

Transcript of the Members Forum
Roehampton Club
held on Tuesday 11th August 2020 at 6pm
by videoconference

Present: Alan Jenkins (AJ) Chairman
 Marc Newey (MN) Chief Executive
 Patricia Morgan (PM) Company Secretary
 Justin Ward (JW) Finance Committee Chairman
 Roehampton Club Members

Minute Taker: Mariya Vlaykova

Alan Jenkins (AJ) welcomed Roehampton Club Members who were joining the Forum by videoconference and introduced the Directors present in the room. He stated that he regretted that the Forum could not be in person and thanked all participants for their patience with the use of the technology.

AJ informed the Membership Forum Participants that this was an informal meeting which will start with answering the pre-submitted questions, followed by a presentation by the Chairman of the Finance Committee, JW, about the current financial position of the Club and then questions from Members.

AJ notified the Participants that they will be all muted, but if they wish to raise a point in relation to what was just discussed they could use 'Raise a hand' function on Zoom and if they wish to raise a new point to use 'Chat' function which will be monitored by Karen Hunneyball and Helen Bolt. In order to allow as many people as possible to participate, initially, the questions will be limited as one per Member and if the time permits Members would be able to ask a second question. The Forum would end at 8pm.

AJ handed over to Marc Newey (MN) to answer the first questions.

MN greeted everybody and informed the Participants that he was going through the questions grouped by subject. He started with questions relating to **Membership:**

Question - Steve Buckley

"A question I should like to raise is whether there is any merit in combining the current 5 & 7 Day Golf Memberships so that all members can play at any time. To facilitate this (and to generate the same level of revenue), it would be necessary to increase the 5 Day Membership levy and decrease the 7 Day one but it would be easier to manage and - particularly, if the current booking arrangements remained in place - shouldn't present any pressures on the day-to-day playing schedules"

Answer – MN

“Our current capacity at weekends for tennis, golf and in particular the Outdoor Pool during the summer could not cope with any more Members being able to book/use the facilities. Some Members are very happy to use the Club weekdays only and pay less for that freeing up the weekends for Members who cannot use the Club in the week.

We amended the categories this year to reflect that 5-day sporting usage only meant for 5 days.”

Questions about the Membership fees – lockdown compensation

Question - Ed Cotterell

“Whilst we appreciate the extraordinary year that we have been faced with, and continue to be faced with, as ‘other sports’ members of the club, our use of club facilities has been curtailed more than others, as golfers have had the chance to play golf and tennis players have been able to play tennis. We have had a full third of the year where we have not been able to utilise the clubs facilities at all; Is there a plan for a membership fee rebate for those more affected by the closure of certain areas of the club than others?”

Question - Laurence Johnstone

“Now there are clearer guidelines for reopening in place what is the boards position on members fees for the period of lockdown?”

Question - James Pratt

“2021 Membership fees - Consider a freeze for golf/tennis membership and a reduction for other sports given this year’s availability.”

Question - Sundeep Kapila

“Since lock-down we have had no use of the club and are unlikely to for the foreseeable future. Will the club agree to suspend payment of any subscriptions next year until the pool is fully functioning as before for those of us in such circumstances (having already paid around £6k this year)? As a family of six, our use of the club has mostly been splashing about in the outdoor pool over the Summer.”

Answer – MN

“The Club closed on 23rd March and reopened for tennis on 14th May and golf and croquet on 16th May. External fitness classes opened on 15th June. Clubhouse opened 4th July and Outdoor Pool opened 13th July. Health Club opened 25th July. The Board will consider in September what package of measures it can introduce in 2021 to reflect the period of non usage this year. All members couldn’t use the Health Club, Squash, Bridge and other indoor activities for four months or more so the Club would have to look to compensate all members in some way. It doesn’t seem fair just to compensate Other Sports members as all Members are paying their fees to support the indoor facilities.”

