



Credit Valley Lawn Tennis Club
2024 Annual General Meeting Minutes
 Sunday, November 10, 2024
 Huron Park Recreation Centre (Iroquois Room)

AGENDA	SPEAKER
Welcome	Tara Marchelewicz
Call to Order – Quorum & Proxies	Chiara Di Lorenzo
Approval of 2023 AGM Minutes	Chiara Di Lorenzo
President’s Report	Tara Marchelewicz
Financial Report	Eneas Silva
Membership Report	John Leonard
Socials	Mark Chandy
Teams & Tournaments	Jay Shapansky
Facilities & Capital Projects	Les Banski
Club Manager’s Report	Petya Marinova
Questions from Members	Chiara Di Lorenzo
2025 Executive Slate Nominations	Chiara Di Lorenzo
Board Voting and Proxy Ballots	Chiara Di Lorenzo
Scrutineers Count	Chiara Di Lorenzo
Adjournment	Chiara Di Lorenzo

Overview

The Annual General Meeting (AGM) for Credit Valley focused on essential guidelines, membership updates, and financial health, beginning with a discussion on meeting protocols including a debate on quorum and proxy voting; the guidelines were approved by majority. Tara Marchelewicz delivered the President's report, highlighting challenges faced, community engagement, and ongoing policy improvements, while the Treasurer provided insights into revenue trends and expenditures. Reports on teams and tournaments underscored participation in events and the balance of court usage for members, complemented by updates on minor facility repairs and planned renovations. Court usage statistics were presented to assess booking trends and impact on member access, leading to discussions on future community engagement activities and potential booking policy modifications. The meeting concluded with an emphasis on enhancing the club's community role and the need for continued support from members, with several action items identified for follow-up.

Meeting Guidelines and Quorum (Chiara DiLorenzo)

Call to Order: Notice of Meeting and Examination of Proxies

The Secretary announced that the notice of the AGM was sent out via Jeggyssoft on October 9, 2024.

There were **sixty-six (66) members in attendance** and **eighty-three (83) proxies** received confirming that we have quorum.

Voting by Written Ballot - Each member received a paper ballot at sign-in with the names of all candidates running for positions on the Board. In order for a ballot to be counted as valid, and for the purpose of, the Member’s name and number of proxies (maximum of 2) were to be filled in on the top line.

Officially the meeting began at 4:20 p.m.

The Secretary conveyed the **Housekeeping Rules** for the meeting:

1. **Questions:** Members are encouraged to ask questions during designated Q&A sessions. Please raise your hand, and when called upon, state your full name before speaking. Please keep questions relevant to the topics and on the agenda and avoid interrupting presentations.
2. **Time Limits:** To ensure everyone has a chance to participate, we kindly ask that each question or comment for clarification be limited to 1 minute following each presentation and 2 minutes during the Q&A session at the end. If further discussion is needed, please save additional comments for after the meeting or follow up directly with a board member.
3. **Respectful Communication:** All participants are expected to communicate respectfully. Please refrain from using language or tone that could be perceived as confrontational or dismissive. Our goal is to foster a positive, constructive environment for everyone.

Member Comments

- Member Wlaydslaw Lizon (WL) Objections raised over quorum requirements, proxy voting and when Annual General Meeting is to be held
 - The current bylaws do not include provisions for proxy voting, leading to disputes about the validity of proxy votes during meetings.
 - Concerns were raised about the potential manipulation of proxy votes and the need for clarity on voting procedures aligned with the organization's bylaws.
 - Annual General Meeting has to be called within 6 months; December 31st is the end of our financial year
- Member Danel Dukaczewski (DD) Objection raised about the validity of proxy voting due to bylaw inconsistencies
 - Objection raised regarding proxy voting highlighted that the organization's bylaws do not explicitly permit proxy voting, rendering it invalid.
 - The *Ontario Not-for-Profit Corporations Act (ONCA)* stipulates that proxy voting is only allowed if explicitly stated in the bylaws, which the organization lacks.
 - Concerns were raised about the potential manipulation of proxy votes, suggesting that the process may not be transparent or fair.
- Tara Marchelewicz (TM) Responded that with the notice of the meeting, the Board sent clear instructions for proxies that each member would be able to hold 2 proxies and there was a deadline for submission. All proxy submissions have been recorded and time stamped.
 - CVLTC By-Laws state that quorum can be constituted by proxy which implies that proxies are allowed.
 - 20 member quorum was part of the bylaws that were approved by members' vote at the 2024 AGM
 - The Ontario Not-for-Profit Corporations Act (ONCA) does not state "*explicitly allowed*"

Reference: **CVLTC By-Laws Section 9 Member's Meetings**

9.04 Quorum

A quorum for the transaction of business at a Members' meeting is at least 20 of the Members entitled to vote at the meeting, whether present in person or by proxy (ONCA Section 64(1)).

Reference: **ONCA Part VI Proxies**

64 (1) Subject to subsection (1.1), every member entitled to vote at a meeting of the members may by means of a proxy appoint a proxyholder or one or more alternate proxyholders as member's nominee to attend and act at the meeting in the manner, to the extent and with the authority conferred by the proxy. 2017, c. 20, Sched. 8, s. 16.

Motion to Approve Housekeeping Rules *Vote: Majority in favour, 55 votes, while 10 abstained or voted against.*

Matters Arising from 2023 AGM Minutes

The 2023 AGM minutes were sent out via email to the entire membership prior to the 2024 AGM for review.

