

TAVISTOCK TENNIS CLUB

Minutes of Meeting 7.11.2021

Apologies - Christian Jenkins

The meeting began at 19:30

Present: PR RH RT HP LW RD 12 (MP) JW, CS, LG MB

Item	Discussion/Action	Who	When
Dinner	£31 a head? subsidy? £160 deposit paid Liz/Richard against subsidy. No subsidy.	MP JW	
Update to Rules	MP volunteering. Leigh's initiative. Financial security. Lynn to read rules, and e-mail Richard. Other templates	RT RH RT	
Officer Appoint.	PR - gradual change better JF is leaving ASAP. We need Emergency Treasurer Only PR/LW can sign cheques. LW has defined the role. Immediate problem - payments, changing mandate PR volunteered to take over role temporarily. Round Robin - Membr Secretary - Liz needs deputy	RT	
	Liz exploring mechanism Clubspark membership Needs to be 'sold' to membership.	LW	
Finals Day	Covid problem? weather dependent. So no spread. Social distancing. Safe First. Juniors to be included. Start 1 pm Frances in three matches.	HP CS	
Captains Season Future	RT: - good season. 1st team close third. B & C teams won their leagues. 4-2 players 17 for coaching Monday nights. 5 teams possible next year - 8/9 men squads. HP: A team 2nd in Div II. B team bottom 2 3rd Div. Ladies would like coaching. Rhys? C Team 3rd in 4th Division.	RT HP	
Wall	- Tux to Bill! Go Ahead	RH, BS	
Governance	Evening Sessions - Round Robin required. Needs ratification. RH to draft.	RH	

Item	Discussion/Action	Who	When
Refurb.	Go with Guntzall? Wait for other two quotes. Can we afford the maintenance? - Liz Liz - we had meeting in Feb. apply for £106,000, get £30,000. Tavisstock weather not good for astro. Weekly maintenance + 2/3 years deep clean to prevent compaction. 4 courts £6,400 cost.		
	£68,000 in reserve - cost £6,000. RT - majority of bookings for private use - prefer astro. PR - cost of maintenance? Impaction? Guntzall deep clean every 8 years? Tarmac needs pressure washing. On balance still worth it. LW - I am making sure we are aware of costs. We need to let members know.		
	LC - compared to clay, astro less maintenance CS - 1 & 2 come what may. PR - cost of re-surfacing increasing. PROPOSAL - 708 astro, resurface 1 & 2, fencing. LC - yes JW - yes RH - abstain MB - yes CS - yes RT - yes PR - yes (1 & 2, yes) RD - yes LW - yes HP - yes MOTION CARRIED		
Floodlight	- Electrician to fix light on court 5. put to members -	PR CJ	
RT's survey	Allocation - court usage. (figures attached) 6-8 weekly 90% utilisation. Poor weekend usage. 4/5 most popular. Feedback to RT re. club sessions. Tux to Ron for looking at the data	RT	
Floodlight Payment	Deferred.		
Hitting Partner.	DBS/Safeguarding advisory. LTA solicitor, state on website who's who re. coaching. LC - I spoke to GH - he said he'd do it, but hasn't. PR to speak to GH. Liz to draft website wording.		

Item	Discussion/Action	Who	When
Safeguarding	Safeguarding Audit. LC will do the paperwork + survey to all members. LW - we also need to do re-vegetation. Insurance issues.	LC	
AoB	Inga - collect money via meter. Inga needs a writing. PR Smartgate linked to costs? How will Inga collect.		
	Liz - Lights book - record of payments. All members need to be paying. Round Robin. THE END. The meeting ended at 21:10		

Appointment of New Treasurer, mechanism for? - (5)

We need a new treasurer and it is kind of Jon to stay and make a proper hand over - Pete

Succession planning - I know it is only early September, but in the wake of Jon's resignation and the urgent need to advertise from within the club for someone else to come forward with the relevant skills to take over that role, we need to get an official email out with an outline of the role requirements to ask for volunteers. I am also looking ahead re the Membership Sec role, which with the growth of the membership, and the requirement to act on issues in a timely manner, means that it would benefit from being shared. So one membership sec and an assistant I think - Liz

Practice Backboard - on site Council meeting update, planning permission, budget - Richard (2)

Governance - Ratification Procedures - Liz (10)

1. In accordance with the Club Constitution, voting rights by the Committee are vested in those who were voted onto the Committee at the last AGM
2. The Committee should meet regularly to discuss and make decisions through consensus.
3. Decisions requiring promulgation by email to the Club Membership should be sent via the Membership Secretary, or another nominated individual on The Committee who has Contact Administration rights on our Clubspark website.
 - a. Draft email raised and shared with whole Committee with timescales for responses i.e. approve or raise comments.
 - b. Email to be finalised after this process and emailed to 'Active' Club Membership
4. The Committee is the decision making body, but should bear in mind the importance of consulting with the membership on matters that relate to the membership experience e.g. those where significant capital outlay is likely. Before going ahead with a course of action, the views of the members should be sought to ensure that proposed action(s) is in the best interests of the members.

Refurbishment - 1&2 tarmacking, astro 7&8, s106 implications, etc. - Pete (15)

Quotes as follows:

Quotes now £41,400 tarmacking 1&2. plus £9,600 for fencing = £52,000

astroing 7&8 = £31,500

Total = £83,500

(no indication that it's more economical to do both at the same time?) (Not sure if we still have a potential £10,000 donation?) (but we do have £18,000 s106 + £15,000 from the Council = £33,000)

83,500 - 33,000 = £50,000

As you are probably aware I am very keen on getting on with 127 and 8 as unanimously agreed at a special meeting to decide. The artificial grass courts are more popular and as such give us a booking problem. The balance of 4 of each would be good I think.

The maintenance costs are comparable although it is likely the cost of macadam vs artificial grass will rise as the price of the latter comes down. Artificial grass actually protects the macadam from moss and frost damage. Let's debate this at a meeting although I feel we have done so already and am a bit exasperated we are stalling. Pete

I admit that I am not an expert in artificial grass surfaces but I have had my own concerns about laying astro turf on a further 2 courts (albeit with the aid of an £18K S106 funding grant).

Speaking to John White yesterday after the club social session had finished, he said he had heard various stories about what we are intending but was very concerned about astro turf.

As he said and I agreed, these are great courts to play on when fine and dry e.g. if you are living in a much drier warmer climate, they would be ideal, but were we aware of the maintenance issues and costs to stop the courts clogging up and then having drainage issues which need deep clean maintenance once a year. We also discussed the fact that the courts are quite slippery when just a bit damp and the tennis balls therefore quickly soak up more water. Personally, I prefer to book the hard courts as I think they are a quicker draining surface after wet weather.

We are already evidencing settling of water on 4&5 which would indicate that despite our regular general maintenance, the sand is compacting after 2.5 years of use and needs a thorough clean out etc. I attach a couple of hyperlinks to websites which offer the cleaning service. This would indicate that there are essential add on maintenance costs that I am not aware we have discussed in committee meetings.

Clean Courts - Tennis Court Cleaning - Painting - Maintenance

<http://approvedbusiness.co.uk/ssp-specialised-sports-products/artificial-grass-tennis-court-maintenance-cleaning/product.aspx>

Also, all of this adds to yet more maintenance and we could find that we would have to pay a groundsman! Have we thought about this?