Questions about Members Levy:

Question - Sarah Dring

„Does the Club plan to allow a proportion of any unspent Member’s levy for 2020 to be added to next year’s levy? We were not able to use our levy for about 3 months due to the lockdown and it would seem both fair and reasonable for up to a quarter of the 2020 levy to be added to 2021 levy rather than being lost. Not all members want to use it up by buying bottles of wine.“

Question - William Ingram

„A simple suggestion for a way to compensate members for Lockdown inability to use the Club: can you arrange for the annual hospitality spend (from memory, £190 this year) to be carried over/ credited against 2021 in some way? It is such a big sum that it is difficult to use up even when the Club is open, but when it is closed.....“

Answer – MN

„Yes, this is being considered by the Board as part of the package of measures and is highly likely to be approved.“

Finance:

Questions - Tom Taylor-Restell

1. “What was the value of all furlough claims submitted since the scheme began and what were these as a percentage of monthly payroll costs?”
2. “What savings were made on variable costs for the period of closure?”

MN said that the answer to the first question was £500k and to the second £1030k.

Both figures will be explained in detail in [the Financial Presentation](#).

MN handed over to AJ to answer the next set of questions.

Question - Tom Taylor-Restell

“What if any pay cuts were taken by senior members and the board?”

Answer – AJ

“SMT offered to forego any half year bonuses and to take a 20% pay cut if required. The Board gladly accepted the SMT’s offer to forego any half year bonuses but did not think it necessary or appropriate to ask them to take any pay cut, but would keep the position under review. Board Members do not receive any remuneration.”

Question - Henry Hobson

“If the Club has to go into lockdown again and reintroduce a furlough scheme will the Roehampton employees continue to be paid their full salary? If so why?”

Answer – AJ

“The Board will review what Government support is available and, if necessary, all staff will be asked to take a reduction in wages. The staff that are paid the London Living wage will be the last group to have to take any reduction.”

AJ handed over to MN.

Questions - Tony Salem

„Catering and Bar turnover was £1.05m compared with £1.01 the previous year. The Chief executive commentary states the figure for the year under review as £1.13m compared to £1.01m. Where has the £80k discrepancy gone?“

MN admitted that there was a mistake in his report. The figure should be £1.05m, not £1.13m and there was not £80k missing.

„I cannot believe that the Club members have become a bunch of alcoholics but how could revenue increase by 46% to £365 K compared to £249K in 2018 per the written report!!! Particularly as the fall in juice bar sales of 27% has been attributed to a poor summer.“

Answer – MN

„This is due to how Compass reported cold drink sales. They allocated by product as opposed to by location. So all the cold drinks sales went into the Bar takings. In 2018 we did not do this and have reverted back in 2020. For 2018 to 2019 comparisons Juice Bar sales were down £52k, Club Cafe down by £30k and Bar was up by £116k. Net increase of £33k for the year. Therefore the comparisons are not easily made for 2019.“

Health Club and changing facilities:

Question - Tom Taylor-Restell

“Why were we told changing rooms were not to be opened in the health club due to government guidelines not allowing it as this was factually incorrect, it was merely advised against where possible which was not the wording used in communications to members. The guidance actually states:

Use of changing rooms and showering facilities should in general be avoided where possible, although these must be available for participants with disabilities or special needs and are likely to be needed after swimming;

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities>“

Answer – MN

We have undertaken a risk assessment of how many Members we can safely accommodate in the changing rooms under the restrictions plus we have to guarantee how much full fresh air we can pump into the changing rooms per hour. The capacity numbers are low at the moment- five in the men's and eight in the ladies as it is a bigger space. Not knowing how many per hour will be using the outdoor and indoor pools plus the gym and classes means it is difficult to supervise and control. So, we went with the guidance saying avoid using. If we can open them it is likely to be for indoor pool users only as the guidance also says Members should be gym and swim ready and we have provided outdoor changing facilities for the outdoor pool.”

Question - Laurence Johnstone

“Just a question regarding the recently reopened gym - which I'm sure that, like me, must have been missed by many members. Could we please lengthen the sessions from 45 minutes to say 60 minutes as 45 is very short indeed especially with the requirement to thoroughly clean equipment after use. I realise that this will create somewhat odd session timings and also slightly reduce the usage capacity but, in my view, (which I know is shared by other gym users) 45 minutes is very restrictive.”

Answer – MN

“We are looking to see if we can increase the session time to 50 minutes within the 60 minutes. We initially needed 15 minutes cleaning and sanitising time after every session, but we have purchased an electrostatic sanitising unit which may reduce the time needed. Also, Members are sanitising as they go which helps. If the full 15 minutes is needed due to increased numbers then we will look at changing the timetable to 60 mins sessions plus 15

minutes. That creates another potential problem as then we have crossovers with other sessions in the pool and studios with everyone leaving at the same time. As August is quieter you can request on the day to do a double session if there are gaps. Staff can decide on the day for August. We will review again in September because we do not want to compromise on safety by not being able to do a thorough clean.”

