



RRC AGM 2022 – Meeting Minutes

Date: 16 June 2022

Location: RRC Dilworth Avenue, Remuera, Auckland.

1. Welcome

Janet Clarke as acting chairperson welcomed guests to the 115th Annual General Meeting of Remuera Rackets Club.

Janet asked those who have not already to please sign in at register and then advised that the minimum 20 people in attendance had been reached. She advised that reports would be presented and there would be Q&A sessions after each report. She asked members to please raise their hand to ask questions and state their name for the minuting person.

2. Introductions

Janet introduced the Board members who were present –

Dave Hyland (President), Sam Carey, Mike Milne, Nathan Richardson, Simon Johnston, Dave Mee.

3. Life Members:

Present: Don Cotter & Dave Griffiths

Apologies: from Heather Worley

A warm welcome was extended to members. Members who were present were: Simon Johnston, Nathan Richardson, Dave Mee, David Hughes, Mike Milne, Keely Wickins, Ben Wickins, Yash Kant, Phil Horne, Ian Gunthorp, Dave Hyland, Jennifer Ferguson, John Paul Penny, Rob Wills, Don Cotter, Margaret Cotter, Jake Simpson, Richard Donaldson, Dave Gray, Ron McCapra, Sam Carey, Charles Jones, Liam Barry, Sharon Rochford, Mark George, Barry Davidson, Rob Piano.

Apologies were received from: Jenny Williams, Richard Purser, Colin McGowan, Isla McGowan, Andrew Gilchrist, Heather Worley, Brett Young, Dexter Loos, Geoff Beech, Bob Gillies, Brice Darwin.

Motion that apologies are accepted

Moved: Janet

Seconded: Mike

MOTION CARRIED

4. Obituaries – Dave Hyland

The club was advised of the following obituaries during the financial year.

Richard Brown and Michael Pusinelli.

Dave Hyland made a special mention of the recent passing of Tony Gardener, a highly respected member of our club and the community. He will be mentioned in the next AGM report.

Minutes of the 114th Annual General Meeting held on June 22nd 2021, were included in the meetings Annual Reports.

The following matters arising were raised

- Don Cotter asked if the audited accounts were sent out from the last AGM
 - Mike Milne responded that he believed those had been sent in March.

Motion – that the minutes of the 114th Annual General Meeting be accepted as a true and accurate record.

Moved: Dave Mee

Seconded: Tim Cantlon

MOTION CARRIED

5. Reports

5.1 Board Report – Dave Hyland

Dave welcomed members and highlighted the following areas of his report:

- It was sad to have had so many disruptions in the last year due to COVID-19, including having to cancel the awards and Christmas dinner last year.
- Special thanks to Charles, Phil and Aileen and bar staff for their hard work over the past year.
- We are running a profitable model – our subscription to wage ratio sits under 40% which is under the acceptable target of 50%
- COVID-19 disruptions have delayed some projects such as the refurbishment of the tennis courts and the pool area. However, the lounge upgrade has been completed and other projects like restoring the men's sauna are in progress.
- The COVID-19 rollercoaster has caused fluctuation in member numbers. We have not yet set in place a marketing/promotional plan, but this is being worked on by the board and there will be an update to members on this shortly.
- Congratulations to Don Cotter on his appointment as the new NZ Squash Patron replacing Dame Susan Devoy – this was met with a round of applause from members present.
- Congratulations to Heather Worley for her receipt of a life membership at the last AGM – this was met with a round of applause from members present.
- Thanks to Liam Barry, Liam is a real asset to club for his charisma and support - this was met with a round of applause from members present.
- Thanks to Aileen for all her hard work for the club, dedication to the club and its members, and just an all-round big appreciation for her work. Thanks for sticking with the club through

all the good times and bad. It was announced a couple of days ago that Aileen will be stepping down from her role at the end of the year. Aileen was presented with a bouquet of flowers as thanks from the Board and Phil and Charles.

