

**Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Saturday, October 2, 2021, at 2:00pm
Virtually over Zoom**

The meeting was chaired by Richard Iwaszkiewicz and Pamela Leung acted as Secretary.

Welcome by Richard. Pamela covered the housekeeping rules and the virtual AGM process. All participants were on mute; in order to ask questions, participants were to either use the chat function or to click unmute to speak. The Poll function in Zoom will be used to approve motions and to vote on the 2022 Members of the Board.

Agenda

Topics	Speaker
Welcome	Richard Iwaszkiewicz
Notice of Meeting and Examination of Proxies	Pam Leung
Matters Arising from the 2020 AGM Minutes	Richard Iwaszkiewicz
Approval of the 2020 Minutes of the AGM via Zoom Poll	Pam Leung
President's Report	Richard Iwaszkiewicz
Vice President's Report	Cindy O'Doherty
Membership and Communications Report	Tim Wright
Financial Report	Vivian Xiao
Integrity Guide for Suppliers, Contractors & Consultants	Vivian Xiao
Social Report	Tanya Vanderploeg
Teams and Junior Report	Jay Thomas
Facilities and Club Tournament Report	Les Banski
Club Manager's Report	Petya Marinova
New Business Items	Richard Iwaszkiewicz
2022 Members of the Board	
Candidates Introductions in Uncontested Positions & Questions	All Candidates
Contested Positions - Candidates Presentations & Questions	All Candidates
Voting via Zoom Poll	Pam Leung
Adjournment	Richard Iwaszkiewicz

Notice of Meeting and Examination of Proxies

The Secretary announced that the notice of the AGM meeting was sent out via newsletter and eblast. There being forty-six (46) members in attendance at the start of the meeting and fifty (50) proxies received, the Secretary declared that there was a quorum and it was a duly constituted meeting of the Club members.

Matters Arising from the 2020 AGM Minutes

- Guest Play - Is there a limit for Guest play? Executive changed it this year to 3 guests per member for the season due to the increased membership and to ensure members had priority to court bookings.
- Handsfree Water Bottle Filling Station – was installed this season.

- Men's locker room – the urinal was removed due to hygienic reasons. Not enough space to create division between the sink and urinal. No action required.

Approval of the 2020 AGM Minutes held on November 14, 2020

The 2020 AGM Minutes were posted on the Credit Valley website and was communicated to all members of such. It was moved by Michael Senn and seconded by Gerry Geldbert that the minutes of the AGM held on November 14, 2020, be approved. Zoom poll used for participants to vote. All in favour.

President's Report – Richard Iwaszkiewicz

As the new Board came onboard last year, there were a lot of activities that the Board worked on prior to season opening.

2021 – Pre-Season Activities

- Board of Directors:
 - Clear direction to Executive on delivering value to membership
 - Fiduciary Duty – team's accountability and commitment to act on behalf of the club members.
 - Resignation of VP, Appointment of VP
 - Formalized Club Manager contract as Petya was operating without a contract for past 2 years – clearly defined expectations and deliverables
- Use of metrics to drive budget development and approval – ambitious and achievable
- Digitalization of records using CVTC Google Drive
- Club Re-branding
 - Developed new logo
 - New signs, tagline, website revamp
- Improved communication
 - Newsletter
 - Designated points of contact
- Jegysoft updating – booking rules, player's connect feature, wait list

Safety Protocols

- COVID-19 protocol enhancements
- Waiver forms digitalized - to date generated 680 waivers, posted and available on our Google Drive
- Hands free washrooms
- Sanitation resource – cleaner
- Restricted access to the club house
- Developed and implemented Fire Plan
- Installed additional CVTC cameras on courts
- News e-blasts with updates
- Installation of the AED unit
- No covid cases among our members

Operations – Season Opening

- Laser grading all courts – project planning began last season with Danielle and previous executive, completed this season on time, on budget.
- Sprinkler system repair due to winterization issues delayed Court 3 – reopened in July
- New lines on 50% of courts – balance to be installed in 2022 (in house)

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- Additional Har-Tru clay purchased for season maintenance
- All LED court lights in operation - Installation of automatic shut off. After speaking to City of Mississauga, we were the only club who did not have the automatic shut off device.
- Recycling and garbage bins added to support pest control
- Volunteer participation throughout the entire season, Richard extended thanks all – from the executive group to directors, volunteers for various programs and activities and all members who participated in the club activities. Thank you all.

Metrics – hours booked 2021 vs 2020

Richard is known for metrics. Over the course of the season, we used metrics to prepare for different priorities at the club. This is just a snapshot. This year – May 23 open, with closing on November 13. However to compare apples to apples - only used June, July, Aug, Sept as comparison.