Questions - James Pratt

1. **Towels** - Reinstate provision of towels in the gym and at the pool. Risk of transmission low as used towels are placed in bins collected by staff wearing gloves. Far better than gym users dripping sweat all around the gym and pool users having the additional laundry burden.
2. **Changing Facilities** - reconsider the reopening of changing rooms before Autumn/Winter. Covid rates in SW London very low. With members using club activities in booked time slots this should regulate numbers in the changing rooms. Allowing this means members can combine activities better e.g Sport and Cafe/Bar use. At the very least establish the conditions/triggers to reopen.
3. **Gym Slots** - consider extending time slots from 45 mins to 1hr.”

Answer – MN

“Governing body Guidance was clear that own towels should be used and we felt that was the safest and most hygienic way to operate for Members and staff. It also has had an environmental benefit reducing laundry costs which some Members really appreciate. Members are bringing their own sweat towels to the gym. Many also do not want to use laundered towels and prefer to use their own. We will keep the operations with own towels and maybe next year we will provide a provision of towels if the Board considered. I have already explained about the changing rooms and the gym slots.”

MN handed over to AJ to answer the golf questions regarding the changes.

Questions - Peter Rold

1. “How many organisations pitched to run the shop?”
2. Which major clubs employ a Head Professional who does not have the assistant professionals reporting to him.”

Questions - Neil Anderson, Martin Abbott, etc.

1. “Marc’s recommendation to the Board was for Matthew Paget Head Professional at Royal Mid-Surrey Golf Club, to take over the running of the shop and develop the Club's retail offering to Members. How many alternative bids did the Board consider? What was the tender process the Board employed in reaching its decision to appoint Matthew Paget?”
2. If there was a dearth of bids for this business, there is clearly something wrong when a club like The Roehampton Club, with 5,000 Members from some of the most affluent parts of south-west and west London, cannot attract interest in this project from sports retailers. Did the Board conduct a feasibility study and, if so, what were the results? If not, why not?”
3. Is it the Board's opinion that Marc's estimate of £70,000 in income to the Club in the first year - equivalent to an additional £20 per annum on the subscription for each

adult Member - is in Members' interests when one considers the £ 1M cost of developing the shop which Marc said, while non-contractual, has been promised verbally to Matthew Paget?

4. Why was the Golf Committee not consulted on the future of the Head Professional when his contract expired?
5. Joe Biggs was quoted as the Assistant Professional who has spent most time teaching, yet his time teaching would be reduced under the new arrangements, with equal time spent teaching and in the shop, where he would earn a commission on sales. How does his new deal compare with his old deal?"

Answer – AJ

„In relations to all those questions, this is the answer that am giving on behalf of the Board.

The terms with the Agreement with Richard Harrison and Matthew Paget are confidential and commercially sensitive, but I will attempt to answer the questions respecting that.

The Board's brief last year to its Sub Committee (Chief Executive plus three Directors)- was to achieve three objectives on negotiating a new contract for the Sports Shop when it was due to expire in February 2020 - an improved member service, an integrated golf and tennis retail outlet and a financial return to the Club. Three important aspects the Board and many others felt was lacking.

Negotiations started in September 2019 with Richard Harrison (RH) and progressed slowly as the offer made to the Board was to maintain the status quo.

The Chief Executive was asked to explore other retail options. After talking to World of Golf, Pentland Golf -two top golf retail chains plus tennis shops at David Lloyd and Queens Club- he received the general view that because we had restricted membership and no visitors we should run it in house or pay a retainer to a retailer/ golf professional.

The accepted top golf retailer in the South East looking after member Clubs is Matthew Paget (MP). We knew that MP was paid a retainer to operate shops for other Clubs who want an improved service and he would need to receive permission from Royal Mid- Surrey GC to include Roehampton Club in his group. With MP indicating his keenness to work in partnership with the Club combined with Richard's keenness to give up the Shop and accept the Board's offer of employment made in January 2020, the Board asked its Finance Committee to conclude negotiations separately with RH and MP on behalf of the Club. This is entirely appropriate with good governance and endorsed by the Golf Committee Chairman who felt any commercial negotiations/interviews should be undertaken by the Board.