In summary - although we have the costings from Courtstall and the S106 funding, we have not yet committed to a date to go ahead the work for 7&8. I think we should stop in our tracks and thoroughly reconsider and actually consult our membership by providing the pros and cons as to what they think before we do anything. If the council say we can only have the funding for the original application purpose and we lose the S106 funding, then so be it: I would rather lose that, than go ahead, spend money out of our reserves and then find we have future expensive maintenance issues.

I do however think we should definitely get 1&2 resurfaced with the hard court surface and perhaps we should divert energies and money into changing the floodlighting to LED and getting Court 3 done with floodlights? Happy to help with an S106 application for that if the original cannot be re-purposed. Liz

Cost of Cleaning Astros

Hi Elizabeth,

If you had them all done at the same time I'd be able to do it for about £6,400.

Yes it's most likely due to an over application of sand and or dirt that's clogged the pours, or possibly a dip in the surface below causing the surface water. A deep clean and removing of the old sand followed by re applying new sand will fix the problem 9/10 times. To deep clean removing the old sand and any dirt followed by re sanding would be around the £3,500 mark.

We have 2 artificial grass courts laid 2.5 years ago. Although they are regularly brushed to re distribute sand they are showing signs of pooling water after heavy rain. Is this due to clogging and would it require a deep clean. Could you give a rough idea of how much a deep clean would cost please . Not a quote just a rough idea.

Floodlights going forward (may influence Floodlights payments? (later) - Christian (5)

I think we need to do a wholesale upgrade of the lighting as the bulbs will fail (as we have been recently notified). To replace a bulb requires the hiring of a cherry picker and a brave soul to ascend to the light and replace it – any volunteers? I have had one quote to light court 3 which is a rough estimate of £10k.

I have contacted other local lighting operators to see if they can help, one recently completed the LED lighting for the Pannier market which I believe has been a success. Christian

One light on five confirmed not working - needs an electrician, further expense, etc.

Court Allocation/Coaching - Ron (5) [The sub-committee yet to meet]

Floodlights payments with coinbox- All (10)

Everyone who plays under lights required to contribute £1 (not just one person on the court putting in a quid and relying on other courts to pay). Thus on Tuesdays (16 + 12) we should garner £28 minimum and on Thursdays (8 + 12) = £20 minimum, but should be more as social sessions will have goers/comers. Simple rule: everyone who plays under lights will put £1 in. The box will fill up rapidly - not sure what its capacity is? On some nights it's been a question of who will crack first and feed the meter. Monday nights also need to be policed - at one point I made out a spreadsheet for people to tick as they contributed their £1, as much an aide memoir as an accounting system. Rhys and Inga need to know how to override so they can continue to teach if the slot machine jams, as it used to quite frequently. I'll put all this on the agenda for 7th September.

Coin Box

I have attached a quote for a contactless payment system as recommended by my colleague at the Squash Club. I have also contacted Kim Eschbaecher to arrange a meeting to discuss options. Theirs seems to be linked to Club Spark with a fixed 5 year deal, this means we would be tied to Club Spark for that period.

Safeguarding - Status of Hitting Partner

I have managed to have 30 mins with the LTA lawyer and she was quite clear that if we stated on our website that we have a hitter who may charge for services who only hits with children and he is a hitter and not a coach then we cover ourselves fully.

Interestingly the lawyer felt it advisory to have a dbs check and do the volunteers safeguarding online course but not obligatory. She thought the first aid course was an add on if the hitter wanted to .

She felt the club was covered for insurance and safeguarding if we did the above.

She felt that if the hitter gave the occasional opinion while hitting that did not necessarily mean coaching was happening.

My feeling is that we conclude this matter, with a discussion with our hitter encouraging them to get the dbs and safeguarding course but that we need to be careful about insisting on it.

We need a statement on our website as stated above.

Perhaps a brief 2 min discussion on Tuesday if there is anyone who feels this is not the way forward on this one. Pete

Safeguarding Review of our club by the LTA

I write with regards to a safeguarding review visit to your club. Please note that an initial meeting will be undertaken virtually via a zoom link. The link will be sent to you following our confirmation of a time and date for the planned review. I will then follow up this initial meeting with a site visit. The site visit does not have to be accompanied by a club member. This system of working will hopefully allow myself to reach out to a greater number of venues. The zoom meeting will also provide greater flexibility for club members to participate in the meeting.

As you will be aware (from October 2018) all LTA registered venues are required to meet six minimum safeguarding standards. My role is to conduct safeguarding support visits to LTA registered venues, to ensure that not only are the minimum safeguarding standards being met, but that venues are supported to identify areas where they can further improve.

During these unprecedented times the LTA is keen to continue conducting the safeguarding visits to ensure venues are compliant and are supported, particularly with the demand for tennis at high levels.

The initial meeting will involve the following:

I will obtain as much information available from the clubs website and from LTA records

You are requested to complete the attached self-assessment and return to me to assist with assessing what is in place at the club

You are asked to send the following survey link to all members, <https://forms.office.com/r/U2Mk24459U> , using the attached email template

If able, you should send images of any signage on safeguarding displayed at the club and any additional documents/policies that are not available on the website. During our meeting we will discuss your self-assessment.

You will receive a final report which will identify if the venue has met the safeguarding standards or if any points require implementation in order to achieve the overall standard. This would be done with full support from myself where needed. As stated a site visit will be undertaken.

It is my intention to hold the virtual safeguarding review at a time of your convenience on either Friday, 22nd October 2021 or Thursday 28th October 2021.

I again attach the following documents that will assist you in preparing for and understanding the process;

Guidance Document (explaining the process and attendance required on the day)

Survey Link (to be sent to all members to allow completion before the visit) Self-Assessment Form (to be completed in detail and returned one week before the visit) DBS spreadsheet (standard 4.2) Example template Changing rooms policy (standard 5)

I am aware that conducting a safeguarding visit/audit may raise some concerns and apprehension. I would assure you that this is a supportive process and my role is to also assist venues with embedding the minimum standards, so if you have any questions please let me know.

You can also contact the National Safeguarding Team on safeguarding@lta.org.uk about the minimum standards, or on any other safeguarding query or issue.

AoB

Round Robin re. offer of 4 x £50 grant available to any juniors completing Level 1 to be drafted by Liz and approved by committee.

An elderly member recently admonished a 10-year-old for walking across the back of the court during a rally (despite the fact the 10-year-old's father was present). Something like this can put a sensitive kid off for life. Suggest gentle round robin, please wait until the end of a rally before walking across back of court inside fencing (outside fencing, no problem).

Forthcoming Highlights - Updating TTC Constitution before next AGM

Hi Richard,

Thanks for the copy of the constitution that you have. This appears to be identical to a copy that I have. I think that I may have been wrong in thinking that the constitution was changed. I have looked back at the minutes of AGMs since 2018 and I cannot see that there was any resolution changing the constitution. I think that we thought about it, but it never happened. In fact the last two AGMs held on the 27th February 2020 and 24th February 2021 were probably ultra vires.

Working on the constitution, as we believe it to be, then amending the constitution so that the AGM need not be held in the first week of February requires any amendment to be passed at a General Meeting of the Club. A General Meeting of the Club can be a Special General Meeting (see Rule 20) or an AGM. Therefore unless the committee wishes to call a Special General Meeting in the next two or three months to make the next AGM a date other than the first week of February strictly the next AGM should take place in the first week of February and at that AGM (2022) a resolution could be passed to vary the date of the 2023 AGM.

At a General Meeting including an AGM any amendment of the Rules/Constitution requires a quorum for amending the rules of 25% of those eligible to vote (see Rule 21). Therefore if we have e.g. 240 Adult members, for a quorum we need at least 60 members to vote. Then for the amendment to be passed we need two thirds of those voting to vote in favour of the amendment (see Rule 25) i.e. using the above example at least 40 of the 60 would have to vote in favour.