- The Barry Pratt foundation has now been fully set up to manage the generous bequest from the late Barry Pratt. Simon Johnston is chair of this trust.
- The Rob Roche scholarship was awarded to Anthony Lepper – a very deserving recipient
- Thanks given to all the clubs Sponsors, volunteers and contractors – the Board appreciates their work and dedication to the club.
- The Vision – The Board now has a clear vision to remain on site and make steps forward from this position. The Vision presentation was conducted earlier in the year to listen to the members about what we need to look like and what our members need from us.
- Final thank you from Dave Hyland personally to the board, Janet as chair, and rest of the board for their hard work and supporting his role. It had been a tough road but achieved a great amount with great results.

At the conclusion of the report, Dave Hyland invited questions:

- **Barry Davidson:** Speaking a past chairman, under Dave's guidance the club has been turned around and Dave has done a tremendous job as president. Barry invited the audience to put their hands together for Dave (which they did)
- **Don Cotter:** Dave Hyland has spent 6 total years on board and 4 of those as president. Don acknowledged this as a massive contribution, the long hours, and that the club has been in good hands. He thanked Dave Hyland on behalf of the club and presented him with a token of appreciation.
- **Dave Hyland** responded that he could not done this without help from the board and help from those in this room, and thanks very much to everyone for their support.

There were no further questions or comments regarding the Board report.

Motion – that the Board report be accepted into the minutes.

Moved: Janet

Seconded: Simon

CARRIED

5.2 Sports Report – Aileen Buscke

Aileen highlighted the following areas in her report:

- It was a disruptive year but the players have made the most where they can.
- Whilst tennis was played from level 3, they were more disrupted in terms of competition than squash. However, the tennis courts were kept very busy as even the squashies were on the tennis courts (as they were open before the squash courts were)
- Generally, August to Easter is tennis season and so the first half was effectively wiped out due to COVID. Although it was a short season they did well, and Jo Palmer was a great captain and lead her team to come second place.
- The other great tennis team was the women's team and they came second in the women's 4 Division.

- Squash was still busy as well, the nature of shorter competitions throughout the different seasons meant less disruption from COVID. We had 8 winning teams in this time.
- The squash accomplishment to really skate about it was the C-grade men's team winning the regional Superchamps and earn a place at nationals. Sadly the nationals was scrapped (due to COVID) but they were sure to win!
- Cousin's shield and Mitchell cup: We came runner up in Mitchell Cup beaten by a whisker by the Hamilton team. The men maintained their seeding in the Cousin's Shield. But this year (which will show in next years' report) – the women were amazing and won the Mitchell cup. Aileen described it as the most emotional cup win and her proudest moment, having won it for the late Tania. When Luka won the match point on the last game the whole team rushed on to court and there were many tears. The men's team for Cousin's Shield came second nearly making it a double whammy. But unfortunately, Todd Redmond was very badly injured in his game and still cannot sit or stand.
- Aileen also made special thanks to
 - Dave Hyland for always having understanding ear
 - Janet Clarke for all the conversations and being so understanding.
 - Nathan Richardson, for all the IT help
 - The Board a whole, who have been a great board to work with. And looking forward to working with the new Board.

There were no questions or comments on the Sports Report.

Motion – that the Sports report be accepted into the minutes.

Moved: Nathan

Seconded: Ian Gunthorp

MOTION CARRIED

5.3 Finance Report – Mike Milne

Mike highlighted the following areas of his report:

Overall, the club is in a reasonable state considering we were very affected by covid

INCOME

- Bar surplus made a loss – not unexpected due to COVID as not as many customers
- The Barry Pratt foundation bequest is fantastic for the club.
- Subscriptions – affected by COVID but overall, a lot of loyalty in the club from the members to continue to continue their membership despite disruption and inability to use facilities
- Facilities Rental Income is down from last year, but we did give rent holidays to tenants due to COVID.
- Covid income was \$90,000 in two payments wage subsidy and resurgence support. We paid this out to our staff as we paid throughout the whole period.