Motion to Approve moved by Lorne St.Louis, seconded by Michael Senn

Vote: Majority in favour, 4 opposed

President's Report (Tara Marchelewicz, interim President)

Good afternoon esteemed members and friends. It is my honor to present the President's Report for this year's Annual General Meeting of the CV Tennis Club.

For those of you who don't know me, my name is Tara Suzanne Marchelewicz (sometimes goes by Suzie). I have served on the Board since 2023, first as Secretary, and as Vice President in 2024. As many of you are aware, soon after the Club opened for the season, our elected President, Cindy O'Doherty, resigned for personal reasons. We extend our heartfelt gratitude for the dedication and leadership demonstrated throughout her tenure, and thank her for her service to the Club.

In light of this unexpected change, I assumed the role of interim President with the Board's full support. Our primary objective has been to ensure stability and continuity within the Club's day-to-day operations, maintaining our commitment to effectively serving our members.

- Summary of the Season:
 - highlighted the club's strong financial health, maintaining a balanced budget despite increased expenditures.
 - She emphasized the importance of community engagement and the club's commitment to enhancing member services and facilities.
 - The report acknowledged the dedication of volunteers and staff in fostering a positive environment and successful events throughout the year.
- Acknowledgment of challenges and focus on improving policies and procedures
 - Recognizing the need for clarity in engagement terms and policies to enhance member experience.
 - Commitment to updating governing documents and procedures to address current operational challenges.
 - Emphasis on fostering open communication and feedback channels to better meet member needs and expectations.
- Financial health remains strong despite increased expenditures
 - The club has maintained a balanced budget through careful planning
 - Increased expenditures on court preparation and maintenance have been managed without compromising financial stability.
 - Partnerships with local schools and organizations have strengthened community engagement and contributed to financial resilience.
- Emphasis on community engagement and partnerships
 - Encouraging collaboration with local schools and organizations to enhance community involvement and promote tennis programs.
 - Organizing events and tournaments that foster a sense of belonging and camaraderie among members, strengthening community ties.
 - Providing opportunities for feedback from members to continuously improve services and programs, ensuring the club meets the needs of the community.

Membership Report (John Leonard)

NUMBER OF MEMBERS		
2024	2023	2022
726	782	755

REVENUE (tax included)		
2024	2023	2022
\$162,384.96	\$170,910.00	148,020.00

GUEST FEES		
2024	2023	2022
\$5100.00	\$3960.00	\$2602.80

RENEWAL	
Renewed	484
Not Renewed	299
New Members	242

RESIDENCE	
Mississauga	585
Other	141

MEMBERSHIP BREAKDOWN	
Adult	423
Family	66
Couple	92
Young Adult	31
Junior	78
Young Junior	36

MEMBERS BY AGE	
Under 12	87
12-17	61
18-24	25
25-34	115
35-44	121
45-54	121
55-64	120
65+	112
AVERAGE AGE	38

- Discussion on membership numbers: **726 total members** (484 renewed, 242 new)
 - Total membership reached 726, indicating a healthy interest in the club.
 - Renewal rate was 66.6%, with 484 members renewing their memberships.
 - 242 new members joined, reflecting successful outreach and engagement efforts.
- 80% Mississauga resident requirement met (585 Mississauga residents, other cities Toronto, Oakville, Etobicoke was 141)
 - The club achieved the 80% requirement for Mississauga residents in its membership composition. Meeting this threshold allows the club to maintain its status and eligibility for local funding and support.
 - Opened registration for returning members February 15, Mississauga residents March 15 and everyone else April 15. Rates were reduced after the August long weekend which attracted 22 new members, we had 4 open houses which drew in 10 new members.
- Total **membership revenue: \$162,384.96** including taxes
 - Total membership revenue reflects the financial health of the club and its ability to sustain operations.
 - The revenue includes contributions from both renewed and new members, indicating engagement and growth within the community.

Treasurer's Report (Eneas Silva)

- Comparison of 10 months against 12 months financial data
- Even though we had a drop in the membership revenue (less members this year) by 8% and increased insurance costs, we had higher revenue coming from tournaments, as well as an increase in revenue from programs.

Credit Valley Lawn Tennis Club
Balance Sheet
As of October 2024

	Total	
	As of Oct 31, 2024	Dec. 31, 2023
Assets		
Current Assets		
Cash and Cash Equivalent		
Total Cash and Cash Equivalent	\$ 206,472.36	\$ 166,420.05
Total Accounts Receivable (A/R)	\$ 12,400.00	\$ 0.00
Inventory Asset	782.47	0.00
Total Current Assets	\$ 219,654.83	\$ 166,420.05
Total Assets	\$ 219,654.83	\$ 166,420.05
Liabilities and Equity		
Liabilities		
Current Liabilities		
Total Accounts Payable (A/P)	\$ 18,275.72	\$ 11,168.52
Total Credit Card	\$ 2,524.62	\$ 312.40
HST Payable	3,523.86	2,945.64
Total Current Liabilities	\$ 24,324.20	\$ 14,426.56
Total Liabilities	\$ 24,324.20	\$ 14,426.56
Equity		
Total Equity	\$ 195,330.63	\$ 151,993.49
Total Liabilities and Equity	\$ 219,654.83	\$ 166,420.05