As one is never likely to get 25% of the Adult membership (Student membership is not included) to a meeting there is a saving grace namely that the committee has authority to accept proxy or postal votes as part of the quorum (see end of Rule 21).

I hope that this is all as clear as mud! I am happy to speak on this matter at the committee meeting next Tuesday, if you wish, as I shall be attending the same at least for the start.

Kind Regards, Mike

TTC Treasurer Role (as described by Jon Farquharson Sept 2021)

Committee

- regular updates to the committee on the current financial position
- Annual budget of expenditure on for regular expenses and capital expenditure
- Forecast for position going forward and highlighting any possible financial problems
- Assessing any proposals for economic viability and their potential affect on the club
- Monitoring and controlling bequests

1. Signatory on the Club's accounts
2. Ensure bank account is adequately funded to pay regular bills
3. Make payments for day to day expenses
4. Pay for balls and sell old balls
5. Pay the cleaner
6. Collect any cash or cheques and bank them
7. Empty light meter cash box and bank contents
8. Manage donations to the club
9. Manage donations to charities
10. Monitor stripe payments –
11. Make refunds as and when requested re overpayment of membership fees.
12. Pay utilities and monitor accounts being the first point of call for renewals and queries and contact for companies:
 - Electricity - EDF

- Water - Everflow
- Rates
- Insurance
- Tavistock Council lease payments
- CASC registration
- LTA Registration
- HMRC

Annual Accounts.

Year end 31 December – Accounts to Mike Jeffries for checking in first week January.

Break down all income and expenditure categories supported by receipts and bank statements

Produce full balance sheet for signature and presentation at AGM

Tax

Submit Tax returns when required

SOCIAL SESSIONS

Dear Liz,

As you know I am very concerned about the demise of social tennis at the club.

I joined the club for the following reasons in order of importance:

- 1 - Social interaction
- 2 - Keeping fit
- 3 - Maintaining a reasonable standard of tennis

Over the past year the numbers playing social tennis have dwindled.

Many members have come down to play social tennis and have found that they only have two or three courts available (or only one on one occasion I am aware of) with the other courts being taken up by STLIL and competition matches which take precedence over social tennis. This has meant people have left without playing and others only get one set or two with a lot of time sitting out waiting for a court. In subsequent weeks they are concerned they won't get a game, look at the booking sheet and note that 50% of the courts are taken up with starters and starting tennis so don't bother to come down. today Tuesday 7th September and Thursday are cases in point. Starting social tennis at 5 pm does not really solve the situation as many people work until 5 pm. Why can't the starters play in the normal social session? some do and their game has improved significantly in both their performance and understanding.

This emphasis gives a strong indication that that the club puts little value in social tennis.

I regularly attend social tennis and when I was a committee member many members complained about this to me. Other than Saturdays it is unusual to see any committee members at social tennis. Another indication that the committee does not value social tennis'

Since I left the committee a number of members, who are aware that I have left the committee, have said that it is shame that their interests are now no longer represented.

I believe there was also some disappointment that last Saturday's outdoor social event was cancelled for Covid 19 reasons yet it was acceptable to have a large number of people in the clubhouse on the same day. Further indication of the clubs direction.

Please would you bring this up at this evening's committee meeting and let me know the committees view.

Best regards Jon Farquharson

Hi Jon

I am cc'ing in my response and your email to the Committee, but I'm sorry, we have a packed agenda so would not be able to discuss this evening.

This issue is however, part of the remit that Ron's analysis of court bookings will bring out as it is exactly this tension between Social, Coaching and Competitive tennis that needs to be looked at for the whole club.

P.S. - If others have the same issues, please ask them to put in writing via email so that we can have a spread of people with their viewpoints. I know Sean George said to me recently that he works, so getting to Social Club tennis for 6pm suited best, but if people start at 5pm, chances are people will just leave earlier and then there will be hardly anyone there from 6.30/7pm.

Kind Regards Liz

Liz, thank you for your prompt reply.

Further proof if any were needed that social tennis is a very low priority or of any interest at all to the committee.

If you put this off for long enough it probably won't be an issue any longer because nobody will be going to social tennis anyway.

Best regards

Jon

Court Utilisation Review

April to July 2021

Introduction – a requirement to review data rather than anecdotes to help plot a sensible way ahead

- There's tension around available court time, especially at prime time (weekday evenings)
- Members don't want to wait for a free court during social sessions
- Others want to be able to book private sessions but struggle to find a slot
- Inga (& Rhys?) wants more time to meet coaching demand, and also wants courts at the same prime time
- We need to balance these competing needs by planning sensibly to satisfy the various stakeholders, whilst operating in the best interests of the club
- The start point is to understand where we are now – that's what this review seeks to show

Methodology – a compromise, but gives a decent first view

- Club Spark has no analytical functionality – it can't even export raw booking data at scale for meaningful analysis
- That means the only way to get the information is to trawl laboriously through the bookings for each day and categorise them manually
- We can see date, court number, day of the week, time of booking and its duration – a good start
- We can also see who has booked
- I've categorised timings by 'off peak' (8am to 5pm) and 'peak ' (5pm to 8pm)
- I've then categorised by activity – Club Socials, Coaching, Private booking, Hitting session, Matches, Practice sessions and so on
- This takes time, but I've compiled data for April to July inclusive.
- Ideally we'd compare this year with the last 2 years, but given both Covid restrictions on court usage and the explosion in member numbers it probably wouldn't tell us too much