	June	July	Aug	Sep	2021	%	2020	%	Year over Year
					Total		Total		Difference
Reg Bookings	1563.5	1545	1353	1096.5	5558	51%	5041	55%	10%
Inclement Weather	731.5	853	417	532	2533.5	23%	1210	13%	109%
Maintenance	9.5	17.5	9		36	0.3%	275	3%	-87%
Watering	206.5	213	256	216	891.5	8%	980	11%	-9%
Tournaments		83.5	156	280	891.5	8%	978	11%	-9%
Social Mixers		34	46	28.5	108.5	1%	205	2%	-47%
House League		60	80	40	180	2%	105	1%	71%
Lessons	165	254.5	214	85	718.5	7%	389	4%	85%
TOTAL					10917.5	100%	9183	100%	19%

Based on the metrics above:

- Increased regular bookings by 10%, increased in inclement weather/rain delays.
- Maintenance – decreased but will touch on this in next metric as whatever hours were recorded in Jegysoft is where we drew the data (hours) from.
- Watering – reduction due to inclement weather
- Tournaments – reduction
- Social Mixers – no Friday this year vs. 2020
- House League – added extra two courts to support member play. There were no interruptions on Monday for the season.
- Lessons – this year more time for lessons and clinics vs. 2020

Metrics – regular booking hours 2021 vs 2020 by Court

Court	1	2	3	4	5	6	7	8	
June	254.5	236	0	244.4	236	246.5	160.5	185	1562.9
July	223.5	196.5	212.5	218.5	178	220	130	166.5	1545.5
August	214	142.5	198.5	188.5	136	181	136	156.5	1353
September	177.5	139.5	162.5	145	96.5	123.5	107.5	144.5	1096.5
2021 Total	869.5	714.5	573.5	796.4	646.5	771	534	652.5	5557.9
2020 Total	731	526	696.5	647	524	628	610	679	5041.5

Regular booking hours – court comparison. Court 1 used the most, then court 4. Interesting to know which courts were more heavily used in comparison.

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Metrics – Lessons

	June	July	Aug	Sep	2021
Members (65)	122	133.5	83	64.5	403
Clinics/Programs	43	121	131	20.5	315.5
Summer Camp		48	90		138
TOTAL LESSONS	165	254.5	214	85	718.5
Members ratio to all lessons					56%

	2021		
Petya	480.5		63%
Pro Assistants	238		37%

Lessons – 65 to 70 members participated in lessons, based on data pulled from Jegysoft.

Clinics/Programs – we were one of the few clubs allowing non-members to join our clinics. Kept it at 30% non-members participation which was the club goal to ensure our members were priority.

Lessons – Petya 63% of her time, and 37% coached by her pro assistants

Metrics – others - Tournaments

	2021	2020	
OTA	239.5	749	-68%
Club Championship	280	231	21%

24 inclement weather roll and brush	72 hrs
6 add clay events	12 hrs
Season open/close	22 hrs
Others	10 hrs
TOTAL	116 hrs

Tournaments – 3 events this year. 240 hours this year vs 749 hours last year. Club Championship, increased in participation this year vs last year.

Maintenance – total of 120 hours spent on the basic maintenance of the courts to make it available to our members

Accomplishments

- Financial stability, communication and transparency
- Membership – fee structure, planning and implementation
- Heavy investment into courts – less of financial burden in 2022 season
- Club Championship sponsorships – appreciative and thankful for donations.
- Positioning of the club into 2022 season – new volunteers' nominations into the Board – change is good, new opinions, new abilities – all good for the club

Missed Opportunities & challenges

- COVID-19:
 - No Intercounty play
 - Cancelled one Senior Tear 1 OTA tournament
- Club Management:
 - Additional resources allocated towards court maintenance not fully utilized
 - Subsidies clinics for adult and juniors members not offered and scheduled by the Club Pro
 - Club Manager missed deliverables and performance
- Board of Directors:
 - Unable to address division – topic that has been present throughout the season, unable to resolve
- Events:
 - Club Championship – accommodations made to members who played other events. Members were not happy. Need to be fair and consistent of rules should have been done. Will be for next executive to address.

Thanks to the directors, executives, volunteers and members for all the time they spent this summer – without the support and engagement of all, it would not have been a successful season.

Vice President Report – Cindy O'Doherty

After the existing Vice President resigned, there was a gap before I came onboard. I came onboard end of February. I was not given a portfolio when I was given the position, so I took it upon myself to help where it was needed at the club. I helped out Petya with a couple of things through the course of the summer. I assisted with teaching the new member clinics. I assisted her with the Sr. Tier One and Under 14 OTA tournaments from scheduling, cleaning the courts, umpiring – sometimes it was over 40 hours of volunteer work over the course of the weekend.

Also, I helped out with the Club Tournament and the final bbq as well. Since I did not play a lot of tennis this summer as I was injured, I took it upon myself to mentor some of the new members I got to meet. I also volunteered to be on Junior Development committee along with Ivan, Danielle and Petya – driving solutions to curb excessive guest fees some members were complaining about after they registered their children for some of the junior development programs. Thanks to all members, volunteers and Directors for their contributions. Specifically want to extend my thanks to directors Barry and Gerry for their contributions over the years.

Membership and Communications Report – Tim Wright

Membership Report

We did some changes to our Pricing methodology as the fee structure for categories had not changed in the last three years.

Pricing methodology designed to:

- recalibrate fee structure and particular categories that were off benchmark – “Single Adult” and “Family” and “Junior” were particularly low.
- Increase revenue over time while muting fee increase through “Early Bird” special – before April 15. Well-received concept and brought in 78% membership revenue by April 15.

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- Provide revenue certainty and facilitate planning by bringing revenues in early – for next Executive to determine if they offer the Early Bird again next year.
- Increase guest revenue (from \$10 to \$15 to make it more inline with a full membership cost if broken down by hour play) – Covid waiver efficacy.

Membership principles:

- First come, first serve (with advantage to past members)
- Reasonability of fee increases

Membership marketing:

- Will be discussed in the Communications update

Membership thresholds:

- Challenge was to balance demand with “member experience”
- April 13th – voted to cap membership at 550, the wait list was growing
- June – voted to increase membership to 600, wait list continued
- July – voted to keep and cap membership at 600
- In capping membership at 600, we did contact the City regarding membership numbers, and it was confirmed we had discretion to set membership cap and we were within their discretion of 75-100 members per court.