Credit Valley Lawn Tennis Club
Statement of Cash Flows
January - October 2024

	Total
OPERATING ACTIVITIES	
Net Income	43,337.14
Adjustments to reconcile Net Income to Net Cash provided by operations:	
Accounts Receivable (A/R)	-12,400.00
Inventory Asset	-782.47
Accounts Payable (A/P)	7,107.20
VISA Credit Card	2,212.22
HST Payable	578.22
Total Adjustments to reconcile Net Income to Net Cash provided by operations:	-\$ 3,284.83
Net cash provided by operating activities	\$ 40,052.31
Net cash increase for period	\$ 40,052.31
Cash at beginning of period	166,420.05
Cash at end of period	\$ 206,472.36

CVTC - Profit and Loss

January - October 2024

	Total			
	Jan - Oct 2024	Jan - Dec 2023	Change	% Change
INCOME				
Membership Income	143,864	156,756	-12,892	-8%
Misc. Income	9,833	5,127	4,707	92%
Programs Income	8,079	5,121	2,958	58%
OTA Junior Tournament Income	1,611	4,531	-2,920	-64%
ITF Tournament Income	27,571	23,774	3,797	16%
OTA 5.0 Tournament	5,575	4,885	690	14%
City Reimbursement of expenses	10,000	10,000	0	0%
Interest Rate Income	3,783	762	3,021	396%
Income VISA points - fees rebate	317	242	74	31%
Total Income	\$ 210,632	\$ 211,197	-\$ 565	0%
GROSS PROFIT	\$ 210,632	\$ 211,197	-\$ 565	0%
EXPENSES				
Bank charges	270	1,409	-1,139	-81%
Bambora Payment Processing	5,107	4,502	605	13%
Annual Court Preparation Expense	26,174	30,864	-4,690	-15%
Association Fees	2,676	2,345	331	14%
Clubhouse Maintenance	10,154	8,622	1,532	18%
Labor court maintenance and ambassador	27,632	18,007	9,625	53%
Court Materials	418	274	144	53%
Pro Salary	32,000	30,000	2,000	7%
Programs	3,396	2,596	800	31%
Social and Community	1,846	4,251	-2,405	-57%
Software	4,506	2,769	1,737	63%
Split of Tournament Net Income Current Year	8,509	9,898	-1,389	-14%
OTA Tournament Costs	1,175	2,620	-1,445	-55%
ITF Tournament Expense	9,225	11,150	-1,925	-17%
General Administrative Expenses	9,569	8,367	1,202	14%
Utilities	14,968	5,248	9,720	185%
Professional Accounting Services		3,500	-3,500	-100%
Capital Expenditure Plan (5-year plan)	8,518	22,610	-14,092	-62%
Job Materials	395	886	-491	-55%
Total Expenses	\$ 166,539	\$ 169,919	-\$ 3,379	-2%
OTHER INCOME				
Merchandise Sale Income	1,247		1,247	
Total Other Income	\$ 1,247	\$ 0	\$ 1,247	
OTHER EXPENSES				
Refunds of memberships and fobs	1,097	1,810	-712	-39%
Cost of Merchandise SLAITE	726		726	
Merchandise site monthly fee	180		180	
Total Other Expenses	\$ 2,003	\$ 1,810	\$ 193	11%
EXCESS OF REVENUES OVER EXPENSES	\$ 43,337	\$ 39,468	\$ 3,869	10%

Breakdown of Miscellaneous Income

4005 CVTC - Misc. Income	Base	Amount w/ HST
SwingVision Inc FEE - sponsorship	\$48.23	\$54.50
Sale of used clay spreader	\$1,000.00	\$1,130.00
Fee from Tennis Canada for court usage - Nationals	\$1,769.91	\$2,000.00
Guest Fees	\$4,513.27	\$4,513.27
Revenue for renting courts to Premier	\$2,400.00	\$2,400.00
Segregate Income	\$101.81	\$115.04
HST Calc		-\$379.59
Total Misc. Income	\$ 9,833.22	\$ 9,833.22

Penalty Fees included to Membership Income	Base	Amount w/ HST
Tennis Late Cancellation/Change Fee	\$685.84	\$775.00
No Show Fee	\$398.23	\$450.00

- **Miscellaneous income**; sold equipment we were not using, Tennis Canada paid to use our courts for Senior Nationals, guest fees, small amount of donations.
- **Increased Expenses** Water Bill and Court Maintenance
 - The water bill increased significantly due to a meter reading issue, resulting in an unexpected \$7,000 charge.
 - The club has implemented a maintenance plan, which increased maintenance staff from five to seven days a week.
 - Minor repairs were made throughout the year, with a focus on maintenance rather than major repairs, ensuring the club remains in good shape.
- Explanation of capital expenditures and court maintenance fees
 - Plan on renovating basement.
 - Labour court maintenance and ambassador fell below budget after hiring 2 young club attendant who experienced harassment from members at the club and subsequently resigned. Although, resources were there, we were unable to fill the positions once they left.
 - Capital expenditures (CapEx) refer to the funds used by an organization to acquire, upgrade, and maintain physical assets such as property, buildings, and equipment.
 - Court maintenance fees are costs associated with the upkeep and repair of tennis courts, ensuring they remain safe and playable for members.
 - Investing in Capital Expenditures (CapEx) and proper court maintenance enhances the overall member experience, prolongs the lifespan of facilities, and can lead to increased membership and participation.

Q&A on Financials

Q: A couple of the tennis tournaments did not generate a lot of money for the club - why do we have these tournaments if it takes away from member court time?

