked with a BBQ. Award presentations and winning team photos were also part of the activities that followed friendly round matches between house league teams. Michael, our BBQ master, was on the case and always ensured no one was walking around empty handed (or empty mouthed) with offers of burgers and hotdogs. Pizza was also ordered in along with some snacks, fruits and salad. The House League team players enjoyed the end of this season celebration and gave high compliments about the more balanced play between teams and had more fun with the rating system. All are already looking forward to the next house league season.

September 15th BBQ & Club Tournament Award Presentations

Another new event for us this season that was also well received. This culminative event coincided with several match finals and marked the official end of the club sponsored playing season. It also provided an opportunity to celebrate a happy end to the season were we could sit together and watch all the final matches for both singles and doubles tournaments. A lot of cheering of the players ensued. We were treated to some of the best matches in the club for this season. Tournament winners were awarded their trophies in a formal ceremony which provided extra motivation for them to fight hard and receive recognition of their strong tennis playing ability. Unfortunately, the weather did not co-operate, and it was a rainy day, so we didn't achieve a great turnout with only 20 people attending the event. Next year we will try to encourage more people to join the tournament and spectators to come out and join in this season ending celebration. However, it is important that we cross our fingers and hope Mother nature will cooperate better next year.

September 28th SAGEE Cup 2019 Tournament

A Chinese Tennis Community sponsored event was organized to help showcase our club. A total number of 71 people that included members, non-member guests and family friends attended the event. There were 48 players that participated in the tournament with 34 of them being non-member guests. Guest fees contributed more than \$400 to the club. All guests were very impressed with the conditions of courts and enjoyed the ambience of the club. Some indicated interest in joining Credit Valley next year.

Club Tournament Report – Les Banksi & Petya

This year we changed up the Club Tournaments and made it into a tournament style that took place over the weekend.

Some problems encountered this year – could not get participation for the Ladies Singles Tournament. The other issue that came up were members stating that they did not want to play someone really competitive, so for next year, we may introduce a Tier Level playing system. Winners will proceed and losers will continue playing – guarantee 2 -3 matches of play. This will

**Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga**

give members a chance to give competition a try and even if they drop they can continue to play if they lose.

This year, the Club Championships were conducted in four categories. The winners are named below.

The Club Champions for 2019 in each category:

- 1) Men's Open Singles- **Winner: Aly Zaver, Runner up: Aaron Liaw**
- 2) Men's Open Doubles- **Winners: Jibade Thomas and Nick Kroupetski
Runners up: Aly Zaver and Aleem Ladha**
- 3) Men's Over 50 Singles- **Winner: Ivan Balic, Runner up: Dan De'Angelis**
- 4) Men's Over 50 Doubles- **Winners: Dan De'Angelis and Jack Olsen
Runners up: Qing Zheng and Lei Xiao**
- 5) Mixed Doubles- **Winners: Madeline Kroupetski and Nick Kroupetski
Runners up: Pamela Leung and Jibade Thomas**
- 6) Women's Doubles- **Winners: Bella Muere and Pamela Leung
Runners up: Jessie Chan and Tao Jin**

Amendments of the Constitution and Bylaws – Sue Black (absent) & Danielle Over

Sue and Danielle worked hard on updating our constitution that dates back to 2002. Sue is unable to be here today, but Danielle will present.

Sue has reviewed constitutions from other clubs, primarily White Oats.

All revisions are in red. Danielle went over in detailed all the proposed revisions at the AGM.

Updated Conflict of Interest language was provided to the Club by the City, and therefore cannot be changed.

Gordon Deeming mentioned that the term “employee/employees” needs to be changed. Barry Crews suggested to change it to “or others”. Term “employee/employees” appears throughout the constitution and as the Club does not employ employees, the executive team needs to review (i.e. sections 7.2 & 7.3) and change accordingly.

NEW Section 8.8 – Guests must sign a waiver and will have to review the process of how the Club will implement this. A suggestion by Petya is that the member will be responsible for the guest as they are booking their guest online. Either sign a piece of paper or something online. Executive will review.

NEW Code of Conduct Section 8.11 – language updated & process dealing with complaints outlined.

**Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Sunday, October 20, 2019 at 2:00pm
at Huron Park Recreation Centre in Mississauga**

Gordon Deeming moves that the Constitution and Bylaws be passed as presented. Gerry Geldbert seconds. All in favour.

Plastic Bottles Banned at the Club

The club would like to introduce a ban on all one-time plastic bottles at the club. All in agreement, Executive will work towards this goal for 2020.

Executive Nominations – Election of Candidates

No ballot was necessary and the following are the members of the 2020 Executive:

<u>Position</u>	<u>Elected</u>	<u>Nominated By:</u>	<u>Seconded By:</u>
President	Danielle Over	Michael Senn	Gerda Graef
Vice President	Paul Elias (resigned)	Danielle Over	Gerda Graef
Treasurer	Vivian Xiao	Danielle Over	Gerda Graef
Secretary	Pamela Leung	Danielle Over	Gerda Graef
Membership	Michael Senn	Danielle Over	Brad Emerson
Teams	Jerry Hobbs	Danielle Over	Brad Emerson
Tournaments for OTA	Aly Zaver	Kevin Lorrimer	Gonzalo Pages
Club Tournaments	Les Banski	Aly Zaver	Brad Emerson
Social	Shelley Li	Danielle Over	Gerda Graef

Directors Nominations – Election of Candidates

No ballot was necessary and the following are the members of the 2020 Directors:

- Director #1 - Gerda Graef (nominated by Michael Senn, seconded by Danielle Over)
- Director #2 - Sue Black (nominated by Michael Senn, seconded by Danielle Over)
- Director #3 - Barry Crews (nominated by Michael Senn, seconded by Danielle Over)
- Director #4 - Brad Emerson (nominated by Michael Senn, seconded by Danielle Over)
- Director #5 - Gerry Geldbert (nominated by Barry Crews, seconded by Klaus Pflug)
- Director #6- Harvey Sadowick (nominated by Michael Senn, seconded by Danielle Over)
- Director #7- Pam Olley (nominated by Danielle Over, seconded by Brad Emerson)

Gordon Deeming moves to approve the Executives and Directors nominations, moved by Jason Zhong.

Meeting adjourned at 4:28pm.

Chair

Secretary