Sample of data sheet – transcribed manually from Club Spark calendar

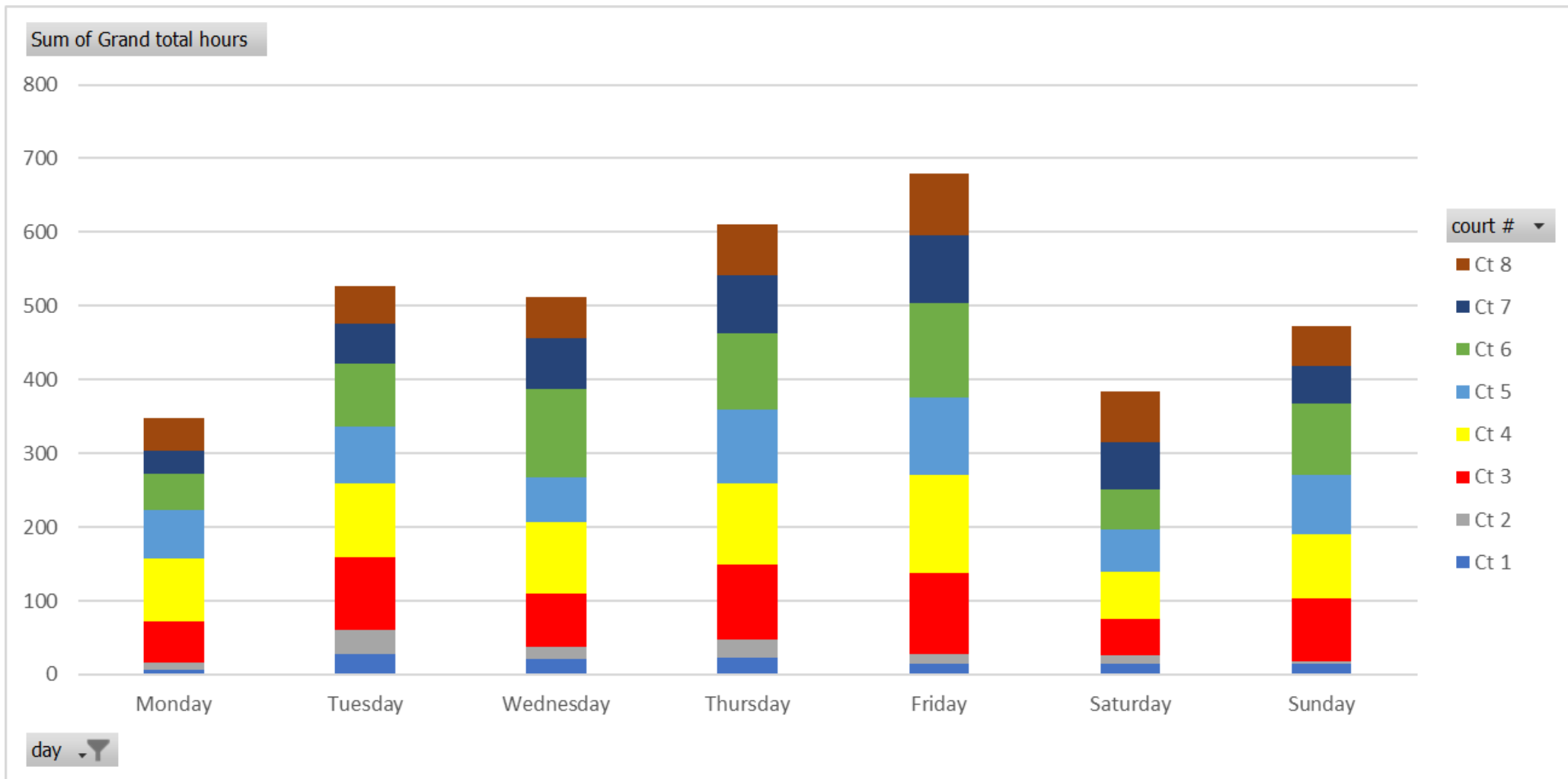
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1						8am to 5pm							5pm to 9pm								
2	date	month	day	court #	Hours total off peak	Private off peak	Coaching off peak	Hitting off peak	Club Social off peak	Team practice off peak	Adult matches off peak	Junior matches off peak	Hours total peak	Private peak	Coaching peak	Hitting peak	Club Social peak	Team practice peak	Adult matches peak	Junior matches peak	Grand total hours
213	27-Apr	April	Tuesday	Ct 3	2.5	2.5							2				2				4.5
214	27-Apr	April	Tuesday	Ct 4	5	2	3						2				2				7
215	27-Apr	April	Tuesday	Ct 5	3.5	3.5							2				2				5.5
216	27-Apr	April	Tuesday	Ct 6	3		3						2				2				5
217	27-Apr	April	Tuesday	Ct 7	0								3	2	1						3
218	27-Apr	April	Tuesday	Ct 8	3	1	1	1					2	1	1						5
219	28-Apr	April	Wednesday	Ct 1	0.5	0.5							1	1							1.5
220	28-Apr	April	Wednesday	Ct 2	0								0.5	0.5							0.5
221	28-Apr	April	Wednesday	Ct 3	2	2							3	1.5	1.5						5
222	28-Apr	April	Wednesday	Ct 4	4	3	1						2.5	1	1.5						6.5
223	28-Apr	April	Wednesday	Ct 5	0								2.5	1	1.5						2.5
224	28-Apr	April	Wednesday	Ct 6	3.5		3.5						1.5		1.5						5
225	28-Apr	April	Wednesday	Ct 7	0								2.5		2.5						2.5
226	28-Apr	April	Wednesday	Ct 8	0								2.5		2.5						2.5
227	29-Apr	April	Thursday	Ct 1	0								1				1				1
228	29-Apr	April	Thursday	Ct 2	0								1				1				1
229	29-Apr	April	Thursday	Ct 3	2	2							2				2				4
230	29-Apr	April	Thursday	Ct 4	4	2	2						2				2				6
231	29-Apr	April	Thursday	Ct 5	3.5	3.5							2				2				5.5
232	29-Apr	April	Thursday	Ct 6	3.5	1	2.5						2				2				5.5
233	29-Apr	April	Thursday	Ct 7	0								1.5		1.5						1.5
234	29-Apr	April	Thursday	Ct 8	0								1.5		1.5						1.5
235	30-Apr	April	Friday	Ct 1	0								0								0
236	30-Apr	April	Friday	Ct 2	0								1	1							1
237	30-Apr	April	Friday	Ct 3	4	4							2	2							6
238	30-Apr	April	Friday	Ct 4	6	6							2	2							8
239	30-Apr	April	Friday	Ct 5	3	3							3	3							6
240	30-Apr	April	Friday	Ct 6	4	3	1						3		3						7
241	30-Apr	April	Friday	Ct 7	2.5		2	0.5					2		2						4.5
242	30-Apr	April	Friday	Ct 8	1.5	1.5							2		2						3.5
243	01-May	May	Saturday	Ct 1	0								0								0
244	01-May	May	Saturday	Ct 2	0								0								0
245	01-May	May	Saturday	Ct 3	2	2							0								2
246	01-May	May	Saturday	Ct 4	2	2							0								2
247	01-May	May	Saturday	Ct 5	4	4							2	2							6

Summary. There is capacity, but it is in short supply at peak times. Weekends & Mondays offer more opportunity than weekday evenings.

