

CHAIRMAN'S ANNUAL REPORT 2018

I take pleasure in presenting this report for 2018 - my fifth since assuming the chair of the Board of this great club.

From the outset I wish to sincerely express the gratitude of the Board - and indeed the 5500 or more members whom we represent - to Ross Seabrook, our General Manager, and the great staff that he has assembled for the professionalism and dedication to the task of making this club one of which we can be justly proud.

As you will see from our Financial Report we continue to make gains building on the firm base established last year. Pleasingly we remain debt-free. In fact, these financial results are the most positive that the club has attained for the past decade. There are areas of our business that show the results of the careful and innovative planning and as a consequence continue to display growth. In particular I refer you to the area of functions where our drive towards increased usage of our upstairs facilities is becoming pleasingly stronger. Likewise, our gaming income shows the results of regularly updating our gaming machines as well as making our gaming area more comfortable. Our cafeteria is showing increased popularity amongst our members and visitors with a wider menu gradually being introduced – e.g. pizzas. The Harrington cottages have attracted steady member usage whilst our other properties there are also seeing continued long-term tenant usage.

There have been changes made to the regular attractions within the club. The “Car Promotions”, the end of month raffles, the members’ weekly draw etc which have all drawn considerable comment/ criticism but have all proven – over time – to be effective in attracting patronage to your club which in turn equates to profitable business return.

Yes, we still face problems in reaching the finalisation of our waste water treatment system allowing us to pump the treated effluent into the river. We continue to clear all hurdles that the various government agencies place before us. I said last year that the end was in sight. It’s still in sight – hopefully much closer to realisation, when we can begin to save that draining monthly expense that we have had for over more than a decade. The placement of the solar panels on our roof was meant to create a huge saving in our energy costs – they have except the cost of energy has almost doubled so that the savings are considerably less noticeable. Thank goodness we installed them when we did as our power costs would now be astronomical without that foresight.

We are considering extending the club’s facilities with upgrades to our always popular Riverside Bistro as well as the entry area. This will take some time to be completed and will cause some disruption whilst the work is being undertaken. We ask all of our members and visitors to have a little patience and understanding whilst these renovations take place. Along with the painting that has been completed in the upstairs areas I feel convinced that when all the planned renovations are completed you will all experience a much more comfortable, functional and inviting ambience as you enjoy the premises. The Board and I eagerly await the results of this project.

We continue to search for areas into which the club’s business is able to diversify as your Board believes that unless we are able to tap into other income streams the future strength of your club will be diminished. With this in mind we hope in the near future to be able to extend our facilities so that we are able attract the recreational vehicle community and tourist industry to our club. These plans are in their infancy as yet but we are optimistic of them bringing some diversity and another income stream to the club.

I take this opportunity to thank all my fellow directors for their efforts throughout the year. The time spent on planning and scrutinising aspects of the club's operations can prove to be quite considerable and all have been most diligent in their efforts.

I also thank Ricky and Lily and the staff of our fabulous Riverside Bistro which draws not only so many patrons through our doors but does so much to enhance your club's reputation for their input into the club during 2017/18.

I wish to express the Board's gratitude to our staff who displays the professional and welcoming attitude for which our club is renowned. Over the past two years we have seen numerous changes in staffing but we have a staff at present of whom we can be justifiably proud. Thank you one and all.

Finally, to all of our members, I convey the following observation - that this is your club and your club will continue to grow and flourish with the positive input from the members. Please become involved in the life of your club. If you have anything to say about your club all of the positive comments will always be undermined by a single negative. That is human nature in that we will always tend to run with negative rumour or innuendo and we then disregard the positives. Let's all make that special effort to promote the positive aspects of our club – disregarding the negatives. After all, I believe that your club deserves that.

Sympathy

On behalf of the Board of Directors, I extend our sympathy to the family and friends of our members who passed away in the last twelve months. To those who are currently ill, we wish you a speedy recovery and good health.

Les Carter Chairman

OBITUARIES

Pauline Gawthorne

Graham Rowcliff

Ross Woodward

Charles Rogers

Norman King

Kathy Harrison

Maria George

Victor Ross

Neil Pierpont

Linda Webb

Mervyn Peak

Kenneth Johnson

Gwendoline Vallance

Tamas Josif

Shirley Martin