EXPENSES

- Expenses were similar to the year prior
- Total operating expenses of \$407,000 compared to \$377,000

Net profit of \$342,000 – minus the \$250,000 from Barry pratt which equates to approximately \$90,000 but this is still a draft not yet signed off by the auditor. There are some amounts not included so expecting the audited accounts to equate to about \$70,000 which is still a really good profit for the club.

Turning to the balance sheet. Current assets are \$335,000 (without Barry Pratt bequest) and liabilities are \$57,000 and that is a very strong current ratio.

Big expenses this year have been on upgrading the lounge, upgrading the security, and moving to hello club – spent \$50,000 - \$60,000 on those alone but as of today our bank account is about \$450,000 after paying off those large expenses.

At the conclusion of the report Mike invited questions:

- **Don Cotter:** can you please tell us how many bank accounts are accounted for in these accounts?
 - **Mike Milne:** these are the accounts as at 28th February – The Barry Pratt bequest was in our bank account but it has now been moved to the trust account in the Barry Pratt Trust.
 - **Don Cotter:** the rest is in bank account and in term deposit
 - **Mike Milne:** yes
- **Don Cotter:** I believe that the \$250,000 bequest should be treated as capital and not revenue as it is for its own purpose. Therefore, it is shown in the incorrect place in this set of accounts.
 - **Mike Milne:** The Barry Pratt bequest is sitting in the club an annuity type investment. This is treated differently to the Rob Roche Scholarship amount which is treated as a liability.
- **Don Cotter:** I am concerned that these are unaudited accounts. The purpose of the AGM is to sign off on audited accounts. Why have these accounts not yet been audited?
 - **Mike Milne:** the auditing process is taking longer than expected. Last year it was expected to have them audited in time.
 - **Don Cotter:** this is not acceptable response, and if you are going to propose the same auditors for next time then we (the members) shouldn't approve this as they are not doing it on time.
- **Don Cotter:** Coming back to the Barry pratt Foundation and bequest. Can the club turn to that for any projects?
 - **Simon Johnston:** the funds from the bequest have been taken from the club and placed into a trust account to be invested by trustees of the Barry Pratt Trust and the club can approach the Barry Pratt foundation to request funding which will be decided by the committee. The main purpose of the bequest is to support the youth and teams for the benefit of the club. There has been a one-off payment for \$10,000 so far.
 - **Don Cotter:** reiterated concern as after having spoken with accountants believes that it has not been treated appropriately in balance sheet.
- **Don Cotter:** How is Rob Roche Scholarship working?
 - **Mike Milne:** club will match the grants 50/50
 - **Simon Johnston:** just like The Barrie Pratt Foundation – the club will contribute to the recipient but the recipient will only be selected if the criteria is met.