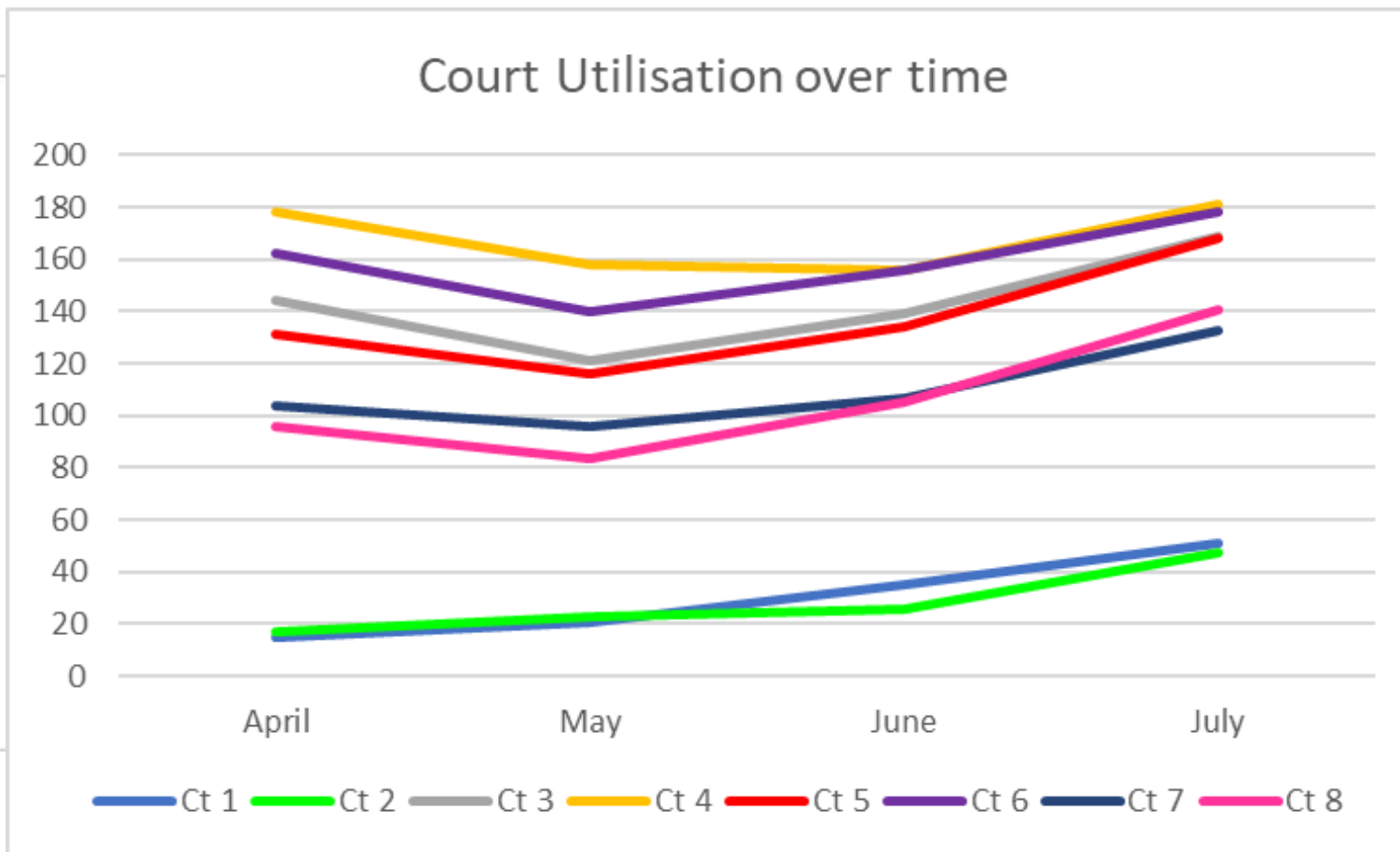
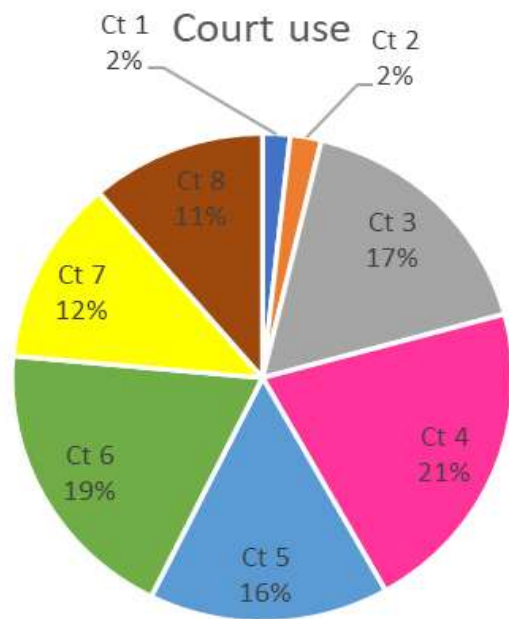
Resurfacing 1 & 2 plus new Astroturf on 7 & 8 will help relieve the strain

- Court utilisation is on the increase, both at peak and non peak times
- Utilisation of courts 3-8 runs at 83% at peak times on weekdays (after 5pm)
- Off peak utilisation (8am to 5pm) is low at 31% with no court ever fully booked
- Private arrangements dominate weekday and weekend play and are on the increase both in peak and off peak times
- Mondays, Saturdays & Sundays offer opportunity as they deliver the lowest utilisation. Fridays & Thursdays are the most popular
- Courts 3-6 are the most booked, with court 4 booked much more than court 5 for reasons which are unclear but may be linked to the way users are presented with the court calendar
- There is good opportunity for social tennis, with 25% of peak weekday time devoted to it
- Coaching represents 19% of peak time bookings and 29% of off peak & mainly uses courts 6,7 & 8
- Coachees (Inga data only) have an older age profile than the total membership – 42% are over 60 years
- 'Hitting Sessions' are insignificant in terms of hours, although members may be booking courts using their own names
- Linden conducts a significant amount of coaching at Tavistock, using hard and Astro courts but only off peak. I haven't filtered his data but we should take a look

Over 3,500 court hours reviewed across April to July. Friday is the most popular day. Mondays & Saturdays have the lowest utilisation



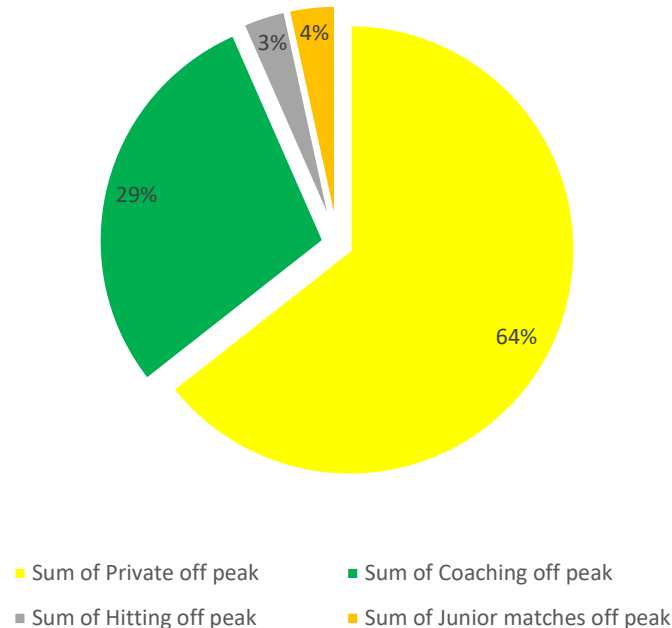
Court 4 is the most popular, followed by 6 & 3 with 5 lagging behind. Maybe because users see 4 before 5 on ClubSpark? Court 6 is heavily used for coaching, along with courts 7 & 8. Utilisation on all courts is increasing (normal summer effect?) with biggest percentage increases in 1 and 2



Off peak utilisation is 31% so plenty of unused capacity.