Issues – with increased membership, membership experience was impacted with difficulties in booking courts during prime time. Past members who were not able to join, were not happy. Past members who took lessons and wanted to join, but the 600 cap was there. Tim outlined some more specific examples of membership issues. Based on first-come, first-serve and based on the vote the Executive took for membership cap, there was little we could do about it.

Membership enrollment and refund management:

- Cashless – all credit card, more efficient, no issues in making it a cashless club
- Non-resident management – City of Mississauga’s requirement not more than 20% non-resident based membership. There was a point we were above that, so we programmed the rule into Jegysoft so that those not from Mississauga would be directed to Tim to be put on a waitlist.
- Waiting list management – once we hit 600 people, the only way for someone to get in for someone to ask for refund
- Refund protocol – processed 13 refunds, we were generous with refunds knowing there was a waitlist. Amount was based on how many hours they played and what would a guest fee be multiplied and subtracted from the fee they paid. This was reasonable, given that the average member played 21 hours and ¼ of our members played only 10 hours or less this year. So that formula brings you somewhere between the two.

(New) Member Experience –

- New Member Orientation via Zoom – 15 signed up, but only 3 were in attendance. 5 asked to view the recording. I would recommend it next year, would not consider it a success this year.
- Player Connect – we had members looking for people to play. This allowed them to connect with other members.

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- Promotion of the ladder – at the beginning of the season, we were not allowed to host club events, so only member organized events were allowed. We could not allow house league or mixers, as they were facilitated by the club.
- Player evaluation

Membership outcomes – positive effect due to COVID

	2021	2020	2019
# Members	600	386	420
Membership revenue	\$119,209	\$76,580	\$73,168
Guest fee revenue	\$2,850	\$1,720	\$2,265

Membership communications

- Data base – 2020 and 2019 members along with Gmail inquiries
- The Baseline newsletter – proactive
- Website - passive
- Facebook – paid ads and posted community groups free of charge
- Street signs – 2 signs – moved to a Billboard style and positioned them on busier, more strategic locations

“The Baseline” newsletter:

- Low cost – 10 monthly newsletter and 10 eblasts sent out this year. Well-received.
- Proactive communication re: membership, events, services and tennis community
- E-alerts – outside of newsletter – immediate updates
- Analytics – open rate, drill downs, member survey, voting. 60-80% open rate, quite good.
- Special thanks to Tom Borowicz from Engaged Marketing – logos done free of charge by him.

Other communication initiatives –

- Website refresh – colours
- Phone protocol – stopped taking messages. Redirected them to email the club or check out our website
- Club gmail account – membership questions. Tim oversaw and would redirect to other executives as required.

The Membership and Communications are left on solid footing for the next Executive, welcome to assist with the transition for the new incumbents.

Financial Report – Vivian Xiao

As this is Vivian's last year as Club Treasurer, she took the opportunity to review the Club Financial Goals with the members at the AGM.

Credit Valley Lawn Tennis Club is a non-profit organization, affiliated with the City of Mississauga. **The objective of the club is to offer safe, friendly, dynamic, recreational, and competitive** social ambience to members of all ages and tennis skill levels to enjoy playing tennis and providing a community facility that opens to non-members to have the chance to play tennis as well. The club **generates income** through membership, tournament, guest fees to fund club operations including club house maintenance, court maintenance, programs and general administration. **Strong focus on** stable, sustainable and independent financial health and avoid excessive financial risks and/or undertaking. If we have high surplus, we spend the money back to the courts, programs, club improvements. As in line with the previous years, excessive cash flow is to be reinvested into club to enhance members' experience.

Executive Summary

This report provides a financial overview of Credit Valley Lawn Tennis Club's activities from January 1, 2021, to October 2, 2021

- Club President and Director of Membership/Communication baselined historical data and developed 2021 membership modelling to increase the rigor and remove any loopholes in previous years – ambitious, stretched and consistent (GREAT SUCCESS!)
- Club offsets 40% cost increase (\$11,300) on compensation to Club Manager with incremental membership revenue which was initially planned to offset through OTA tournaments (2021 net actual to club \$4,834.13)
- Summary of the club's financial position on October 2, 2021, is as follows:
 - For current year (CY) 2021, revenue recorded \$151,763 vs prior year (PY) 2020 \$92,356, 64% increase: main driver is membership 56% up (+\$42,869), club championship/guest fee 127% up (+\$4,405)
 - With the significantly higher revenue, club has invested continuously in the courts with laser grading of all 8 courts, windscreens, new net posts, anchors, divider nets, brushes etc.
 - On October 2, 2021, club has a surplus of \$26,055, total cash/cash equivalent is \$70,202, and a credit of \$2,949 from Alectra to carry over to 2022 season
 - An estimate of \$2,310 surplus (before tax) by year end after paying remaining expenses on net post install, club manager/maintenance and utility cost etc.