- Rob Roche Scholarship– asses the amount every year and try to keep it building up so it doesn't diminish to zero.
- **Don Cotter:** Again, raised concern at lack of audit. Understands that by not having audited accounts this is outside of the constitution and will come back to the constitution in general business.
- **Ian Gunthorp:** I agree with Don that the profit & loss statement should not include the \$250,000 bequest and should be treated differently. Also concurs about the audited accounts, it should be done for the AGM
 - **Simon Johnston:** In many sporting clubs and organisations such as ours – a full audit does not need to be done every year. The people who know more about accounts are looking into that but agreed that if we are going to commit to presenting audited accounts that it shouldn't take this long.
 - **Mike Milne:** we have not yet approved the new auditors but there is a good chance it will not be the same.
- **Tim Cantlon:** I don't note any statement of cashflows – do we not do these?
 - **Mike Milne:** we have not done those for the last few years
 - **Tim Cantlon:** suggests we do this and asks the Board to consider running cashflow statements due to our size and the fact we are now taking in cash/cashflow positive.
- **Ian Gunthorp:** A Budget is something that has previously been included with the accounts thinks that it is useful for the members to see a budget.
 - **Mike Milne:** The Board has a budget prepared, and it will be sent out with the audited accounts.
 - **Barry Davidson:** previously the budget has been presented to the members at the AGM which helps members understand the budget rather than an email.
 - **Mike Milne:** we do have one prepared for this year, I don't believe it is required by the constitution, but we will present it by email with the audited accounts.
 - **Ian Gunthorp:** Does not believe it is required by the constitution, but it is something that has been traditionally requested by the members.
- **Don Cotter:** I am conscious that covid has impacted our subscriptions and acknowledged that Phil has done huge amount of work on migration to the Hello Club system. Has done some calculations based on approx. membership numbers and subscription rates and believes we should be getting approx. \$100,000 more for subscriptions (by my calculations we should be getting \$450,000 in subscriptions as we used to if we have approx. 900 members). Tasked Phil – that we need to get the data base finished so we know exactly how many members we have and get meaningful conversations about going forward from that point. I don't believe we have 900 true members.
 - **Sam Carey:** you are right in the sense that it doesn't feel like we have 900 members. However, we have gone through the membership categories and revised and condensed them. One category that was highly populated was young adult and that was \$6.95 a week (previously) and that is why the yield is down on current membership amount. The plan is to have a healthier membership in terms of amount without overloading the facilities. We have done the website first, then revised the membership categories, installed hello club, and now we can start marketing to the right kind of members we want. A lot of members were/are gym members who were paying very little but also come in early in the morning and late in the evening outside of peak times.
 - **Janet Clarke:** asked if one membership could be 4 people if a family membership

- **Don Cotter:** responded that there are not many of the family memberships after his discussions with Phil
- **Janet Clarke:** the issue with the rough calculation is that the numbers being used could be skewed if using the mean membership amount if the majority of members are on the low paying memberships such as the gym. There is also a note to be made about the transition to hello club, where only about 740 members have signed up to hello club. She asks to please encourage anyone you know who is a member to sign up to hello club if they have not yet. We continue to work on retention as well as building new membership.
- **Don Cotter:** Is it correct that members that were paying lower membership amounts have the same right to vote as a member paying a higher membership amount? And is this fair in the constitution?
- **Janet Clarke:** Technically yes as they are a paying member for 12 months, however this is the kind of point that will be considered in the revision of the constitution.

There were no further questions regarding the Finance report.

Motion – that the draft set of accounts be accepted into the minutes.

Don Cotter and Ian Gunthorp moved that they are not accepted as they are not accurate and audited.

Don Cotter added this was not criticism directed necessarily at the Board, or admin, or management, just making concerns as a 60 year member and a point that we need to governance right.

Janet thanks for comments and that the Board is taking it seriously.

MOTION NOT CARRIED

6. Nomination for Life Membership

There have been no nominations for life membership received this year.

- Ian Gunthorp: would like it recorded how successful the subcommittee has been for Life Membership decisions comprising of Dave Hyland, Aileen Buscke, and himself – it shows discipline and commitment.

7. Election of Auditor

This has been postponed as the club is going to tender for this position. This will be announced to the members in a further announcement.

8. Election of Officers

There was a total of 4 Board Vacancies inclusive of the President's Position.

There were 3 nominations for Board Members and 2 Nominations for President. The nominations for Board members were Sam Carey, Nathan Richardson, and Keely Wickins. As there were equal nominations as vacancies the nominations were accepted. The nominees were congratulated on their appointment to the Board.

- Keely spoke to the floor. She introduced herself to the members and spoke of her history at the club and her willingness to continue to be involved in the clubs future and being part of the Board.
 - Simon Johnston commented that it was great of the board to invite Keely to be an intern to the board and it was a great initiative.
- Nathan spoke to the floor. He paid tribute to Richard brown. He thanked Dave Hyland for his hard work over the years. This is Nathan's fourth AGM – he said that the most important thing is culture and that Dave has done well to lead and build a great culture. He thanked Janet Clarke as well for “herding the cats” and leading us in the meetings, helping the board get effective and efficient. He thanked Phil for all of his incredible hard work and project completions that has been made. He thanked Aileen for her work and dedication to the club; she will be a hard act to follow.
- Sam spoke to the floor. He spoke of his experience in the club as a member and as a Board member. He advises he was the lead on the gym refurbishment project and the website rebuild. Going forward he wants to focus on the membership and building a better club community starting with the club pride and culture, and bringing in apparel and club colours etc.