A: The tournaments are a marketing tool and are to provide members and other individuals to play at our club that could potentially become members and the amount that is generated is used for maintenance and to put back into the club.

Comment: A member shared that the primary reason she joined our club, despite living in Vaughan, is because of the tournaments we host. These events have been a key factor attracting her to our club and fostering her continued membership.

Q: Member DD - What is the Club Managers split for tournament profits? 50/50?

A: No. Petya's profit sharing split is 50% for OTA tournaments and for the ITF, it is 30%. This reflects her compensation for working at the tournament. Additionally, the 2024 Financial Statements will be audited.

Comment by Member Anouk C-M: "Among all the adults in the OTA Tournament circuit as well as the adults that participate in the ITF Tournament, this club has the best reputation in terms of ITF Tournaments out of all the ITF Tournaments or UFT tournaments in Ontario. This is why I joined this club".

Social Report (Mark Chandy)

Welcome and Year-End BBQ

- More than a hundred members joined & participated in this years Welcome and Closing BBQ. Great food & beverages were served.



The graphic is titled "Organized Programs" in a large, bold, blue font. It is divided into two columns. The left column is titled "House League 2024 (Monday Evenings)" and lists three bullet points: "Over 90 participants", "Had 13 House League match days", and "Pizza party at the end of the season to celebrate the winners". Below this list is a thank you message to the Captains and a list of their names: Andrew Lionis, Lorne St. Louis, Bhavik Naik, and Mark Grottoli. The right column is titled "Round Robins" and lists four bullet points: "Mixed Round Robins" (with sub-points for Mondays & Fridays 10:30am - 12pm and Wednesdays 6:30pm - 8pm), "Silver Foxes" (with sub-point for Tuesdays 10:30am - 12pm), "Junior Round Robin" (with sub-point for Wednesdays 5:30 - 6:30pm), and "5.0 Doubles Round Robin" (with sub-points for Wednesdays 8pm - 10pm and "Held tryouts this year").

House League 2024 (Monday Evenings)

- Designed exclusively for Club Members offering a platform for friendly competition & fostering competitive spirit
- Roughly 90 participants, 4 teams engaging in competitions over 13 weeks; participation fee (\$50/season) works out to be just less than \$4 per night

Round Robins (RR)

- Mixed RR's Monday & Wednesday mornings/evenings; Silver Foxes on Tuesday mornings gained significant participation with over 50 members taking part of these events of the season.
- Also held Junior RR's for an hour on Wednesday's for 2 months throughout the summer. The Jr RR provides sport time for our junior members as they are integral members of the club and represent the future of our community. Investing in their development is just as crucial as it is for any adult member and supporting their growth significantly contributes to the club's future and success.
- Committed to continuing RR's in the future as long as the interest is there.

Club Championships

- Our Club Championship remained the most popular event among our members and this year was no exception – we had 197 participants competing across various categories, accounting for a third of our adult membership.
- Club Pro did an excellent job in scheduling all the matches - thank you Petya!

We were able to witness some great Final matches during the Year-End BBQ on September

Club Championships

Mens Open Singles

1st: Mike Pietras
2nd: Suriyan Partheepan

Mens Open Singles (B)

1st: Mark Chandy
2nd: Tarik Sehovic

Mens Open Doubles

1st: Mike Pietras and Marek Merwat
2nd: Suriyan Partheepan and Ritchin Sen

Mens Open Doubles (B)

1st: Henrik Li and Zhiyuan Zhang
2nd: Kevin Liu and Brian Weston

Adult & Junior Doubles

1st: Steve Taylor and Makayla Woodliffe
2nd: Stefan Bololoi and Theo Bololoi

Mens O50 Singles

1st: Dan DeAngelis
2nd: Ivan Balic

Mens O50 Doubles

1st: Steve Bourne and Rodrigo Maraboli
2nd: Jaebum Ahn and Seung Seon Baek

Mixed Doubles

1st: Andrew Chappell and Zoey Chappell
2nd: Iwona Kuras and Brian Weston

Mixed Doubles (B)

1st: Monica Musil and Tony Nguyen
2nd: Karly Rodriguez and Gerardo Torres

Mens O60 Doubles

1st: Hani Ayoub and Jack Olsen
2nd: Les Banski and Mark Kraczynski

Womens Doubles

1st: Iwona Kuras and Orffa Villanueva
2nd: Zoey Chappell and Jay Shapansky

Womens Singles

1st: Dianne Tyers
2nd: Helen O'Malley

Womens Singles (B)

1st: Monica Musil
2nd: Anouck Cinq-Mars

Mens O50 Singles (B)

1st: Marco Velastegui
2nd: John Leonard

Mens O50 Doubles (B)

1st: Mark Kraczynski and Gary Saarevitra
2nd: Jason Ebarvia and Gengan Gunachelvan

Q: Zoe – Request that the championship board in the clubhouse be updated with the names of the recent champions, as it has not been updated for some time.

A: Yes, we all agreed - great suggestion and we will look into this request.

Teams and Tournaments Report (Jay Shapansky)

Team Highlights & Accomplishments

Thank you to our Captains

- B1 Team: Eneas Silva
- B2 Team: Neil Gador
- C Team: Andrew Leonis & Mark Chandy
- 55+ A Team : Marg Lansens

- 2x B Division Teams, 1x Senior 55+ A Division Team, 1x C Division Team
- Ran team practices on Sunday afternoons

Division Ranks:

- 55+ Team: 1st place
- B Teams: 5th & 7th place
- C Team: 2nd place

Congrats to the Mixed C team who reached the Intercounty finals and finished in 2nd place!