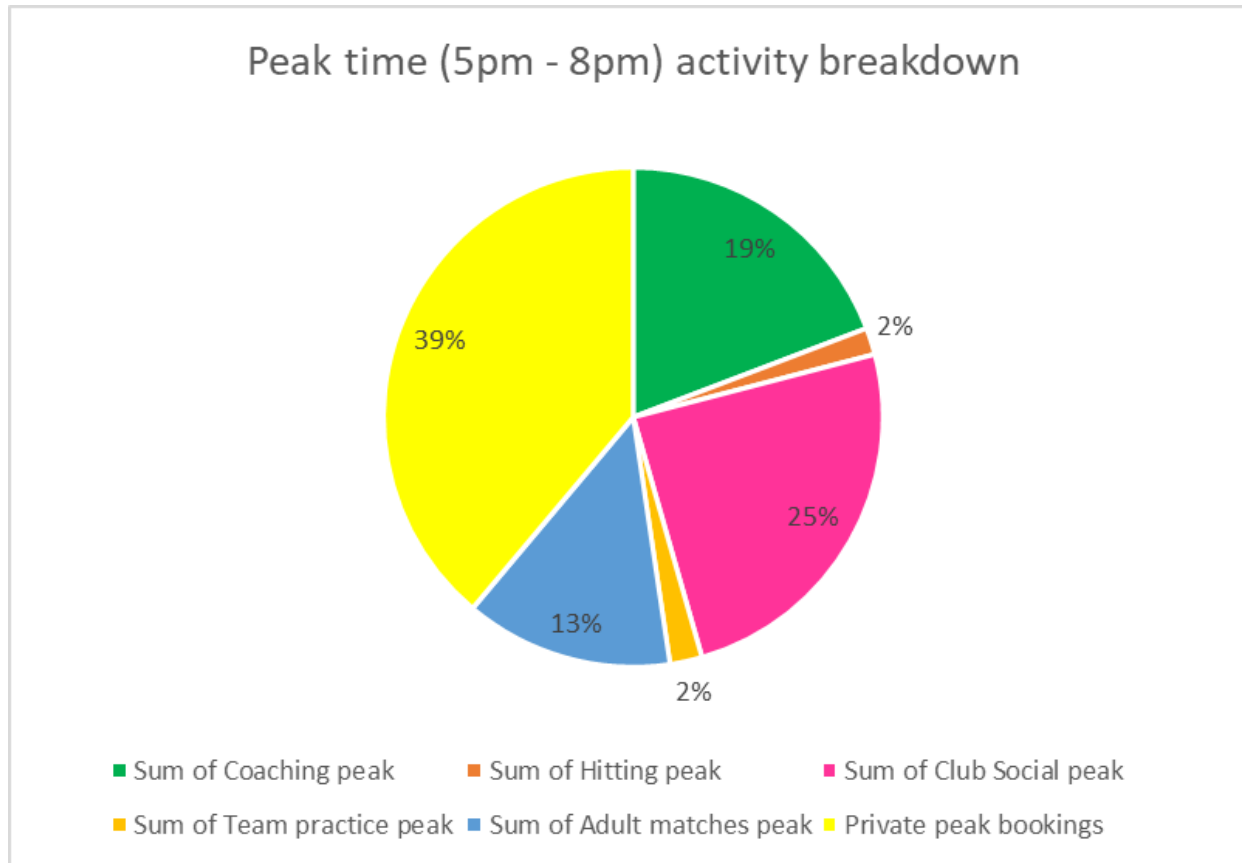
Private play dominates off peak, with Coaching in a significant second place.

Off Peak (8am - 5pm) activity breakdown



- There is plenty of daytime capacity for all members with 69% of court time available between 8am and 5pm
- Private bookings representing 64% of all off peak court hours
- No court ever reaches capacity, although 3-6 often reach 6-7 hours per day
- I didn't gather the coaching data by type (adult, junior, cardio, group, individual etc) but Linden Hardisty does a significant amount of 1 to 1 coaching during off peak mornings. He also uses the AstroTurf courts for some sessions
- Following the discussion about 'Hitting Partners' it is clear that this has negligible impact on court availability

Peak time utilisation is running 81% . It is 87% for the 4 most popular courts.
Usage activities demonstrate the tension between different members preferences



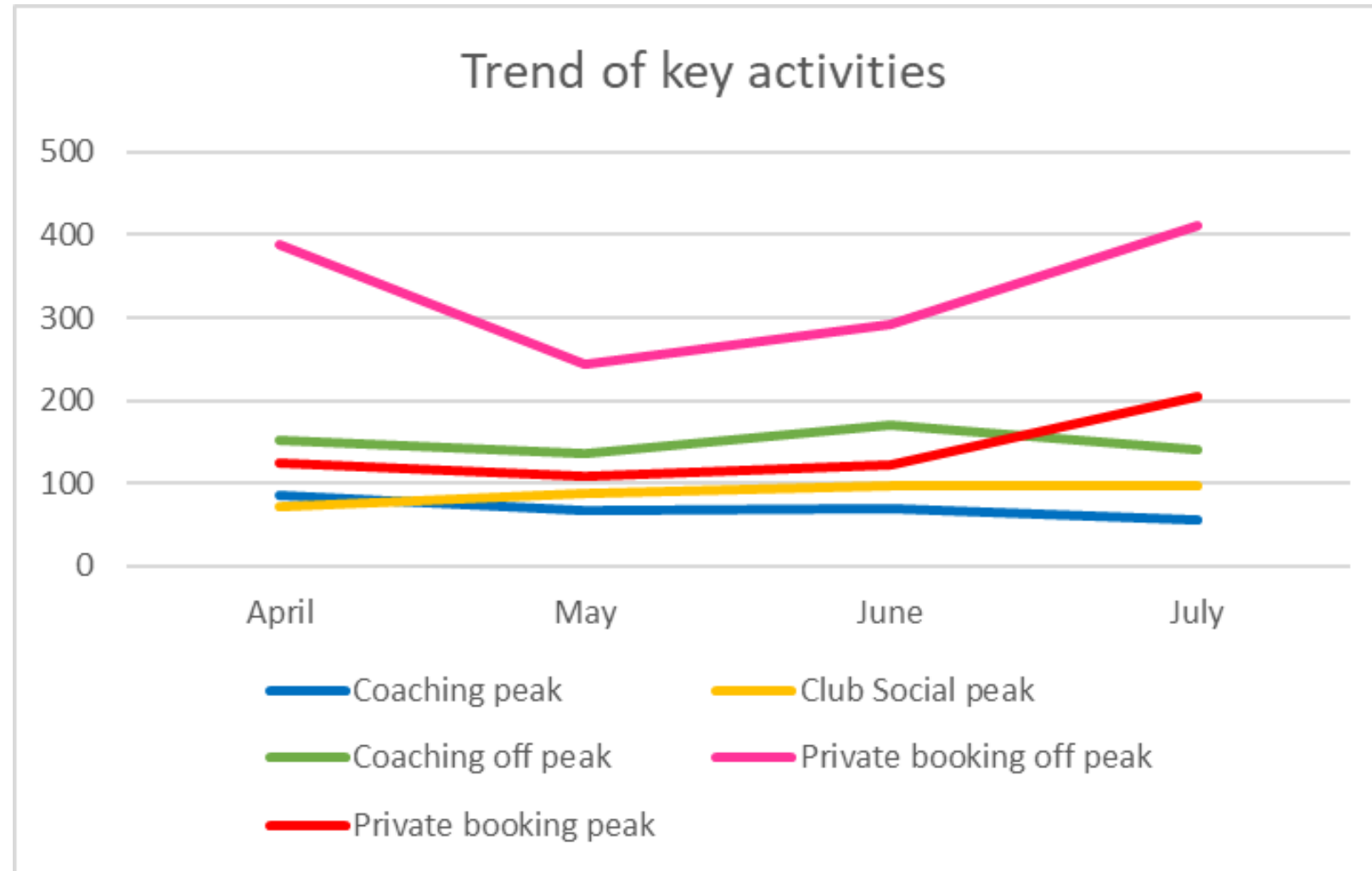
Private bookings represent 39% of peak time usage – how many members are involved in a typical month?
Club Social Sessions consume 25% of weekday time between 5 and 8pm.
Coaching is next at 19%. Again we need to review the total numbers involved
League Matches consume 13% of peak evening time – a price worth paying?