Club Year to Date Financials - 2021/10/02

	2021 BUDGET	2021 ACTUAL YTD (10/02/2021)	2021 REMAINING	2021 YEAR END OUTLOOK (12/31/2021)	2020 YEAR END ACTUAL (12/31/2020)
REVENUE	\$125,090	\$151,763		\$151,763	\$92,356
EXPENDITURES	(\$121,097)	(\$125,708)	(\$23,745)	(\$149,453)	(\$89,069)
DEFICIT/SURPLUS	\$3,993	\$26,055		\$2,310	\$3,287

Check Account Opening (2021/01/01)	\$27,862	
Total Operating Revenues	\$151,763	
Total Operating Expenditures	(\$125,708)	
Tax Paid to CRA	(\$2,227)	
Accrued Laser Grading 2020	(\$10,300)	
Marinova 2020 OTA tournament fee owing to the club	\$580	
Account Payable & Accrued Expenses	\$1,207	
Account Receivable & Accrued Revenue	(\$15)	
Check Account End (2021/10/02)	\$43,162	vs. PY \$39,451 in 2020/10/02

Investment GIC

TD SPECIAL OFFER GIC - 1880 8134871-04	\$5,272
GUARANTEED INVESTMENT CERTIFICATE - 1880 8134871	\$5,000
TD 1 YEAR CASHABLE GIC - 1880 8134871-06	\$5,193
TD SPECIAL OFFER GIC - 1880 8134871-07	\$11,575
	\$27,040

Total Cash and Cash Equivalents

\$70,202

Alectra Credit

\$2,949

Strong financials and achieved our goals!

Financial Statements

2021/10/02

Income Statement

Revenue	
Expenditure	
Net Income	

2021-10-02	2020-12-31	2020-11-14
\$151,763	\$92,356	\$92,356
\$125,708	\$89,069	\$88,125
\$26,055	\$3,287	\$4,231

Cash Flow Statement

Cheque Account Opening (01/01/2020)	
Cash Inflow	
Cash Outflow	
Cheque Account End	

\$27,862	\$14,107	\$14,107
\$164,530	\$96,249	\$96,249
(\$149,229)	(\$82,494)	(\$81,335)
\$43,163	\$27,862	\$29,022

Balance Sheet

Cash	
GIC Investment	
Account Receivable	
Other Current Asset (Credit Note)	
Total Assets	

\$43,163	\$27,862	\$29,022
\$27,040	\$26,925	\$26,690
\$15		
\$2,949	\$4,827	\$5,251
\$73,167	\$59,614	\$60,963

Acct payable & accrued Expenses	
Other Current Liabilities	
Total Liabilities	
Retained Earnings	
Total Liabilities and Equity	

\$1,207	\$10,300	\$10,515
\$2,949	\$4,827	\$5,251
\$4,156	\$15,127	\$15,766
\$69,011	\$44,487	\$45,197
\$73,167	\$59,614	\$60,963

Year over year spend trending

REVENUE	2021 ACTUAL (2021-10-02)	%	2020 ACTUAL	%	2019 ACTUAL	%	2018 ACTUAL	%	2017 ACTUAL	%	2016 ACTUAL	%
TOTAL ALL FEES	\$140,015	92.26%	\$82,790	89.64%	\$84,657	91.66%	\$82,998	89.87%	\$78,897	85.43%	\$72,654	78.67%
TOTAL NON-FEE INCOME	\$11,748	7.74%	\$9,566	10.36%	\$12,324	13.34%	\$14,537	15.74%	\$11,049	11.96%	\$12,638	13.68%
REVENUE	\$151,763	100.00%	\$92,356	100.00%	\$96,981	100.00%	\$97,535	100.00%	\$89,946	100.00%	\$85,292	100.00%
EXPENDITURES												
TOTAL CLUB HOUSE	\$9,068	7.21%	\$11,012	12.36%	\$10,400	11.68%	\$8,781	9.86%	\$4,960	5.57%	\$8,712	9.78%
TOTAL COURTS	\$79,477	63.22%	\$57,405	64.45%	\$64,414	72.32%	\$68,838	77.29%	\$65,342	73.36%	\$58,916	66.15%
TOTAL PROGRAMS	\$7,924	6.30%	\$924	1.04%	\$2,303	2.59%	\$1,243	1.40%	\$1,050	1.18%	\$2,328	2.61%
TOTAL GENERAL & ADMIN	\$29,240	23.26%	\$19,728	22.15%	\$19,313	21.68%	\$18,754	21.06%	\$16,830	18.90%	\$8,380	9.41%
EXPENDITURES	\$125,708	100.00%	\$89,069	100.00%	\$96,431	100.00%	\$97,615	100.00%	\$88,182	100.00%	\$78,336	100.00%

	2021 ACTUAL (2021-10-02)	2020 ACTUAL	2019 ACTUAL	2018 ACTUAL	2017 ACTUAL	2016 ACTUAL
EXPENDITURES/REVENUE %	83%	96%	99%	100%	98%	92%

Takeaways:

- ✓ 2021 spend on courts is in line with previous years
- ✓ 2021 overall expenditure is in line with previous years

Seasonal Regular Spend, Top Categories & Top Vendors

CLUB HOUSE	\$
Hydro - CH	\$1,500
Telephone /Internet	\$1,300
Landscaping (Flowers and Weeding)	\$700
Cleaning Services	\$1,000
Maintenance/Plumbing Costs Washrooms	\$1,000
Cairns Security	\$250
Paint Supplies/Basement Improvement	\$150
	\$5,900
COURTS	\$
Club Manager for maintenance & office	\$39,550
Court Maintenance (excl. Club Manager Fee)	\$3,900
Court Preparation	\$13,750
Court Surface Material	\$9,000
Water	\$4,000
Hydro-CT	\$3,500
Others	\$4,000
	\$77,700
PROGRAMS	\$
Ball Purchases	\$1,000
Social programs	\$1,000
Teams and Trophies	\$500
Subsidized Lessons & Programs	\$1,000
House League & Others	\$500
	\$4,000
GENERAL & ADMIN	\$
Bank charges/Visa costs	\$2,700
OTA Fees	\$3,000
Jegysoft Upgrade Platform	\$2,500
Outdoor Signs	\$500
Insurance	\$1,400
Advertising/Promotions	\$1,000
Office Supplies and Printing Booklets	\$500
Website Redesign and Launch	\$500
WEB Maintenance	\$300
	\$12,400
Estimated Annual Spend	\$100,000