ICTA Teams

- Four Teams - The teams included two B divisions, one 55 plus A division, and one C division with practices Sunday
- Petya released courts that were not used for practice on Sunday's to members
- The 55 plus team achieved first place in their division; B teams came in 5th and 7th place; C team came 2nd overall in their division, played in the finals at Sobey's and came 2nd overall

ITF Tournament from August 1 - 5 2024

- The tournament was the largest tournament to date with 230 entries.
- Many new sponsors that provided cash or products

OTA Tournaments: Jr Tournament from July 18 – 21; Adult OTA from August 3 – 6 2024

Tournaments & Court-Time Use

Members have expressed concerns about tournaments taking up a significant amount of court time. Expressing that while tournaments foster community and competition, they can limit access to courts for member play. However, it is important to note that there has been a reduction in court time usage, rather than an increase.

- Over the past 2 years, there has been a reduction of approximately 500 hours in tournament court time.
- Tournament have decreased from 7 tournaments to 3 tournaments.
- Aim to schedule tournaments during less popular times to minimize impact on member bookings.
- Many current members participate in the tournaments every year & draw in new members to join
- Tournaments offer valuable visibility for our club, offering sponsors the opportunity to showcase their products while also generating income for the club. It's important to note that we are a non-profit organization, and any revenue generated is reinvested back into the club.

Q: Is there a plan to have an Intercounty Ladies Team and a second C Team?

A: We will need to discuss whether there is enough interest from our members to form a second C team and if there are enough women members interested in forming an Intercounty Ladies Team. We'll also have to consider the benefits this could bring to both the members and the club, as well as the potential impact on court bookings for members who are not on the team, and how many hours this may affect.

Q: Member Mirella – Had expressed that it would be beneficial for the club to conduct surveys.

A: The Executive Board is preparing to send out 2 surveys to members – 1 in July and another at the end of August – to gather feedback and gauge interest in various areas. We invite members to share specific questions they would like to see included in the surveys. Forward your suggestions to the Board so we can incorporate them when creating the surveys.

Q: Member WL– The club is not balanced with the number of teams we have and organized activities. Goal is to provide surveys to members and members should be the focus. We have too many teams and takes away members time from playing during prime hours. Majority of members work – when do you want them to play?

A: This question was addressed in previous years minutes – 2022. A presentation has been prepared to address the question raised. Petya's section of the minutes.

Facilities Report (Les Banski)

- Despite the extra traffic we had with the ITF Tournament there were minor repairs throughout the year
- The focus was on maintenance rather than repair because we did not have any major failures.
- Minor repairs were conducted efficiently, ensuring the club remains in good condition without significant financial impact.
- The biggest mishap this Spring was thaw of ground frost caused the water meter burst, flooding the area. Contacted Peel, who fixed the issues and surprised us with the fact that they could not read the water meter over the last 3 years and we received an \$8,000 water bill – downside of that fix! We are being tracked normally now with the new meter.
- We increased our maintenance staff working from 5 to 7 days; increase in financing that came out of the 5-year plan
- Installation of new net posts and new benches was a success
- Next large expense planned is the basement renovation; waiting for 1 more quotation to come in (4 bids in total) and we can get started during the winter months.
- Thanks to Danielle and crew of volunteers – gardens are phenomenal!
- Outstanding City Orders – we have submitted a request to repaint the club house, repairing the deck and paving the apron (long overdue) between the parking lot and fences (between courts 1 and 4) – all the stone is washing into the courts and creating havoc.
- Upcoming Season:
 - Court Lights have been acting up. The system is pushing 10 years old - will be keeping an eye on it.
 - Practice Wall upgrades, New Windscreens needed for courts 1,2,3, 7 & 8.

Q: The sprinkler heads that protrude above the grade of the courts – several people tripping. Proposed Solution – equivalent of an orange cone over each sprinkler head so when you are playing you are aware.

A: Not an easy fix – will research solutions. Member Tarik Sehovic suggested that in Europe the sprinkler heads are higher for better coverage and noticeability.

Q: Recognize Danielle for her hard work and dedication to maintaining the club gardens. To show gratitude, suggested a permanent recognition like an award?

A: Yes! Noted - We will add it to the minutes.

Manager's Report and Court Usage (Petia Marinova)

- In 2023, we implemented a schedule of extensive midday and overnight watering with minimal brushing (once or twice a day to prepare for watering, instead of after each booking). Due to success, we maintained this approach this year as well.
- Hired a 2-person maintenance crew to care for the courts 7 days a week (upgrade from 5 days/week in 2023) which significantly enhanced the overall playability of our courts. Recognized John Walduck's maintenance efforts throughout the season – Thank you!

Programming

- Allows members to improve their game and make new friends in the club – both adults and Juniors.
- Emphasis on the Club's role in fostering community and skill development
- Through various programs, the Club provides a supportive environment that encourages members to engage in tennis and build friendships, fostering a sense of belonging within the community.
- Organized events and tournaments not only enhance members' skills but also promote healthy competition and sportsmanship, contributing to personal growth and development.
- The Club actively invests in youth programs and coaching, ensuring that the next generation of players is nurtured, which strengthens the overall tennis community and its future.