Motion that Keely, Nathan, and Sam be accepted as Board Members.

Moved: Dave Hyland

Seconded: Barry Davidson

MOTION CARRIED

Janet Clarke announced Dave Hyland's retirement. Dave has provided much sage advice, she has learnt a lot from him, his contribution (including humour) has been great, and the Board has enjoyed working with you and will miss you.

Dave Hyland: Thanked the scrutineers Rob Wills and John Wilkinson for their work and attendance tonight. The nominations for President of the Board were announced as Simon Johnston, and Dave Mee.

Dave Hyland announced the new President of the Board as Dave Mee. Congratulations to Dave, applause from the floor.

Dave Mee spoke to the floor: Simon and Dave go back a few years and despite competing for the role they will work very well together. He feels privileged to work with a good board, with good skills around the table and thanks to all who have been involved so far, especially Dave Hyland.

Ian Gunthorp asked to know the total number of votes:

Rob Wills advised there was a total of 96 votes cast.

Motion that the voting papers are destroyed.

Moved: Rob Wills

Seconded: Simon Johnston

MOTION CARRIED

9. General Business

The floor was opened for general business

- **Barry Davidson:** I am disappointed in voting procedure this year. Recommended that it needs to be more secure procedure.
 - **Simon Johnston:** The Board are the first to admit that the timeline was not ideal, and the voting process was not ideal. Moving forward the next process will be done better and in accordance with the constitution.
 - **Dave Mee:** The Board will also look at doing it online next year to encourage more voter turnout.
 - **Janet Clarke:** We are working under an old and outdated constitution, but this is going to be reviewed. There will be a way to get a secure online voting platform
 - **Jo Palmer:** suggested that there is a locked box that could have been used as a more secure voting box
 - **Nathan Richardson:** confirmed this was the case but it still required that it required members to come to the club physically to vote.
 - **Don Cotter:** according to constitution votes should be taken by way of hands at the AGM
 - **Janet Clarke:** that is technically correct but that was not going to be feasible and hasn't been done like that for many years. The Board takes on this feedback and constructive criticism and we are committed to resolving these issues. We have been stymied but progress on new constitution is moving forward.
- **Ian Gunthorp:** The existing constitution has not been revised since 1988 and it is out of date and insufficient. There has been a lot of changes proposed many of which are routine and should not cause any issues but some are controversial and will attract differing opinions, but there needs to be a common ground. I would like to see the new Board take it on board as it has been stalled.
 - **Janet Clarke:** there has been a lot of work done so far, but I was not aware that is or should be the Board that is driving it.
 - **Dave Hyland:** there is a subcommittee that has been doing a lot of work on it and it is almost ready to take forward.
 - **Janet Clarke:** mentions that there is a new Incorporated Society Act that will need to be taken into account.
 - **Simon Johnston:** Andrew Gilchrist who was doing a lot of work had been delayed by other projects, but should now have more time to dedicate.
- **Tim Cantlon:** At the last time AGM I challenged the Board to create a vision for the club. There has been a great start so far. However, I don't understand how we are creating a "conveyor belt" of new members. Not trying to be provocative but when I the coaching is filling up the tennis courts, but the kids being coached are not

members what are we doing to encourage them and their families to become members. Especially if they are taking up a lot of courts at prime times.