Peak time capacity is tight– we’re at 81% capacity with 3 evenings at close to 90%. The 4 most popular courts are running at an average of 87%

Days of the week	Peak hours used	# of days reviewed	hours (5pm to 8pm)	# of courts	total capacity	% utilisation (hours used/capacity)
Monday	184	17	3	6	306	60%
Tuesday	271	17	3	6	306	89%
Wednesday	247.5	17	3	6	306	81%
Thursday	290	18	3	6	324	90%
Friday	281	18	3	6	324	87%
Saturday	45	18	3	6	324	14%
Sunday	124	17	3	6	306	41%

Court #	Peak hours used	# of days reviewed	hours (5pm to 8pm)	# of courts	total capacity	% utilisation (hours used/capacity)
Ct 1	66.5	87	3	1	261	25%
Ct 2	72.5	87	3	1	261	28%
Ct 3	217	87	3	1	261	83%
Ct 4	237	87	3	1	261	91%
Ct 5	225	87	3	1	261	86%
Ct 6	229.5	87	3	1	261	88%
Ct 7	190	87	3	1	261	73%
Ct 8	205	87	3	1	261	79%

Private bookings are on the increase at both peak and non peak times

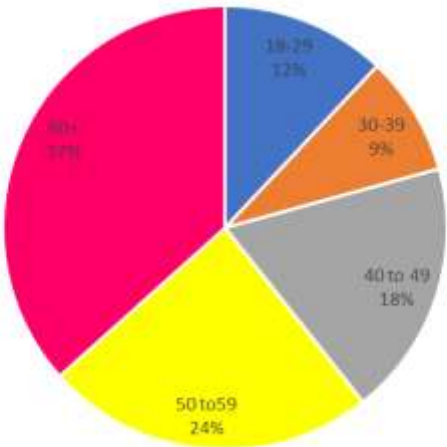


Members, social tennis, team tennis & coaching – some numbers

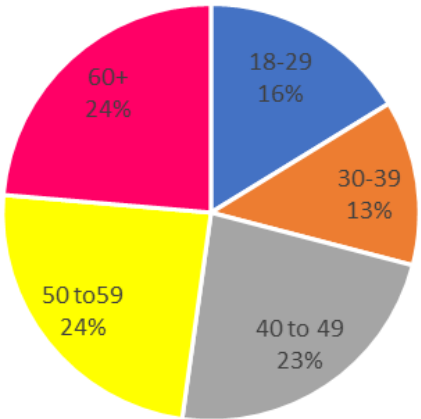
- We have 333 adult members, 146 juniors
 - 45 Men play team tennis, around 30 women for a total of 75
 - 70 people are recent/current/future Inga coachees
 - Figures for Rhys & Linden not currently available
 - No figures available for the numbers attending the 4 club social sessions, but estimated to be circa 80-100
 - Difficult to estimate the number of members booking private sessions (1 person shows on the booking, but 2-4 players will be playing), but assumed to be significant given that this is by far the greatest amount of court time
- Of course there is overlap between the 4 groups

Age profiles for total and new members (new since 2019)
Newer members are typically younger age profile & therefore more likely to want court time at evenings and weekends

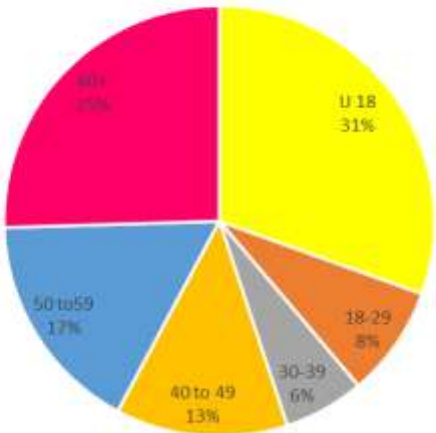
of adult members



New members



Members by age - inc juniors

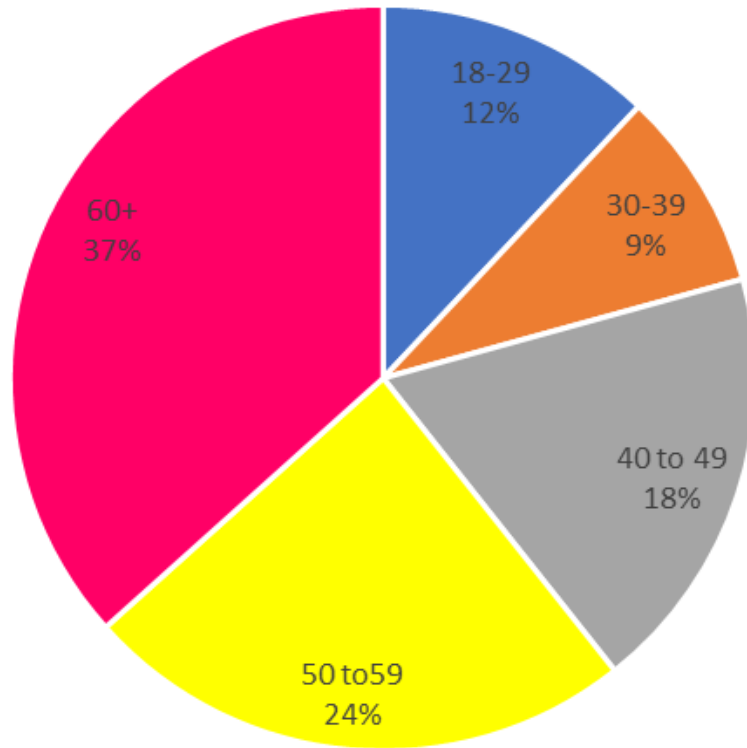


Coaching deep dive

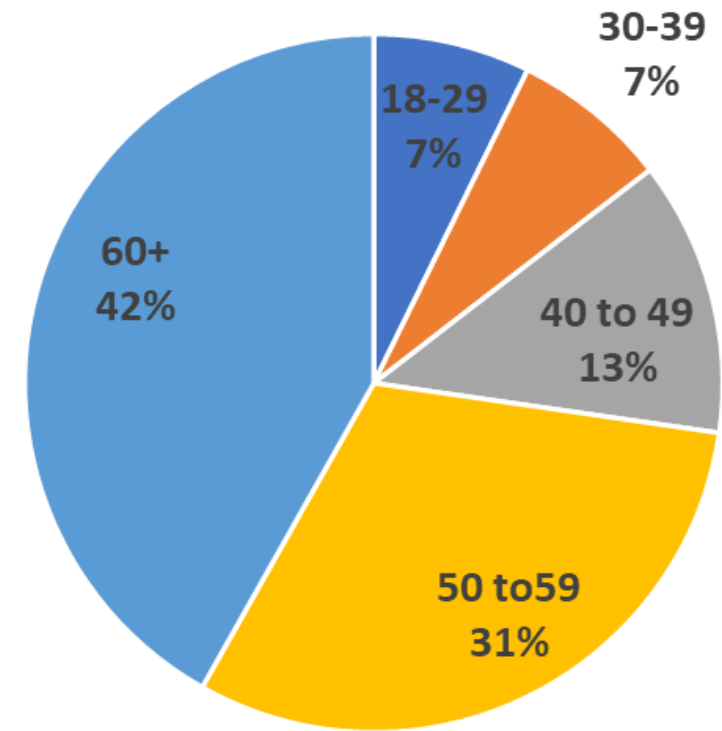
- Data on coachees was provided by Inga
- No information yet provided by Rhys, Linden Hardisty wasn't asked to provide data
- 70 people have been coached, or are booked in/on waiting lists for Inga's programmes. 55 are members, 15 are non members
- 17 are booked on Men's Team Coaching, with 2 players also doing Inga's Team Coaching programme

Coachees (Inga's data only) are typically older than the total club membership
A greater proportion of coachees are over 60 (42%) vs total membership at 37%.
73% of coachees are over 50 vs of total membership at 61%

of members



Coachees by age category



■ 18-29 ■ 30-39 ■ 40 to 49 ■ 50 to 59 ■ 60+

Which courts are used for coaching and when? Coaching uses significant time on courts 6, 7 and 8
68% of coaching is done at off peak times
Astroturf courts are hardly used for coaching (some by Linden, some for Inga’s group sessions)