JR & Adult Program Highlights

- Successful junior programs included engaging summer camps and weekly training sessions that fostered skill development and social connections among young players.
- Adult programs featured a variety of organized events such as house leagues and club championships, promoting community spirit and competitive play.
- Reflect the Club's commitment to maintaining high-quality facilities and providing expert coaching.

Mother Nature – Court Closure

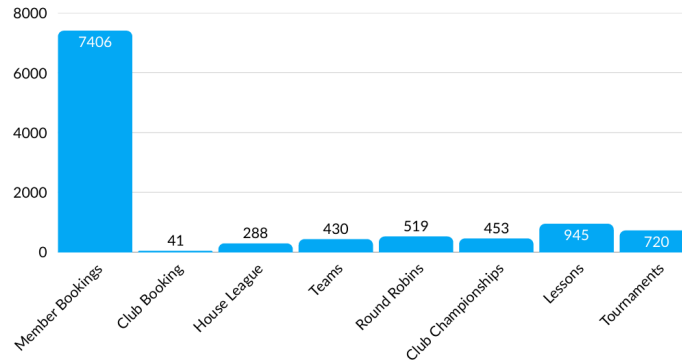
Often at the mercy of Mother Nature, unpredictable downpours occurred that had their effects however, the club only experienced approximately 2,000 hours of closure this year compared to 3,000 hours of closure last year. To clarify, it seems like a tremendous number of hours however, there are 98 hours in a day (8 courts) and the system counts each hour on each court.

Member Opportunities to Book Courts

It has been vigorously voiced by a group of members at recent AGM's that the club restricts members opportunities to book courts and play primarily due to an excess of tournaments and organized events

- Efforts are made to schedule tournaments during off-peak hours to minimize disruption to member play.
- Only a limited number of courts are reserved for tournaments, allowing for maximum availability for members.
- Explanation of efforts to minimize tournament impact on member play - detailed breakdown of court bookings and usage (see below Court Booking chart)

Court Booking Breakdown



Member Bookings: Accounted for 7406 hours: Booked by members, members that want to play with each other and do not want to be part of any organized activities

House League: 288 hours - Occurs every Monday and takes all 8 courts; Members only – there are NO non-members that take part in House League, to serve the membership.

Teams: 430 hours – this includes team matches, team practices and also includes St. Martins School who uses our courts for their practices.

Round Robins: 519 hours

Club Championships: 453 hours – 197 of our own members participating in this event – Members Only.

Lessons: 945 hours

Tournaments: 720 hours – 2 OTA and ITF Tournament. Members participate in these tournaments as well.

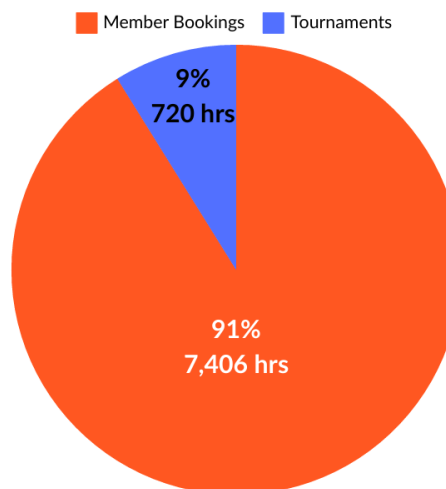
Interesting Statistic: *If we were to take the top 2 players at Credit Valley by how many hours they have booked courts, it amounts to more than what House League hours have played.*

Comparisons of Booking Statistics from Jegysoft

Member Bookings vs Tournaments

Comparison Member Bookings vs Tournaments

- Weekdays non-prime time without access:
 - 2 days (one Thursday & one Friday)
- Weekdays prime time without access:
 - 4 days (two Thursdays & two Fridays)
- Weekend days without access:
 - 2 days (one Saturday & one Sunday)
- Full days without access to any courts: 4 out of 188
- Days of limited access: 8 out of 188
- Total days of tournaments: 12 out of 188



We make every effort to schedule tournaments during times that are less popular for member bookings, whenever possible. For example, at the beginning of the season, the Jr. OTA Tournament was scheduled such that the most in-demand booking hours, weekday mornings and evenings, remained available for Members to book from Tuesday to

Friday, 6 courts were used from noon to 5:00 p.m. In addition, final matches were scheduled on Saturday afternoon, as this is not a popular time for Member Bookings. At the end of September, the Adult OTA Tournament took 6 courts from 3:00 to 7:00 p.m. Thursday – Sunday, leaving mornings and some evening hours available for member bookings (especially Saturday and Sunday mornings, which tend to be very busy compared to the afternoons). Moreover, on the Sunday only 1 court was used for the tournament – 7 courts were available to Members.

Total of 12 days out of 188 days were used for tournaments. (4 full days and 8 partial days)

- The club had 4 full days out of 188 where the members did not have access to courts at all.
- Days with limited access – 8 out of 188 days; either some courts were open the entire day or maybe courts were taken in the morning or evenings

Interesting Statistic: *The sum of the top 5 Members Court Booking Hours (top 5 in terms of hours booked) exceeds the total sum of all court time allocated to Tournaments throughout the season.*

Q: Member DD - What about people who wake up at 7:00 a.m. in the morning and try to book prime time and the times are gone. You don't have those statistics?

