

THE MELFORT CLUB

Minutes of the 38th Annual General Meeting

Venue: Zoom Meeting

Date: 18th May 2021

Time: 4.00 pm

Present:

Sir Tom Troubridge (*Chairman*), Mr. David Miller (*Finance*), Mr. Calum Jones (*Legal*)

Mr. David Manson (*Properties*), Prof. Kenneth Cochran (*Staff*)

Mr. Simon Shearer (*Recompense*), Mrs. Sally Smith (*Marketing*), Mr Bill Blacoe (Co-opted Member)

Mrs. Linda Brown (*Club Manager*), Miss. Lucy Thornhill (*Sales Manager*),

Mrs. Alison Jackson (*Customer Services Manager*), Mrs. Kirstie Pirie (*Source Marketing*)

Members Present 64

Apologies 13

The Chairman opened the meeting and introduced each member of the Committee and the senior management team in attendance.

The meeting was reminded that proceedings were being recorded to assist in the accuracy of the Minutes.

1.0 CHAIRMAN'S WELCOME

The Chairman welcomed those Members in attendance and thanked them for taking the time to attend.

He detailed that since taking over as Chairman in July 2020 a lot of progress had been made at the Club. Thanks to the success of the Improvement Fund, which raised £163,000 in December, £96,000 of which had already been spent on the tennis court resurfacing, the addition of log-burning stoves to the remaining Walled Garden properties without them and the extra bathrooms to Coachmans East & West having all been completed. The balcony that was to be added to Walled Garden 11 hadn't yet been installed yet due to the lockdown but the cottage had had a full interior redecoration. The planned Coffee Stop was also scheduled to be installed later in 2021 and it hadn't yet been decided what was to be done to the Members Room but there would be funds left to do this in 2022. Other cottages had also received the benefit of normal scheduled annual maintenance but given the age of the village more work was still needed.

He explained that four out of seven of the Club's septic tanks had been replaced and this work had been funded by an insurance claim. Also there had been necessary upgrades of electricity cabling that was identified when the sub-station was installed in 2020, to various points in the village.

The Chairman thanked the Manager and the Maintenance team for the amount of work that had been carried out in the first 5 months of the year.

He then went on to explain that for the first time in many years there was now a positive balance on the reserves that the Club holds of around £40,000 and that this figure did not include the Improvement Fund. He thanked Members for paying their 2021 Maintenance Fees on time as the outstanding debt was at an all-time low.

As envisaged in the Strategic Plan, the Improvement Fund was already leading to an increase in sales enquires and during the lockdown at the beginning of 2021 two Members weeks and two TMC controlled weeks were sold and a further 5 sales were in process, with a further 7 enquires being fol-

lowed up on. The hope is, that with the staycation boom, and the Club being full for the majority of 2021 that there would be more sales enquires which was good for the future of the Club.

He stated that the lockdowns that had taken place so far had led to 630 weeks being lost to members, and a small number of Members had lost weeks in both 2020 and 2021 due to the timing of lockdown. The Club owns 420 weeks mainly in low or mid-season so even if all rentals were stopped then it would still take 18 months to work through the backlog, however 20% of the Club's income was from rental commission and income so if these weeks were not rented out at all then Maintenance Fees would have to rise to plug that gap.

He lastly thanked the Committee for their hard work putting together the new Strategic Plan and guiding the Club through two lockdowns.

2.0 Adoption of 2020 Annual General Meeting Minutes and Special General Meeting Minutes

The minutes from 2020 Annual General Meeting had been circulated to all members prior to the meeting and in the absence of any written questions prior to or comments arising at the meeting they were duly proposed by David Miller and seconded by Sally Smith

The minutes from the 2020 Special General Meeting Had been circulated to all members prior to the meeting and in the absence of any written questions prior to or comments arising at the meeting they were duly proposed by David Miller and seconded by Sally Smith

3.0 Matters Arising from 2020 Annual General Meeting or Special General Meeting

There were no matters arising from the Annual General Meeting and any matters arising from the Special General Meeting were being covered during this AGM.