Row Labels	Sum of Coaching off peak	Sum of Coaching peak	total coaching	Sum of Grand total hours	coaching % of hours
Ct 1	1	5	6	122	5%
Ct 2	0	5.5	5.5	113.5	5%
Ct 3	51	7.5	58.5	573.5	10%
Ct 4	38	7.5	45.5	673.5	7%
Ct 5	20	7.5	27.5	549.5	5%
Ct 6	250	52.5	302.5	635.5	48%
Ct 7	131.5	92.5	224	439	51%
Ct 8	109.5	99	208.5	425	49%
Grand Total	601	277	878	3531.5	25%

Profiles – gender total vs coachees

Female members are disproportionately represented on Inga's programmes

- Total adult members
 - 48% Female, 52% Male
- Total coachees Inga only)
 - 65% Female, 35% Male

Initial thoughts – still more questions than answers, so more research required, but quickly and followed by decisive action

- We need to match the facts we've uncovered with more facts and research rather than anecdote and personal opinion.
- Are our members satisfied with court availability at peak times? Private play is the most popular activity at both peak and off peak times. What would be the consequences if we made more space available?
- Inga reports a high coaching demand. How many consume coaching now and what is the pipeline? What do these members want and when do they want it? Could weekends, weekday off peak and Mondays be better used?
- What do people think of social sessions? Do members find wait times too long and leave without playing? How many members are we talking about? Is 25% of peak time too much or too little to devote to it?
- League tennis has a significant impact at peak times and months. With around 70 members involved, have we got the balance right?
- When will the works be complete and what will that do for capacity? How can we best use it?
- How can we encourage greater utilisation at off peak times?
- It eventually boils down to us deciding what type of club we want. There is a wide variety of needs across our member base, and it seems to me that we should listen to them before making any hasty decisions.

Tennis Court Project

Tavistock Tennis Club

16th August 2021



Project Location:

Plymouth Road
Tavistock
Devon
PL19 8BU

The following brief specification has been based upon a verbal scope of works as provided by you during our site meeting. Please carefully read the following document to ensure that the proposed specification meets with your requirements. This document has been prepared by Patrick Dolan.

Courtstall
S E R V I C E S L T D

Unit 1 Northavon Business Centre, Dean Road, Yate, Bristol, BS37 5NH

Telephone:

01454 889944

Email:

info@courtstallservices.co.uk

Our Ref: PDD/yad/37/13041

16th August 2021

Mr Peter Rodgers
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Dear Mr Rodgers

Thank you for your enquiry for the overlay of an existing block of 2 asphalt tennis courts (no's 7&8) to have a synthetic turf surface and for the resurfacing a 2nd block of 2 asphalt tennis courts (no's 1&2) with partial new fencing. We have pleasure in submitting our brief specification and prices for your consideration which has been based information provided by you during our site meeting.

The price to resurface tennis courts can vary considerably depending upon the contractor's viewpoint on operations to be carried out, your requirements / instructions, quality of materials installed, workmanship & performance standards achieved, codes of practices adopted, etc, etc.

We trust that you will find the enclosed details of interest and in accordance with your requirements. Should there be any points that you wish to discuss further, or any items which require clarification, please do not hesitate in contacting us.


Yours sincerely

PATRICK D DOLAN B.Sc. (Hons).
Director

By email only
pjro@icloud.com

Encs

Section One – Summary of Options & Prices

	
Overlay 2 existing asphalt tennis courts with a Courtstall Courturf synthetic turf product (Court no's 7&8)	
Product, Dimensions, Gradients & Tolerances	
Surface product:	Courtstall Courturf
Court dimensions, porosity, gradients & level tolerances	As per existing
Site Clearance, Pressure Washing & Sub-Surface Preparation	
Site Clearance	You will arrange for clearance of perimeter overgrowth, etc
Pressure washing	yes
Sub-Surface preparation	No work included
Edgings, Tennis Post Sockets & Asphalt Surface Course	
	No work included
Synthetic Turf Surface & Line Markings	
Synthetic Turf	Sand-dressed synthetic turf surface
Colours	Standard green
Line markings	2 no. sets
Prices & Validity	
Price Range	£30,000 - £38,000 plus VAT
The large price range is due to the large variety and quality of available surface products.	
Same or similar to existing product installed on court no.s 4&5	£34,500 plus VAT
All quotations have been based upon current material, plant & labour costs and due to current price volatility are only open to acceptance for a period of 14 days with a view to commence works on site as soon as our works programme will permit.	

Additional items: (optional items)	
Edgings, Tennis Post sockets, Tennis Posts & Tennis Net	
New Kerb Edgings	You confirmed you did not wish to renew edgings
New tennis post sockets	£1,280 plus VAT (2 sets)
Aluminium Tennis posts	£350 plus VAT per set
Tennis net & centre strap	£150 plus VAT each

Access, Safety & Welfare Items	
Access for operations	£n/a
Site safety fence	£525 plus VAT (to compound area only)
Provide temporary site toilet	£300 plus VAT <i>if not available on site</i>



Resurface an existing block of 2 asphalt tennis courts with the Courtstall Classic surface (Court no's 1&2)

Product, Dimensions, Gradients & Tolerances

Surface product:	Courtstall Classic
Court dimensions, gradients and level tolerances:	As per existing Re-orientate 90 degrees if required (we do not recommend)

Weedkilling, Site Clearance, Pressure Washing & Sub-Surface Preparation

Weedkilling	full professional treatment
Site Clearance	You will arrange for clearance of perimeter overgrowth, etc
Pressure washing	yes
Sub-Surface preparation	Pierce & infill @ 450 mm centres, roll to consolidate and tack coat existing surface

Edgings

Edgings	Feather down new asphalt surface down to existing edging units
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Tennis Post Sockets

Tennis post sockets	Supply and set in concrete new tennis post sockets to suit new surface level and relocate if required
Centre strap anchor	2 no. new anchors

Asphalt Surface Course

Asphalt surface course: 26-32 mm consolidated depth (40 mm as-laid)	6 mm open graded (pervious) asphalt specially formulated for tennis use and manufactured in accordance with SAPCA CoP asphalt
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Colour Coating & Line Markings

Colour coating	2 coats of SR (tennis grade) water borne acrylic paint
Colours	Standard greens or reds or combination
Line markings	1 no. set per court

Prices & Validity

Price	£26,295 plus VAT
Please note budget specification options are available with prices starting from £22,000 plus VAT.	
All quotations have been based upon current material, plant & labour costs and due to current price volatility are only open to acceptance for a period of 14 days with a view to commence works on site as soon as our works programme will permit.	

Additional items: (optional items)

Tennis Posts, Tennis Net, New Edgings, Foundation & Partial fence

Aluminium Tennis posts	£350 plus VAT per set
Tennis net & centre strap	£150 plus VAT each
New Kerb Edgings	You confirmed you did not wish to renew edgings
Additional stone foundation and/or asphalt binder	You confirmed that these items would be beyond your available budget. Please note these items were recommended to correct

course	unsuitable foundation type.
Renew 2 sides of fence in 3.60 m high	£7,915 plus VAT Galvanised chain link onto angle posts

Access, Safety & Welfare Items	
Access for operations	£n/a
Site safety fence	£525 plus VAT (to compound area only) £980 plus VAT (compound area and new fence line)
Provide temporary site toilet	From £300 plus VAT <i>if not available on site</i>
Apply temporary tennis line markings	£275 plus VAT per set if required

The above summary and price options should be read in conjunction with our detailed specification, preliminaries, general items, contract conditions and supporting information. We would be please to provide a full specification and quotation upon further advancement of your project.