Of course, then the pandemic happened, and everything went on hold until mid May. MP received permission from RMS late May and RH signed his new agreement at the beginning of June. He insisted on being titled Head Golf Professional which we respected even though we preferred Head Teaching Professional as we felt that summarised his new brief more succinctly.

Due diligence as on any commercial matter is for management to undertake in the first instance with results reported to the Board which can decide to accept the result, ask for more inquiries or reject the outcome. On this occasion, it was agreed that a small number of Directors, in addition to those already familiar with it, should visit MP's shop at RMS and were duly impressed. He was also interviewed by a panel of Directors in relation to his

approach, values, experience and plans. The commercial terms have received consideration in detail by the Finance Committee as well as approval from the Board.

The Board was keen to obtain an annual rent and therefore an agreement was entered into with MP for three years renewable annually. This would enable MP to offer an integrated golf and tennis retail service and include golf teaching as part of that service by employing the Assistant Pros.

No promise of a new shop, contractual or otherwise, has been made to MP; he has merely been informed that it is part of the Club's Masterplan and is dependent on planning permission and necessary financing being in place, quite apart from whatever changes in development priorities the Board from time to time may agree. In addition, a change in financial performance with the Club being £70k a year better off from year one increasing to £100k at the end of year three is certainly in members' interests as a whole. One might also add that there was no good reason for the membership to subsidise a golf shop which was of no interest to the majority of members. MP will be invited to tender for a longer term arrangement when appropriate along with others who make appropriate expressions of interest.

Finally, the Assistant Professionals have been looked after well by the Club since they left Richard's employment on 31st March. The Club increased their hourly rate for Shop work, paid them an enhanced rate during lockdown when the Club was closed and entered into a short term agreement with them for their teaching when the Club reopened. It was proposed that to achieve the integrated retail/teaching objective from a golf point of view that MP would employ the Assistant Pros for teaching and retail combined and he undertook to the Club that he would match their previous year earnings as a minimum and offer them the chance to earn more with complete job security and career progression if they wished. Joe Biggs, we understand is teaching as many hours as he did before and earning a salary at the same time. He has indicated to Chris Bray and others he is very happy with the new arrangements.

So in summary, the journey to achieve our three objectives has not been an easy one with a few unexpected hurdles in the way. But we feel we have made good progress- kept Richard with a good contract, recruited a retailer with an excellent golfing reputation and given him three years to make his mark, given tennis and squash a retail outlet to compliment golf and secured a much better financial result for the Club.

Of course, time will tell if it proves as successful as hoped but I trust Members will give every support to this initiative as it is in all our interest to do so."

AJ was informed that the clarity of sound was a problem and informed the participants that they will take two minutes break while the team changes the computers. AJ apologised about these problems and was grateful to the participants for their patience while the team was trying to solve the issue.

After the break MN proceeded with the questions.

Question - Henry Hobson

"We have now got three very expensive looking shelters on the golf course. These offer little protection from wayward golf balls because nobody uses them and we all carry wet gear & umbrellas if rain is probable. How much have they cost and why are they there? Please do not build anymore."

Answer - MN

“We had a number of incidents where golfers were hit on the 2nd, 6th and 12th tees from drives from the 1st, 11th and 16th tees. Club’s Health and Safety advisor recommended in a report and we place shelters by these tees for Members to take protective measures when standing on the tees. They also double up as lightning/storm shelters as well. They cost £7k each and only the three were required.”

Question - Tim Butler

“Could you clarify plans for electric car charging points in the members car park? We would like to see provision and access to vehicle charging improved for members as a priority for the club. It is great that we have two Tesla chargers, however this is not so useful for us non-Tesla EV drivers. The Type 2 chargers in the Visitors car park could be useful if they worked (they have been out of service each time we have asked to use them), but the process of having to buy credits and then ask security to unlock the chargers is unnecessarily cumbersome.”

Answer - MN

“New electric charging points for all makes of car were installed last week in the Members and visitors’ car parks. Instructions on how to download the app and pay directly are on the Club website. Apologies for the delay but they were ordered before lockdown. I have already received a message from Laurence Johnstone how pleased he was with the new chargers.”