- Given such budget expenditure, if there is no city grant and/or OTA tournaments, 2021 is the only season that club can afford such expenditure
- For 2022 moving forward, club needs to make the effort to retain existing members, grow new members, be prudent with the spend, identify areas for savings while maintaining balance of members needs vs. OTA tournaments

Top Vendors

#	Vendor Name	Est. Annual Spend	%/Total Spend
1	Marinova Tennis	\$39,550	40%
2	Mike Cristea	\$13,560	14%
3	Court Contractors	\$10,000	10%
4	Alectra	\$5,000	5%
5	Peel Region Water	\$4,000	4%
		\$72,110	

Reflections & Learnings

In my 5 years of volunteering as Club Treasurer, here are my share learnings with the incoming Board Members:

- **Club Success and Member Focus**
 - Recruit and retain high performance and collaborative board (executives and directors) to fulfill fiduciary duties for the members
 - Succession planning: board diversity, recruit members with diverse background to join the board
 - Solid and independent financial health to support club day to day operations and key strategic projects
 - Standard operating procedures, clear roles and responsibilities, organized record management to create transparency and consistency, respectful, fun & collaborative ambience to attract members to volunteer in the team
- **Process Improvement**
 - Default payment method to credit card in 2021 to reduce cash/cheques handling for club manager and treasurer – 97% credit card payment in 2021
 - Automated all utilities payment through pre-approved form to remove late payment
 - Clear, organized and consistent membership/guest fee structure to remove loopholes in the past
 - Digitalize waiver form to streamline and reconcile the guest fees
- **Modernize Club By-laws**
 - Revisit two-tiered structures (officers vs. directors) in a volunteered based team: roles & responsibilities, facts vs. opinions, conflict resolutions, collaborations
 - Virtual meetings, proxies and online polling
 - Rethink past president as an “ex officio director”:
 - Canada Not-for-profit Corporations Act 2012 specifies that ex-officio members are not board directors. To be considered, that person must be elected.
 - Set limit to avoid conflict of interest and foster the growth and synergy of the new team
- **Accountability, Integrity and Governance**
 - Directors/Officers shall exercise the duties and responsibilities of their office with integrity, collegiality, and care.
 - A Director/Officer who is in any way directly or indirectly interested in a proposed contract with the Club shall make the disclosure required by the Act. No such Director/Executive Officer shall vote on any resolution to approve such a contract. The conflict of interest will be identified at every agenda of all meetings.
 - Directors/Officers shall be accountable for their acts and place the club and members interest before their personal interest. Focus on facts, not an opinion.
 - Record audit: guest fees, OTA tournament fees, membership discount
 - Perform duties and functions impartially that will withstand public scrutiny:
 - Special programs: selection criteria and governance
 - Suppliers/Contractors: competitively bid-out work, establish supplier agreements including service level expectation, request insurance coverage to protect club

Suggestions for the new team

- **Understand fiduciary duty: CARE & LOYALTY**
- https://www.ic.gc.ca/eic/site/cilp-pdci.nsf/eng/h_cl00688.html
 - Am I committed to the wellbeing of the club and members?
 - Can I contribute the time and expertise necessary to be an effective executive officer or director?
 - Do I add value to the overall wellness of the club?
 - Can I place the club's purposes and interests above my own professional and personal interests when making decisions as a board member?
- **Develop knowledge and understanding** about club operations and focus on fact finding:
 - Read the club by-laws and familiarize with the rules of engagement and code of conduct
 - Understand duty and responsibility, and learn about roles and expectation
- **Build a team**
 - Get to know team members, recognize the difference, respectful, and support each other

Integrity Guide for Suppliers, Contractors & Consultants

- Approved by the Board on August 26, 2021 as part of the club document.
- The Integrity Guide is in addition to the supplier's obligations as set out in any agreements between Club and its suppliers.
- Suppliers shall acknowledge this integrity guide when they provide services and goods to Credit Valley Tennis Club.

Suppliers, contractors, and consultants must:

- Refrain from engaging in any form of non-competitive or corrupt practice, including collusion, unethical bidding practices, extortion, bribery and fraud
- Ensure the protection of the confidential and personal information they receive from the Credit Valley Tennis Club
- Never place a club officer and/or an executive in a situation that could compromise his/her ethical behaviour or integrity or create a conflict of interest.

Conflict of Interest

- Refrain from gaining improper advantage or engage in preferential treatment through Club's directors, executives and/or its members.
- Avoid situations that may adversely influence their business relationship with Club or can be directly or indirectly perceived as a conflict of interest and interfere with the provision of the goods and/or services to the Club.

Gifts and Entertainment

- Never offer to Club's directors, executives and/or its members any payments, gifts, entertainment or any type of inducements, services, discounts and/or personal benefits

that may compromise or appear to compromise club executive team's ability to make business decisions in the best interest of Club and its members.

- Suppliers must not engage in any improper conduct to gain influence or competitive advantage.