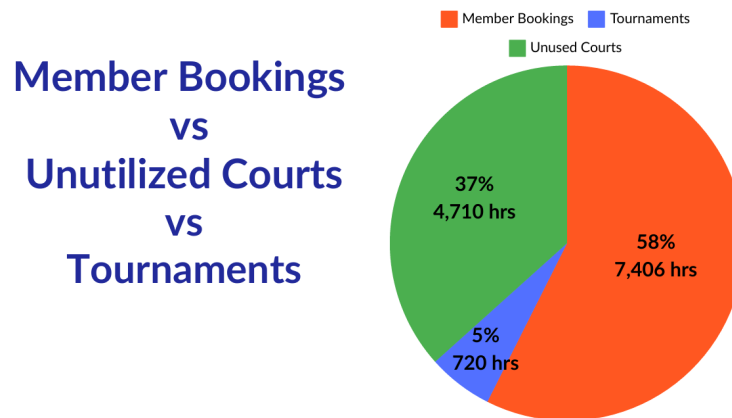
A: No, we do not. However, we can see the number of hours each Member has booked.

Member Kevin Lorrimer: "That's a non-existent problem. I know this because it's easy to book a court the day of/the day before and that's why the system works. What you're talking about is not a problem. It's a problem if you want to play every day. So this, when you say "members", has become a synonym in that corner for me. Members means everyone. So what you're talking about is only a problem if you want to play 8 out of seven days a week. I book at 10:00 a.m. no problem."

Member Andrew Lionis: Suggestion- another club that he is a member at has a booking rule that a member cannot book more than 3x a week – not allowed more than 4 ½ hours a week.

Board; has asked members to email their suggestions regarding Booking Rules.

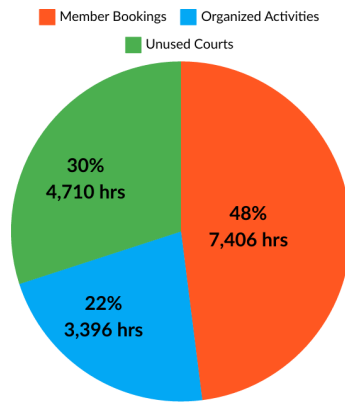
Member Bookings vs. Unutilized Courts vs. Tournaments



- Unutilized Courts are courts that have remained open/not booked throughout the season, meaning they were available for members to book.
- When calculating Total Available Court Booking Hours, daily maintenance/watering times were excluded, as were all inclement weather closures, and only included the hours that were available for a member or for the club to book for an activity. As such, Courts 1-3 were removed when they were closed earlier at the end of season.

Member Bookings vs. Organized Activities

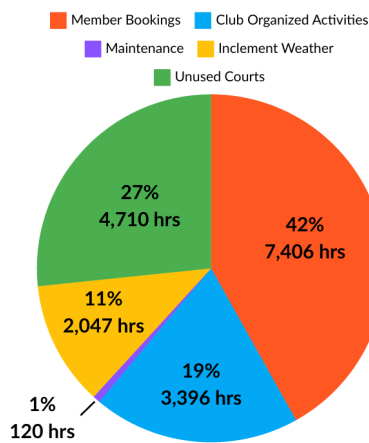
**Member Bookings
&
Unutilized Courts
vs
Organized Activity**



- Regarding concerns raised about the impact of tournaments on Members' ability to book courts during peak hours:
 - Member Bookings accounted for 48% of Total Bookings
 - Tournaments & Organized Activities accounted for only 22% of Total Bookings, suggesting that they do not significantly hinder member access to courts.
 - 30% of available Court Booking Hours remained unused.

Court Booking Statistics Summary

**Court Booking
Statistics**



- Presented overall breakdown of court booking statistics throughout the 2024 Season:
 - 19% of available Court Booking Hours - Club Organized Activities/Programming (available only to Members)
 - 42% of available Court Booking Hours - Member Bookings
 - 27% of available Court Booking Hours were not used, indicating opportunities remained for Members to book courts without conflict
 - 11% of available Court Booking Hours were lost to inclement weather.
 - 1% of available Court Booking Hours were used for additional (necessary) maintenance scheduled outside of watering hours (with consideration of minimizing impact on Member's access to courts)

Interesting Statistic: *If we were to combine our top 30 Members in terms of court booking hours, they take 50% of the current Member bookings that are shown. Out of the 7,406 hours, 50% of those hours were booked by just 30 Members (out of a total 726 Club Members).*

Q: Member Jenny Fan (JF): Why are the courts closed at 10:00 p.m. rather than 11:00 p.m.?

A: Les explained that for the past 2 years, the courts have closed at 10:00 p.m. to comply with City Bylaws. These Bylaws restrict us from effectively performing court maintenance after 11:00 p.m., as maintenance and watering programs take approximately an hour. Additionally, neighbors behind the courts, particularly near court 3, have raised

complaints about the noise and lights being on late at night. To address these concerns and comply with the Bylaws, the courts must be closed at 10 p.m. to complete nightly maintenance with lighting. We do not have a choice.

Community Engagement and Future Plans

- Tournaments and organized activities foster a sense of camaraderie among Members, encouraging social interactions and friendships, providing opportunities to meet and connect amongst Members.
- The Club's Membership is diverse, and various needs must be considered; some Members want to participate in events and programming in order to make connections, while others want to play tennis with only their friends.
- There are a lot of opportunities – the Board will look at the breakdown of prime-time bookings to assess where changes could be made
- Programs provide opportunities for skill development and competition, motivating players to improve their game and engage with the sport in new ways.
- These events enhance the club's appeal, attracting new Members and retaining existing ones by creating a vibrant and active community atmosphere.
- Strong member engagement and volunteer efforts contribute to the club's vibrant atmosphere, enhancing its reputation as a valuable community asset.