Question - Henry Hobson

“Why oh why must we be served pre-cooked then re-cooked burgers. If dining at home we buy mince from the supermarket or butchers and make wonderful burgers cooked however the diner likes them. Why do Roehampton chefs not buy mince or mince their own meat rather than purchase premade burgers and then be shackled into serving burgers that are overcooked and tough as old boots?”

Answer - MN

“Food hygiene regulations for commercial premises dictate that a burger must be cooked to 75 °C (ie well done). It is the first thing that is checked by the EHO on a visit. Our burgers are not pre-cooked or re-cooked as that breaches the regulations. With steak the bacteria is on the outside hence you can cook it and the middle can be left rare. Burgers are made of mince with potential bacteria inside so have to be cooked thoroughly throughout. You can take the risk of infection at home but we cannot at the Club.”

MN handed over to AJ.

Question - Nick Greenwood

“I notice in the annual report that the Club has "agree a new modernised lease" with Rosslyn Park. Please can we have full details of this new lease and any agreement with regards to the advertising hoardings as I can't seem to find any details of this elsewhere in the accounts or notes? The freehold ownership of Rosslyn Park is one of the club's most important assets and I hope that as shareholders we can be fully informed of any changes to it. Moreover, the advertising hoardings from which we have received no income, yet considerable blight from are still there. Can we have an update on the status please?”

Answer – AJ

“The lease with Rosslyn Park is commercially sensitive and confidential, but what I can say in relation to the question is:

The Club renegotiated the lease with Rosslyn Park with a number of objectives:

Obtain use of the land on the eastern side for an overflow car park for up to 60 cars

Ensure that the Club has a pre-emptive right on the leased land should RPFC become insolvent (the old lease did not guarantee that)

Receive a share of the annual revenue for the advertising hoardings

Increase the annual rental commensurate with a fair rent for the leased land

Our negotiations were eventually concluded in 2019 securing all these objectives. The Club has use of the car park, it now has the pre-emptive right on the lease, it will receive a percentage of the advertising income from September 2020 and the annual rent was increased in 2018 and will be reviewed again in 2023.”

AJ handed over to MN to answer the last few questions.

Question - Pam Waring

“Have any of the actions taken during the pandemic made the Board consider making them permanent? I am aware that the food selling point on the piazza is one such likely change.”

Answer - MN

“Yes, we are planning to invest in a permanent Piazza pop up. The current one is rented until October. Golf course bookings will stay at 10-minute intervals and the two nine hole days- Golf Committee has decided that will be kept until October and reviewed.

With many Members having more time to use the Club due to working from home and having more flexible times to use the Club both Tennis and Golf Committees are in favour of keeping the principle of fastest finger first for booking tee times and tennis courts.

The online fitness classes we introduced during lockdown were very popular so we will keep those going in addition to the reduced class sizes in the Studios and outside.”

Question - James Pratt

“**Committees** - increase visibility of committees on-line so members can see who is active in each area and provide details to promote discussion. Maybe even facilitate an on-line suggestion forum for individual committees.”

Answer - MN

“Good suggestions and we can enact these for the key committees, allowing suggestions on the online platform.”

MN notified the Forum Participants that the pre-submitted questions concluded, and he would hand over to the Chairman of the Finance Committee Justin Ward to update Members on the Club’s financial position. This was followed by a presentation from JW.

*Please click here to view the presentation. **Please keep the content confidential to Members of Roehampton Club.***

JW opened the Forum to Members questions.

Question – Robert Scallon

“The new no amortising facilities for £4m are good, but it means that in five years, a bullet repayment should be considered. How the Board is planning for this?”

Answer – JW

“That is not strictly accurate, it is a revolving credit facility. When the Club receives membership subscriptions in advance, we can pay down the loan and then use it as a working capital facility throughout the year. The average net debt across the year in the last couple of years, actually gives us, on average, a cash positive position over the year. So, it is not a question of a bullet repayment, it is a working capital facility which moves up and down.”

Question – Tony Salem

“Bearing in mind that going forward more people are going to be working from home, I would think that there will be requirements on the Club Café be even greater than they were the lockdown, therefore, can we really stop the development, should we not continue to look at how we can expand that area, where is so much congestion, particularly on weekends, rather than just stop the whole thing.”

Answer – AJ

“The Board is very conscious of this point and we have programmed an away day in September to rethink our strategic priorities in the light of the new situation that we face, which is so dramatically different, than when we approved the Masterplan in 2018, to reflect Members wishes. Your point is well made, and we will have it in mind in our away day in September.”

