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## QUESTIONS RAISED IN ADVANCE OF THE 2023 AGM

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The Board intimated, when sending out the papers for this year's AGM that it is its intention to hold a members' meeting in 2024, once the dates for carrying out the external stonework and roofing works are clearer. Therefore, it did not intend to take questions after the AGM. Some questions were submitted in advance of the meeting. Responses are noted below.

### Class booking.

Member: This has become difficult again with classes being fully booked for 2 weeks hence by 6.50am. A testament to how popular they are which is a good thing! Often however classes are not full and spaces have not been cancelled. Some suggestions:

- i) can there be booking checks so that double bookings made in error are cancelled?
- ii) are members booking several spaces for others? - this does not allow equal access for others although I assume very difficult to 'police'
- iii) provide more of the most popular classes. This will raise objection from those wanting to use the studio gym equipment in which case an audit could be done of times when this area is busy or not.
- iv) additional early morning classes at 7.30/8 am and/or evening classes at 5/5.30pm
- v) classes at weekends
- vi) discussing with instructors whether there could be additional spaces provided in the classes.
- vii) further thought given to 'penalties' if classes are booked but not cancelled in advance- appreciate this is difficult esp with the existing booking system. Do we need one which we pay for to allow this? This is routine in other gyms.

Response from General Manager: Staff are asked to check for double bookings and cancel any double bookings that are made, I will speak with the Duty Managers this week to ensure they are being as vigilant as possible. I also send out emails to those who do not show up for the classes without cancelling. This seems to work on occasion but there always seems to be someone new not turning up, which I understand is very frustrating to members trying to get booked in. Additional classes are an option that would need to be discussed with the board, as it will have obvious financial implications for the Club. We have more than doubled the number of classes per week since COVID, and I worry adding on additional classes will simply result in the same current outcome - i.e., a minority of members booking the classes almost as soon as the bookings go up. I have spoken with all instructors previously, and unfortunately, we are at capacity for all classes in terms of numbers in the class. I understand it can be frustrating when trying to book classes early in the morning and you find they are full. What I would also suggest is checking throughout the days as there are many members who do cancel and free up spaces, and in the meantime, I will speak with Carol and see if we can come up with any other solutions to this issue.

At the meeting the Board undertook to look into the cost of booking systems (our current system is provided free) and keep this issue under constant review.

### **Membership numbers**

Member: Could the members be given a breakdown by category of the current memberships and how that relates to total members? Are we close to reaching an optimum number of members.

GM: The current breakdown in membership figures is as follows, I think this is close to an optimum:

Family - 40  
Couple - 151  
Single - 224  
Under 30s - 14  
S/C Couple - 19  
S/C Single - 55  
Young Person - 5  
Junior - 90  
Distant - 30  
Life - 49

### **Colour of towels**

Member: Why are the new towels this horrible grey colour?

The grey towels were ordered because the last 3 colours we have used (cream, oatmeal, and pebble) have all been discontinued. The alternative towels we were provided were of poor quality and thin.

At the meeting the GM explained that towels are regularly being stolen from the Club, thus creating a shortage. It is felt that the quality of the new towels is more important than the colour.

### **Newspapers**

Member: The problem of papers being removed from the lounge continues.

GM: We have tried various notices in the lounge. If members continue to ignore these, it is difficult to know how to solve this without installing a CCTV camera or removing the newspapers.

### **Energy saving policies**

Member: Is the Board considering how the club can conserve energy- lagging of pipes, + solar, lights off etc.

GM: We retain Harley Haddow, as consultants in energy and sustainability. <https://www.harleyhaddow.com>

In 2019, Harley Haddow carried out a full study on the building and produced a report on the internal conditions within the building and an energy analysis. They made recommendations in the report which would immediately reduce utility costs and looked at

alternative ways the Club can source energy in the future. We implemented many of their recommendations, for example, installing a pool cover, double glazing many of the windows, lagging pipes and trials to see how the building coped with the cupolas being closed. There were also reviews carried out on our air handling units.

Stephen Archer and Robert Robertson are the directors with responsibility for energy/utilities and the building. They have been in contact more recently with Harley Haddow with a view to receiving their further advice on new developments to help reduce the cost of utilities, improve the efficiency of the building as well as new energy initiatives. Any recommendations they make will be carefully considered and you will be able to follow progress in the Board minutes which are in the members area of the website.

### **Costs**

A member asked for a breakdown of the Club's costs.

**Response:** The information on costs available to members is contained within the audited accounts.

At the meeting, members expressed views on certain of the issues above. The Board have noted these and will discuss as appropriate. The following additional points were raised at the meeting:

### **Contacting the GM and the Board**

The Board decided some time ago not to have a dedicated Board email address, which would be manned by Board members themselves. As volunteers they felt that it would not be possible for them to monitor this and comply with the response times they would like. Therefore, the first port of call for communication should be the general manager, or the portal in the members' section of the website. If a member wishes to speak to a Board member direct, they should either approach a Board member direct (names and photographs are in the lounge) or ask the GM to ask a Board member to be in touch.

The Board was asked to consider the request to have the GM's hours posted on the office door. The Board responded that it feels this is unnecessary. The GM works flexible hours and is always contactable by e mail. The former practice of having a notice on the door dates from a time when such email contact was not the case.

### **Record keeping**

A member referred to the fact that the Club would appear not to have records on length of membership of longer standing members. The GM explained that record keeping before his time was not as good as now. Full records have been kept for the last 5 years.