4.0 Financial Statement for the year ended 31st December 2020

On behalf of the Finance Sub-Committee David Miller made some comments on the 2020 accounts. He drew attention to the explanatory notes on the comprehensive statement of income that had been circulated with the accounts to members. He explained that 2020 had been a year of financial stabilization for the Club. Thanks to the flexibility of the Club's staff responding to the challenges of lockdown and reopening, plus the Government's furlough scheme, the Club ended the year with a surplus in the operational profit and loss account of £39,000. This was a major turnaround of the deficit of £65,000 with which the Club started the year. In addition £163,000 was raised for the Improvement Fund and this meant that instead of having to deferring desired initiative schemes to protect the solvency of the Club but perhaps compromise it's amenities we are able to press ahead with projects to improve the Club's appeal across the board.

He went on to touch briefly on the financial situation for 2021 and highlighted that although it was difficult to forecast, with the furlough payment scheme continuing to operate throughout the most recent lockdown and rental income appearing to be reasonably buoyant the Club was on track to deliver the small operating profit that was included in the Strategic Plan.

4.1 Question by Mr Park Upper Cooperage and Coachmans East

Can additional detail be provided about the Covid and sundry expenses?

Committee Response

The Covid charges were £7,500 and this consisted of £2,900 for protective screens and these were both fixed and moveable screens for the reception area and £4,600 for a wide range of equipment including room sanitizers, hand sanitizers, personal protective equipment, specialist cleaning chemicals and thermometers.

Sundry expenses of £7,000 were mainly stationary and postage costs which came to £4,500 and the balance of £2,500 included such things as staff clothing, subscriptions and general office costs.

The 2020 Accounts were proposed by David Miller and seconded by Sally Smith.

5.0 Recompense

Simon Shearer gave a presentation on Recompense. See Appendix A

He went on to add that the recompense scheme was not likely to start until late autumn as the Club was fully booked until then. The situation would be reviewed and modified as experience dictated.

5.1 Question from Mr Pringle Quarry Cottage

Are people who have been affected more than once but for different weeks included in the “Doubblers”?

Committee Response

No they are not; a Doubler is only someone who has lost the same week in both 2020 and 2021.

6.0 Response to Written Questions

There had been 4 questions that had been submitted prior to the meeting. David Miller addressed the ones about finance in his presentation and there was a question about the recompense procedure that Simon Shearer covered.

One further question had been submitted about the Committee’s view on the future of sales of weeks. The Chairman explained that sales had been one of the reasons behind the Strategic Plan and the Improvement Fund to give the whole estate a major upgrade, was to improve the performance of both rentals and sales and he felt that, with the staycation boom caused by Covid, and the fact that some people would be reluctant or unable to travel abroad for some time, the Club was in a stronger position to market weeks than it was pre-Covid.

A question was submitted after the deadline by an owner who wanted to know if the Club had any more information about the take-over and renaming of what was Dial-an-Exchange and whether those owners who had weeks “banked” would see them honoured by the new company.

In answer the Chairman said that The Melfort Club continued to have a good working relationship with 7Across (formerly DAE), and had been assured that whilst they now reside under the umbrella brand of Wyndham Destinations who also own RCI they will continue to be run as 2 entirely separate entities. So far the Club staff has seen no change to the service they provided as DAE and we have not heard anything to suggest that those owners who have credits banked with them will have any issues with them being honoured.

The Chairman then invited questions from those attending the meeting.

A question was asked about whether the staycation market would lead to at least 50% uplift in rental rates.

The Chairman replied that it would be nice to think that the Club could increase rentals by 50% but whilst rental rates had been increased the Club had to remain competitive in the market. If better than expected profits were made for 2021 that money would be ploughed back into the estate.

7.0 Election of Committee

The Chairman explained that there were no members of the Committee due to retire in 2021 but that Bill Blacoe had been co-opted to the Committee at the end of 2021 and represented a slightly younger generation of Members than the rest of the Committee. His election to the Committee was proposed by the Chairman and seconded by Sally Smith.

8.0 Any Other Business

There was no other business that any Member wanted to raise so the Chairman formally closed the 38th Annual General Meeting of The Melfort Club and thanked those Members present for their participation. He thanked both the Committee Members and Club staff for working very hard on behalf of the Members.

There was a vote of thanks to the Chairman and Committee from Mr Lawson, Upper Coopersage and Coachmans West.

9.0 New Website Presentation

After the formal business of the meeting was over Kirstie Pirie gave a short presentation of the new website that the Club was developing which would be going live at the end of June.