Question - Laurence Johnstone

“Well, I do not have a question anymore because the answers have been excellent and I just thank you all, it has been a great Forum. That all I can say.”

Answer – AJ

“Thank you very much.”

Question – Neil Anderson

“I am afraid that because of the difficulty you had with the technology earlier on, I could not catch the Chairman’s response to our group’s questions, so I know you will be writing this up and could you tell me when approximately this is likely to be?”

Answer – AJ

“I will write to you directly, Neil, with the answers that I attempt to give in the earlier communication.”

Question – James Pratt

“Marc, you mentioned the requirements for the airflow in the Health Club changing rooms and limit to five men and eight ladies, how is this compare to the Main Clubhouse changing rooms?”

Answer- MN

“The guidance for the Clubhouse changing rooms are different; the only guidance that we had is from England Golf. It said that we could only open the lockers for Members just to come into the changing rooms and collect their clubs or racquets, deposit them back. Therefore, by doing that, we do not have the same restrictions as we do as in the Health Club changing rooms, where people will want to change. We are supposed to putting in 20l per hour of full fresh air and we are just below that in the Health Club at the moment, so we are looking at our system and how we can increase it and the capacities are based on two meters of distancing on the five and the eight for the men’s and the ladies’ changing rooms. We think we can keep to the five and the eight, dependent upon our H&S Advisor accepting that, we will designate stations within the changing rooms, where people would be able to change. We just have to get that 20l circulation of air approved. I know that it sounds difficult and tricky, but we want the Club to be complying with the regulations. The regulations for the Clubhouse changing rooms are different, purely deposit and collect, not change and we were told that golfers or tennis players should not be changing their shoes in the changing rooms which is quite impractical. People like to collect shoes or deposit shoes in their locker. However they must not change clothing, can use toilets and wash hands, but they cannot obviously shower.

We hope within the next week we can open the changing rooms, But as I have said, it looks that we will have to give priority for the indoor pool users first, before other sections of the Health Club.”

Question – Lorna Robey

“I wonder if you could give us a little bit of clarification, about the discussion about 5 day membership and 7 day membership. The golf course has been extremely busy during this period and it has been apparent that a lot of people have been playing without having a lower handicap. I know that it is all very nice and encouraging everybody to come and play, but in this enthusiasm encouraging everybody I do not like to think that any of the restrictions on the weekend day membership will be relaxed and I think it is terribly easy to get enthusiastic about all these new Members - let give them a chance to play, but I think you could potentially loose Members if you find that the course is full with people without handicap or very high handicap.”

Answer – MN

“Thank you, Lorna. I think what was most revealing after lockdown was the lots of new faces coming onto the golf course as you say and the fact that they were not New Members. These were often long-standing Members that we have not seen for quite some time. Members who did not play golf very often for the all different reasons and then they were coming to use the Club as now working from home. They stated it was wonderful to use the Club when they wanted to and they especially liked the nine holes and 18 holes options.

Having been Members for some time, they have not actually come through the New Members Induction, like the New Members have when we access their handicaps and advise when they can play. We had a number of Members who were coming to play weekends without handicaps without realising that there was a handicap restriction, and these were Members who have been Members from a long time.

The Golf Committee, I know, are keen to keep the handicap restrictions, we, as a Board, will support that and need to make sure that there is a flow of golfers on the course throughout the weekend. I cannot see that we would relax any restrictions that we have currently in place.”

As no more questions were raised and no more comments were coming through the 'Chat' option, AJ drew the Forum into the conclusion.

AJ thanked Members for their patience during the first 30 minutes when there were unexpected technical difficulties. He stated that they managed eventually better than one of his other Clubs, MCC, who attempted to hold a forum like this, but technology failed them completely and they had to reschedule it for an entirely different day and time. AJ thanked Members for their participation, he hoped that Members had found the Forum useful and welcomed any feedback on how they had done it emailed to himself or the Chief Executive.

AJ reminded as explained in various communications to Members that the AGM will be held on Monday 24th August purely to deal with the legal business that has to be passed effectively by September 2020 and will also be held via Zoom. He reiterated that Members should send in their proxy forms.

AJ wished good health to Members and to enjoy the Summer and the weather for as long as it holds, thanked MN and his team and wished everybody good evening,

The Membership Forum concluded at 7.20pm.