Respect and Professionalism

- Suppliers must maintain workplace professionalism and respect.

I want to thank all the directors and volunteers, it has been a great experience volunteering the past 5 years for the Club. Thank you all for your support.

Social Report – Tanya Vanderploeg

COVID impacted our plans for social activities, but we made the best of what we could at each stage of the reopening protocols. Before we started our programs, we made sure to be available for open house, participating in new membership zoom orientation, and being available to our members, especially for our new membership.

House League – preparations began in March. Kudos to the Captains – Michael Senn, Alan Fernandes, Ken Seto, Andrew Lionis, who made themselves available in March for discussions. Even though HL was not permissible at the start of the season, the captains continued the planning, and were prepared to start HL as soon as we were able to. We did increase HL participation and took all 8 courts and we had a mandate to ensure 25% participation were our new members. Although we could not accommodate everyone, which was a shame, it was very well received. There were 4 teams with 84 participants. The HL \$15 fee was processed through online payment and CVTC towels with our “Play the Clay” slogan were provided to all participants. In total we had 9 Mondays of fun including season end social night and trophy presentation. We were fortunate to have no rain outs. Team Ken was the 2021 House League Champions.

Regarding the Round Robins, we rebranded them to Social Mixers to focus more on the social aspect. They were very well received. We created events in Jegysoft at the start of season, to allow online registration with opening and closing registration dates. The players were then assigned to courts, so participants knew which court they were playing on. We had 3 days of social mixers. Sundays – mixers in the afternoon, due to limited participation, we adjusted 3 courts to 1 court depending on interest. Charlie Jonczyk organized the players. On Wednesdays, there was always full participation of 12 players on 3 courts. Jay Thomas organized the players, booked into Jegysoft. We received a lot of positive feedback for the Wednesday social mixers, with Jay onsite and organizing the play and offering tips for doubles play. Thursdays – Michael organized Senior social mixers on Thursday mornings and took 2 courts. People did ask why we did not have social mixers on the Friday - with all the plans this year particularly with talk about intercounty play on Tuesdays and Thursdays, we wanted to leave courts open on Fridays for members. Unfortunately, intercounty did not happen due to COVID. Social mixers on Fridays could be reconsidered as a future opportunity that it gets put back in.

Social Activities that were planned but not accomplished due to Covid –

French Open (replacement for Wimbledon); end of May

CVTC Olympics; July – timing was to coordinate with “2020” Tokyo Olympics

If the next executive is interested, hoping to host Halloween Tennis with Costume Tennis at the end of the month.

It was a fantastic year, really appreciated being your Social Director this year and wish the next team all the best.

Teams and Juniors Report – Jay Thomas

Intercounty

The Club Executive made the decision to opt out of intercounty teams due to risks and logistics related to COVID. The Executive team next season will determine the club's participation in ICTA.

5.0 Social Mixer

The 5.0 Social Mixer was implemented to promote competitive play for 4.0-5.0 skill-level members in lieu of intercounty. Up to 30 members participated, hosted every Wednesdays using 3 courts. Half of the members who participated were new members to the club. Special thanks to Randy Rocchio for forming this idea to compensate for intercounty play and for organizing and managing it with me.

Junior Round Robins

Introduced to members in July via club newsletter. Junior RR information was also emailed to parents of juniors. Weekly online registration was used via Jegysoft. RRs were hosted on Saturdays barring any tournament or club events, used up to 2 courts. Overall, 7-8 juniors of all ages and levels participated this year, held a total of 4 RRs.

Facilities Report – Les Banski

2021 Projects

1. Replace the sprinkler system court #3. Replace water valve court #5. This was a result of frozen water damage during the winter. City of Mississauga serviced the system in October 2020 but the Region of Peel tested the system after by charging the lines again without informing us. Therefore, the sprinkler system got charged with water prior the winter. Fortunately, the City of Mississauga covered the repair costs.
2. Clean up the exterior of the west fence line by pruning the brush. City of Mississauga completed the work.
3. Install a timer for the court lights complete with timer.
4. CVTC now has a posted fire plan, emergency exit signs/lights, fire extinguishers and a de-fib station complete with EpiPen. Thank you, Richard.
5. Installed a new water cooler on the club house deck.
6. Minor repairs and painting in the basement washrooms. Thank you Danielle for all your tireless energy.
7. Installed new CVTC signs, white board on the deck and new court numbers. Thank you, Tanya and Tim.
8. Mississauga Forestry has an outstanding work order to cut down the dead trees, prune back the trees overhanging the courts and lighting systems (west fence line).
9. Landscaping and flowers. Thanks to Danielle Over and her tireless crew of volunteers, the flowers and gardens have never looked better. The garden beds got a fresh look with black mulch. Thank you all for your many hours of hard work.

10. City of Mississauga has been engaged in a three phase upgrade to courts 7 & 8.
Phase 1 – Improve drainage around court 7 & 8 by removing excess dirt blocking the court drainage around the fences and regarding where necessary. Phase 1 is complete.
Phase 2 & 3 - Re-grade and replace the sidewalk court 7 to the main gate. Replace the catch basins on courts 3, 6, 7 & 8. This will involve some landscaping between the club house and court 7. This work in to begin the end of October.
11. Replace the net posts on all courts. Work to be completed at the end of October.
12. Outstanding work orders from the City of Mississauga:
 - A. Repair foundation grading around the club house. The basement is still damp.
 - B. Assess club house roof for replacement.
 - C. Assess club house wooden deck for replacement. Minor repairs and hammering down exposed nails in the spring is telling us the deck is slowly decaying.