Member Q & A and Comments

Dan Dukaczewski (DD): *Took the podium to announce his running for President of the Board.*

“Concerned about the current direction of the club; time to embrace a new approach to governance – prioritizing transparency, fairness and the interests of our members above all else...” (entire speech not included)

Member responses:

Member Zoe: As much as Dan communicated that the Board should be aligned with the Club Members wishes, not all Members agree with his statements.

Member Michael Senn: Responded that he has been a Member at the Club for over a decade and has seen the club improving over and over in the last 10 years. The board has done a “damn good job”. Does not understand where Dan is coming from – out of over 700 members that we have – how many have spent 5 minutes reading by-laws and constitution. We come to enjoy ourselves.

Secretary's response: We acknowledge that no board is without challenges, we have made significant strides in addressing many of the issues and remain committed to resolving those that have not yet been fully addressed in the coming year. Transparency, fairness, and effective communication remain top priorities. As mentioned earlier, following our previous President's resignation the end of May, our primary focus was to ensure the club continued to operate smoothly and provide all the essential services that allow members to fully enjoy their tennis experience throughout the season. While we acknowledge that communication could have been improved, we have addressed this by updating our Code of Conduct and enhancing overall clarity for members, and commit to conducting at least 2 member surveys in the coming season. Moving forward, we are committed to improving our processes and communication efforts addressing all members suggestions and/or concern.

Member WL: Feels that during the last few years, the club has turned into a more private business than non-for-profit organization that serves the members. Has anyone on the board read the Letter of Patent that was issued by the Province in 1971 (Tara has read it). The object of the club is to establish, maintain, conduct and operate the tennis, racquet and social club for the use and accommodation of members, their families and guests and provide the club house ... Therefore, the focus is on members. It's the boards job to know the rules and to obey the rules and not to contravene the rules which is what he believes the Board is doing at this meeting.

Member Yuri Apanovitch (YA): The Board is doing a great job, however, has noticed that over the last few years that it seems there is the lack of transparency & rules have changed. Why?

Secretary: Agreed with Yuri, in that there have been many changes, however the Board’s intention is not to obfuscate any information. We are requesting Members to submit any questions they would like addressed and that we will have a section on the website of answers to questions brought up during this meeting and throughout the season.

Member YA: Financial Questions to the Board to be addressed

- Need to balance the benefits & drawbacks of tournaments, lessons & programs, particularly in terms of court-time.
- Tangible benefits (revenue) and intangible benefits (such as membership) must be weighed.
- For Members to make informed decisions about whether tournaments are beneficial, Members need access to financial data. For example, with the ITF – how is the incoming money spent? Including expenses related to maintenance costs?

The Board’s response: With our membership more than doubling over the last few years, the expenses for maintenance have grown significantly. However, at this point Members began standing up, walking toward the ballot box as we were well over the allotted meeting time. TM: Members are welcome to stay in the room to ask any more questions while the ballots are being counted, but are not to approach the table/corner where votes were being counted.

Member JF: Addressed Petya - *Why did we not have New Member clinics?*

Club Pro Petya: Explained that it was not in her contract to conduct new member clinics. **Board** will revisit this request to host new member clinics next season.

TM: Apologized on behalf of the Board for any programming oversight and stated that had this been brought to the Board’s attention during the season, it could have been addressed and resolved at the time.

Secretary: Emphasized that the main goal this year was to ensure that all members had the opportunity to play tennis, including participating in House Leagues, RR, etc. We acknowledge the challenges but reaffirmed that these were set to benefit the members and that we will address the concerns brought to the Board.

Member JF: Raised concern that ‘Members of the Chinese community’ had not returned/ renewed membership due to lack of access to booking courts.

Member MM: On record, would like to address Member JF, to refrain from making ethnic and racial distinctions and divisions.

Secretary: Stated that the House rules are not being adhered to and emphasized that the meeting needed to move forward to the vote counting. emphasizing that any remaining questions should be asked respectfully, allowing the Board to respond appropriately. Everyone is welcome to stay while the votes are counted (AGM 2023 Minutes noted concern that the votes were counted outside of the room).

Executive and Directors Nominations: Election of Candidate

Votes were counted in the Board Room by Chiara Di Lorenzo, Secretary, and Petya Marinova, and the count was scrutinized by Jamie Ferguson, Manager, Park Services City of Mississauga.

2024-2025 EXECUTIVE TEAM NOMINATIONS		VOTES
President	Tara Marchelewicz	104
	Daniel Dukaczewski	30
Vice President	John Leonard	111
	Wladyslaw Lizon	24
Communications	Anastasia Karpacheva	102
	Ruma Sondhi	29
Teams & Tournaments	George Virich	73
	Jaylene Shapansky	54
	Yasmin Navid	11

2024-2025 Executive Board

Tara Marchelewicz, President

John Leonard, Vice President

Chiara Di Lorenzo, Secretary (*uncontested*)

Eneas Silva, Treasurer (*uncontested*)

Ammar Ahmad, Membership (*uncontested*)

Anastasia Karpacheva, Communications

Mark Chandy, Socials (*uncontested*)

George Virich, Teams & Tournaments

Les Banski, Facilities Manager (*uncontested*)

Meeting adjourned at 6:58 p.m.

Note: Councillor Dipika Damerla was present at the meeting, however she did not inform the Secretary (Chair of the meeting) or announce her presence.