

HACKNEY CITY TENNIS CLUBS LIMITED

BOARD OF DIRECTORS

MINUTE OF BOARD MEETING HELD ON WEDNESDAY 15th February 2017

Present:

Directors: Howard Bennett (Acting Chair); David Harrison; Alison Hunter; Maurine Lewin; Matheus Riolfi; David Smith

In Attendance: Christian Coombs (Head Coach and Acting Director of Tennis); Philip Sandilands (TrioPlus Ltd); Kara Day (Operations Manager, Minutes)

Item		Action
1	Apologies for Absence Francesco Caselli.	
2	Minutes of meeting held on 17th January The Minutes of the Board meeting held on 17 th January were approved as a true record and signed by Howard Bennett as Acting Chair.	
3	Decisions made over email Responses to notes from the inaugural User Group meeting were agreed. Action: discuss User Group notes with Frank Action: notes with board responses to be uploaded to the website	HB KD
4	HCTC Forward Plan Commercial agreement is the main element not completed but cannot be moved forward without the terms of the future agreement with LBH. Forward Plan document agreed as final pending agreement with LBH.	
5	Management Team Update Booking system – Christian has drafted a report which Howard has yet to circulate. Proceeding with the OpenPlay booking system. A competitive price has been negotiated – both from the gateway and the booking company. OpenPlay supported negotiations with the gateway. Plan is to initially test HD court bookings from 1 st March, test across all sites in final week with a view to going live from 1 st April. Customer details cannot be transferred across systems – data protection issues. Everyone needs to reregister. This is a simple process when first booking and can be done in advance. HT will pull all details from the database on Booking Bug before closing this system, including a record of all court bookings. Originally, Booking Bug was tested for 3 months on HD, then all courts for 9 months and then courses followed. Tight testing window for OpenPlay. Training starts from next week for the management team and OAs to follow. Whereas BB was completely new, with Open Play we already have better knowledge and user experience with booking systems. Additional staff are planned to support key points of the system roll out. A communication plan including website notices to explain change, email to all 12,000 users, newsletter to members, confirmation email notice etc. will be rolled out.	

	<p>Credit coupons – a process for coupons that cross over the systems will be needed.</p> <p>Only slight bump is the speed of the bank mandate – stripe can't be set up without it. Awaiting HSBC for mandate to go through.</p> <p>Website - a company to develop the website has been confirmed– work commencing next week. The new website will host the new widgets. A landing page will be produced for the HD court booking test in the style of the new site – current site will link to the new page. Planning to test a course to limited users in the same manner.</p> <p>Bank accounts – Justine has spoken to an IFA – it was considered by the board that an IFA has a conflict of interest and most importantly no risks are to be taken with HT funds. Funds need to be in a bank that is on a term deposit and where we can stagger the terms. Goal is to place funds in different accounts immediately.</p> <p>Action: Justine to arrange the forms to allow the opening of the accounts. Get all the forms in place and be ready to move the instant the mandate goes through.</p> <p>Pensions – it was agreed it is much better leaving it in NEST.</p> <p>Staff - It was agreed to review OA salaries to be implemented from the new financial year. London Living Wage for OAs needs to change to £9.75 /hr for over 25's backdating to the 1st Jan. Justine to implement for relevant OAs.</p> <p>Howard excluded himself from this discussion as a potential conflict.</p> <p>It was raised whether Peninsula should also review coaches contracts?</p> <p>Action: Send agreement we have with Peninsula to Maureen for review.</p>	<p>JH</p> <p>JH</p> <p>CC</p>
6	<p>Memorandums & Articles</p> <p>EGM needs to be called to implement the new Memorandums & Articles.</p> <p>Before the EGM:</p> <ul style="list-style-type: none"> – bank accounts are to be arranged – we need to apply for the accounts and understand the timeframe – contracts need to be in place <p>EGM needs 4 members to be quorate. Suggested this be held before or after a board meeting.</p> <p>Following the EGM – Board members with any conflict issues to declare them so they can be agreed.</p> <p>21 days notice period to call the EGM</p> <p>It was agreed the EGM will have a tight agenda to cover Memorandums & Articles and include a 10 minute update. A key message is that HT is not a traditional club, but a social enterprise delivering tennis opportunities to the community which is wider than traditional users, but at the same time offers traditional opportunities to play within the banner of what we do.</p>	