In conclusion, with an increase of membership to 600, there has been increased wear and tear at the club. This was expected. We need to start looking at future improvements in the basement, club house, deck furniture, court benches and equipment shed.

I would also like to thank everyone that has put an effort into making CVTC the best club ever. As a community club, it is important to recognize every volunteer and their tireless efforts in marking CVTC what it is today. Many thanks to you all.

Club Tournament Report – Les Banski

OTA Seniors Tournament held this year was well received. Participation exceeded our expectations. Petya took the lead on this tournament and the Club received many compliments on how well the tournament was organized and run. On a side note, many compliments were received from the players on how well the Club looked and that the courts were in great shape. This was all accomplished by Danielle Over and her crew of landscapers and Petya's due diligence in court maintenance. Thank you all for your efforts. Unfortunately, the CVTC could not complete the second half of the tournament due to a reported COVID contact. Fortunately all parties tested negative.

The 2021 Club Championships and BBQ was a great success this year. There were a few hiccups but overall things went well. There were 174 participants. Fifty-six in the Men's Open Singles category alone. Our youngest participant was 7-year-old Charlotte MacDonald in the Parent/Child Doubles. Charlotte and her dad Mark won the Runner-Up trophies. Congratulations. The full list of winners is attached. Congratulations to all.

I would like to thank Petya for organizing the draws, scheduling the courts and keeping the courts in great shape for the tournament. This was no easy task. I would also like to thank the following individuals for volunteering their time to assist in the tournament: Cindy O'Doherty, Tanya Vanderploeg and Danielle Over. Special Thanks to our BBQ Champion Michael Senn. Michael BBQ 135 hamburgers and 100 hot dogs. Great Job!

I would like to thank the following companies and individuals for their generous donations and prize giveaways.

Merchant of Tennis – Gift Cards, hats, tee shirts
Flavio's Hair Design – Gift Baskets
Violeta Jost - \$100.00 donation that went towards the BBQ
Mrs. Vakalapudi - generous cake donation

Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Saturday, October 2, 2021, at 2:00pm
Virtually over Zoom

			CONSOLATION	
	WINNERS	RUNNER-UP	WINNERS	RUNNER-UP
LADIES SINGLES	SELIN VAKALAPUDI	JENNIFER MESTEROM	BELLA MUERE	TANYA VANDERPLOEG
LADIES DOUBLES	ANASTASIA KARPACHEVA SELIN VAKALAPUDI	ORFFA VILLANUEVA IWONA KURAS	BELLA MUERE PAMELA LEUNG	JENNIFER MESTEROM TETYANA DUDNYK
PARENT/CHILD	STEFAN BOLOLOI THEO BOLOLOI	CHARLOTTE MacDONALD MARK MacDONALD	N/A	N/A
MEN'S OPEN SINGLES	ANDREW CHAPPELL	LINDSAY WILSON	JOSEPH SESEK	MIHAIL PEEV
MEN'S OVER 50 SINGLES	MICHAEL ARTHUR	DAN DeANGELIS	JACK OLSEN	KEVIN LIU
MEN'S OPEN DOUBLES	PAVEL OTCHKASSOV JIBADE THOMAS	IVAN BALIC DAN DeANGELIS	QASIM ALI ASAD MANGLA	MIHAIL PEEV ALEX KORABOV
MEN'S OVER 50 DOUBLES	IVAN BALIC DAN DeANGELIS	STEVE MAYER MARK KRACZYNSKI	N/A	N/A
MIXED DOUBLES	SELIN VAKALAPUDI RAJEEV VUNDRU	JENNIFER MESTEROM EMEKA GREAT	DIANNE SOUCY RHETT BLAIR	N/A

Club Manager's Report – Petya Marinova

First, I want to start by thanking all of you, our members, for another successful season. It's been hard given everything that has been happening in the world, so I want to thank you for supporting the sport of tennis and supporting Credit Valley.

On paper, it has been our most successful season with a huge increase in memberships and revenue, as you have already heard from our other executives.

- **Laser Grading:** Our season started with us laser grading all 8 courts, which has not been done most likely in the 50 years that the courts have been at this location. The laser grading definitely improved the condition of the courts, but given the amount of years the courts have gone without it, the laser grading did not give us everything we were expecting but non the less was an improvement.
- **Maintenance:** It's been a difficult season for our courts due to the amount of rain and the huge increase of members, which in return increased the demand and usage of the courts. The courts have been rolled on average of once or twice per week (sometimes even 3 times) due to the rain and in order to keep up with the required maintenance and keep the courts in a good playing shape. Clay was also added to the baselines on all courts and in other areas where needed on a regular basis to keep up once again with the maintenance and try to level up the low spots. Majority of the work was done during the inclement weather because of the amount of rain this season, if the courts needed to be closed due to the rain, I figured that was the best time to do majority of the maintenance in order to not take time away from members during the rest of the time.
- **Rule Adjustments:** Due to the increase of membership, it has been difficult to book courts during certain times of the day. To alleviate the pressure, the club made a few changes:
 - A) Open an hour earlier at 7am

