



President's Letter to Membership November 2021

"Each year represents new challenges and obstacles. You have to adjust." - Novak Djokovic.

The Board of Directors and I are honoured to be part of the Swansea Community. This has been another challenging year for everyone, locally, nationally, globally; it's not been easy at times to always find solace through a pandemic. Yet, together we were able to open up the courts and operate with great success for a wholesome tennis season.

Here are highlights of this past season. A financially strong club continues to be maintained, with well-kept courts, fun-filled and well-attended competitive and social tennis activities, along with tennis programs furthering the advancement and growth for Swansea tennis members of all ages. Swansea Tennis Club ("SwanseaTC") welcomed returning and new members reaching unprecedented capacity (possibly the most ever). Also, the Club now has solid mechanisms relating to operational and administrative back-end processes, technology and templates in place which when combined set a very strong foundation for current and future board members usage, benefitting all Swansea members.

The following are some details of what's been happening at SwanseaTC:

1. The club's tennis activities have continued to expand with structured and frequent competitive and social ladders.
2. Thank you to all the members who participated in the year end tournament. It was great fun and well-regarded. Big shout out to all the winners:
 - a. Friedrich Blase – Co-ed Singles Open A
 - b. Victor Oliveira - Co-ed Singles Open B
 - c. Emily Huang - Women's Singles
 - d. Cameron Wong - Junior Singles
 - e. Jim Gjata - Senior Singles
 - f. Eugene Lu/Chris Tang - Men's Doubles
 - g. Van-Khanh Nguyen/Chris Tang - Mixed Doubles
 - h. Lana Sweeney/Alex Correia - Women's Doubles
 - i. Jim and Grace Gjata - Parent/Guardian and Junior Doubles
3. Our Court Attendants, Anton Lewis and Paul Klevinas assisted the Competition Director, Michael Schmidt with the success of these events along with other aspects of keeping the Club functioning smoothly. There are many things they do behind the scenes to safeguard clean, ready courts anytime, every time and much more. Thank you, Anton! Thank you, Paul!

4. A thorough and transparent pro contract selection process was implemented with better function to negotiate and manage our pro contract. The club tennis pro was fully supported with new club technology and board guidance throughout the year which aided the implementation of the Club Pro program offerings for members. The club pro selection process was well documented and will take place every two years going forward, as part of the continuous improvement in programming to be offered for club members through group clinics or private lessons, or to summer camp attendees. This year's selection committee was comprised of two board members and two members at large. Very much appreciative to Greg Kimmerly, Marc Collins, Lynn McKnight and David Whitfield, for undertaking this massive project, for your expertise, professionalism and dedication. Also, thank you Ben, Pavle and Wing from Armstrong Tennis Academy for running all the programs and other tennis offerings.
5. Procurement for upgraded banking service, offers, terms and products with the club's existing bank also took place resulting in a better fit for the club's needs. We now have enhanced banking software that integrated well with the back end of Court Reserve, the member court booking system and portal.
6. The Club is better-equipped to process membership renewals and new member registrations including the maintenance of the long wait-list prompted by many wanting to join and play tennis; a COVID friendly activity.
7. Club revenues increased by 13.47%.
8. Various member surveys were sent throughout the season, the results of which allowed the board to make impactful improvements. Thank you to all who participated in these surveys, it helps a lot.
9. Proforma scenarios of current and future capital reserve usage were also developed as a great tool to apply the right financial resources for club improvements such as court maintenance and repairs, technology and more.
10. Court Surface Specialists, the vendor who installed the new courts back in 2019, were engaged to repair the cracks on the courts in early November.
11. A permit extension for club use of our courts was arranged with the city. All clubs were given extensions until November 30, 2021. We've also approached the city for an all-season permit but at this time it is not something that can be accommodated. The OTA (Ontario Tennis Association) will be advocating for this as well. We hope to see something change in the future.
12. Multiple procedures have been implemented for effective administration processes, recording of key milestones, historical data and more. One example is the Nominating Committee for managing this year's board nominee reviews and member report. The Committee consists of one board member and two members at large. A special Thank You to Friedrich Blase, Joey Barnes and Dalal Zayouna for your time, work and assistance in this effort.

These are only a few items we have been working on, but as you can see, it takes a village, a devoted community to achieve our goals. We endeavour to grow these foundations built for the improvement and promotion of tennis in the Swansea Community. And we want to continue to sustain and grow our membership and find the best ways to serve our members.

I'm very appreciative of the efforts, dedication and hard work achieved by my fellow board members. We held monthly board meetings with 100% attendance rating, a representation of their contribution to the Swansea Community.

A safe and fun outdoor tennis environment was provided to all Swansea members and community residents. We were able to enjoy tennis with friends, family and fellow members without interruption and incident throughout the 2021 season. None of this would have been possible without you, our members, observing safety protocols, participating in lessons, programs and events, or without your support of and encouragement for top-level operations at Swansea Tennis Club. I offer my sincere THANK YOU to all board and club members for their contribution to a rewarding tennis season.

Respectfully,

Alex Correia