- **Phil Horne:** we are currently undertaking a review and in consultation with multiple parties for tennis, including our current coaches. Goal to take those being coached and convert them into members as currently this is not the case and that's not the best for the club.
- **Tim Cantlon:** the coaches are great, it's just the structure of the legacy arrangement that should be reviewed as the coaches seem enthusiastic and committed.
- **Phil Horne:** agreed
- **Dave Mee:** agreed and the Board is on the same page, 100% we want this to change so that the courts usage converts into paid memberships.
- **Barry Davidson:** Why are members leaving? Need to seriously look at our retention of members. Some clubs would have 60% of members at the AGM and we have a poor turnout.
 - **Sam Cary:** If you are asking about why junior members leave then often it is to move out of the city for Uni or go overseas for travel. We are looking at ways to improve our retention overall.
- **Barry Davidson:** Suggests that the format of the Christmas party be examined. In my personal view that the idea of the awards being held at the party not ideal. The awards take too long out of the party time and make it boring. Suggesting a separate function for the awards and keep the Christmas party purely social.
 - **Simon Johnston:** that feedback was taken on board last year and there was only 20 mins allocated for awards at last year's Christmas party. (Unfortunately, never eventuated due to COVID).
- **Tim Cantlon:** At the last AGM we were lamenting the lounge. Would like to compliment all those who worked on the lounge upgrade, including Phil. What are we doing in next month in the middle of winter to generate revenue in the bar? Can we/Are we doing something around the Irish test series as we now have the environment?
 - **Phil Horne:** We currently have 5 future function bookings so far, but totally agree we need to organise other events around rugby tests and other sporting events etc.
 - **Tim Cantlon:** suggests organising something for the first Irish test on 16th July
 - **Dave Mee:** There is an appetite for people to get out as so many things have been cancelled over the last year. Now that the bar is up and running, we will be running communication to get events going, and an ongoing promotion of our space. Last 2 months have shown a marked increase in people in the bar on average days.
 - **Tim Cantlon:** suggests a social calendar for the club
 - **Dave Mee:** there is more normality about COVID now and now people are ready to get together and it should pick up.
- **Don Cotter:** What is the current Board proposing for the strategic vision/option for the club? Concerns me that no action is being taken.

- **Dave Mee:** This is why I got involved with the Board to try and take some action. You have got to move with a plan that people can see, however we have been treading water mainly due to COVID. The Board is committed to coming up with a timeline of what the plan is and when action points and options will be presented to the members. Feels like not much has been happening in last 4 years. This was discussed at the last Board meeting; we will create a timeline that the Board can be held accountable for. This is the fundamental piece.
- **Nathan Richardson:** we have done the vision meeting. We are now all on the same page and solidified that we are working in the right direction. We need to make sure that as we step forward, we have an auditable process in place that we can present the right options to the members to make a decision. Apologies for the time it has taken to get here but we are committed to getting things progressed.
- **Don Cotter:** comment that it felt like we were at that point 18 months ago but I look forward to the next 6 months
- **Dave Mee:** we have been battling to just be alive in business in last 18 months (as have many businesses) so our priority was staying open and alive and now we have got through it we will move forward. Give the Board a chance to commit to specific and clear timelines and then hold us accountable.
- **Janet Clarke:** over the last year we have determined a clear vision for the club which we did not have prior. Marketing resources can be directed, clear priorities and a clear message to send out. We will ensure that we have professional guidance to help us and make sure that we do this correctly and follow a robust process.
- **Dave Hyland:** Prior Boards before us had different mindsets, we wanted to tidy up our backyard first, listen to our members to create a vision and then look to the future.
- **Brittany Teei:** Introduced herself as a previous Caro Bowl player for the club – won 7 times – Thanked the Board and Dave Hyland for his service to the club and allowing the initiatives to happen on Saturdays. Thanks to the members. This is her first AGM, and she expressed her keenness to contribute to the club. Wanted to make a point about the strategic vision and utilisation of the facilities, especially tennis. Wanted to make sure that women’s tennis is in the plan as it seems that the number of women in tennis are dwindling not just at RRC but also as a general in tennis at the moment. She offered her support to build women’s tennis at the club in any way needed. She also thanked Aileen for her support.

There being no more general business, Janet concluded the meeting by thanking all members and formally closed the meeting at 8:42pm