- B) Only allow people to book twice in a day on the same day of playing
- Tournaments: As you already heard from Les, we had a junior and a senior OTA tournament. They were very successful with a high enrolment rate. All participants are always very happy out our club always talking about how good our courts are, how well the tournaments are run and the overall feel of the club. Big thanks goes out to Cindy O'Doherty and Les Banski for putting in countless hours to help with the tournaments. Also, Yasmin Navid, David Briant and Echo Zhang, who were new members this year but came out to help with the tournaments. It is always great to see new members that want to get involved with the club.
 - Club Championships: We had a great turn out this year with some big draws. Overall, it was great experience and it is great to see so many of our members willing to participate and support the club.
 - Junior Clinics and Summer Camps: it was nice to be able to run junior programs and summer camps this year. Something we were not able to do last year due to Covid. To alleviate huge guest fees for parents, the club approved a lesson only membership that was called Junior Enrollment Program. That allowed parents to pay a small fee and have their kids participate in junior programs and summer camps without having to pay a guest fee every time their child was at the club.
 - Junior Scholarship Fund: out of the revenue that came in from the Junior Enrolment Program, the created a scholarship, which would allow a junior to take 2 weeks of summer camp at the club. That was awarded to Abdullah Khan.
 - Yearend BBQ: it was great to be able to have the Year End BBQ, which was help on last day of the Club Championships. It was amazing to be able to get such a great turn out and see so many of our members get together in one place. All the winners were given their trophies and we enjoyed Michael Senn's deliciously cooked hamburgers and hot dogs.

New Business Items

- Is it possible to put down the roles, responsibilities, accountability for Directors and Executives on website? Also, to include club coordinates for the Directors and Executives on website for easy contact.
- Club Maintenance – is it possible to establish a standard of club maintenance schedule and who is responsible? Should it be a team be designated or one person, do it?
- Manual watering system – hoses – can the watering system work next year?
- Mike Cristea – after his work is done, courts are typically good as new. To what level do we need to get extra help to maintain the courts to that level?
- New member – Yasmin – shared her feedback as a new member – thanked the club for creating a great atmosphere, enjoyed being a member and the tennis lessons.

Executive and Directors Nominations – Election of Candidates

Executive Positions

For the 2022 Executive Committee, all the positions were uncontested, therefore no ballots were necessary. The elected nominees introduced themselves to the AGM participants, with the exception of the VP nominee and Social nominee who had to leave the meeting early (however both provided their candidate profiles to the members prior to the AGM), and no introductions from the Membership nominee and Communication nominee as both were not in attendance at the AGM.

Comment from Jenny Fan for Cindy O'Doherty as next season's Tournament Executive re: Club Championships – Jenny expressed the need to ensure Club Championship tournament rules are consistent and fair for all participants next season. There should not be accommodations made for members; the rules need to be applicable to all members. Cindy stated she understood and has ideas to improve the Club Championships next year.

Directors Positions

The Directors positions require an election as there were 5 positions available, and 7 candidates were nominated. The Secretary explained that the voting will be conducted using the Zoom Poll function. The results will be compiled by the Secretary following the conclusion of the AGM and will be communicated to all members via eblast.

The candidates for Directors had the opportunity to present their candidacy and were available for questions following their presentation. There were no questions asked. The candidates' presentations followed in the order below:

- Directors -
 - Cesar Aguilar - NEW
 - David Jarvis - NEW
 - Dan DeAngelis (Current incumbent)
 - Ivan Balic (Current incumbent)
 - Bill White – NEW - did not present, not present at AGM
 - Harvey Sadowick – NEW – candidate profile presented by Danielle Over
 - Farhan Zahir – NEW

Following the completion of the candidates' presentations, voting for the Directors was conducted using Zoom poll.

Election Results

By the time of the election, there were 36 members present at the AGM. Along with 50 proxies received, a total of 86 votes were available to be accepted.

Directors – Total Vote Count

Cesar Aguilar –	82 votes
David Jarvis –	70 votes
Dan DeAngelis –	67 votes
Ivan Balic –	64 votes
Farhan Zahir –	45 votes
Bill White –	43 votes
Harvey Sadowick –	34 votes

**Credit Valley Lawn Tennis Club
Minutes of Annual General Meeting
Held on Saturday, October 2, 2021, at 2:00pm
Virtually over Zoom**

2022 Members of the Board

Executives

<u>Position</u>	<u>Elected</u>	<u>Nominated By:</u>	<u>Seconded By:</u>
President	Frank Bray	Barry Crews	Stefan Bololoi
Vice President	Mark Moody	Michael Senn	Colyn Moody
Treasurer	Eneas Silva	Michael Arthur	Kripa Somasundaram
Secretary	Alex Korabov	Mihail Peev	Georgio Makos
Teams	Anastasia Karpacheva	Siva Vakalapudi	Cindy O'Doherty
Junior Development	Perry Loh	Yasmin Navid	John Vethanayagam
Facilities	Les Banski	Scott Franklin	Barry Crews
Tournaments	Cindy O'Doherty	Dan DeAngelis	Ivan Balic
Social	Gabriella Ralph	Sue Black	Gerda Graef
Membership	John Leonard	Tom Crane	Calen Gumulka
Communications	Daria Agius	Liz Karsonas	John Agius

Directors

Director #1: Cesar Aguilar	nominated: German Cardenas, seconded: Eneas Silva
Director #2: David Jarvis	nominated: Jim Hay, seconded: Harvey Sadowick
Director #3: Dan DeAngelis	nominated by Randal Rocchio, seconded by Lindsay Wilson
Director #4: Ivan Balic	nominated by Dan DeAngelis, seconded by Kris Starosta
Director #5: Farhan Zahir	nominated by Ken Seto, seconded by Vivian Xiao

Meeting adjourned at 4:15pm.

Chair

Secretary