

CLUB BANORA GARDEN CLUB

CHAIRPERSON'S REPORT FOR ANNUAL GENERAL MEETING TO BE HELD AT TWIN TOWNS, TO BE HELD ON TUESDAY 18TH MAY 2021

It has been a long, long time since we were together at the last meeting in March 2020!

Due to Covid regulations it has been impossible to have any structured meetings at Club Banora since that date. However, we have enjoyed having a few morning teas to keep our members together and we were able to organize an end-of-year function, which was held at Club Banora. Again, due to Covid regulations, the luncheon had to be held on two separate dates, having 30 members attending each day. This was organized using some of our club funds.

Our first official meeting for this year will be in the Visions Room, Twin Towns, on 27th April and hopefully after that, we plan to start our meetings back at Club Banora again, the first of which will be on Tuesday 1st June.

On behalf of the Committee I would like to thank Twin Towns and the Board Members for their moral support during a very difficult 2020. We look forward to a bright and happier 2021.

MARIA HARRY

President Club Banora Garden Club



The Board of Directors

Twin Towns Services Club

Wharf Street

Tweed Heads

NSW 2485

Dear Brian,

On behalf of the committee and members of Club Banora Golf Club, I would like to pass on our heartfelt thanks for the support that is given to this club by the board and staff of TTSC.

We would like to thank you for the financial support you give. We were pleasantly surprised this year in particular, for your generosity. We are well aware of the tough times incurred by the COVID saga and the financial pressures it has caused, which in our minds, makes this support more special.

We greatly appreciate this grant, as I am sure do the other internal clubs. We will ensure our members are informed of your generosity and use the funds to benefit those members.

Once again thank you,

Regards

Brent McLennan

(President)

04May2021

Club Banora Tennis Section Report

To be presented at TTSC AGM on Tuesday 18th May 2021

Club Banora Tennis Committee and Members would like to thank Mr Brian Brown, Chairman, Board Members, Management and staff of Twin Towns & Club Banora for their continued support to the Tennis Section.

The Tennis Club deferred their AGM this year until 2022. The current Executive & Committee were happy to continue in their respective roles until march 2022.

We were sorry to receive (for personal reasons) Don Lean's and John Evans' resignation as Treasurer and Vice President in June and July 2020. We wish them every success & sincere thanks for their services to the Tennis Club over the years.

We warmly welcome John Hutchinson & Melissa Morgan to our Committee.

Our thanks to the Board for their decision to continue giving us financial support once again, this year and we look forward to being able to spend it very soon.

The Tennis Club continues to operate under the best practices umbrella with QR necessary for all organised events. Social distancing and hand sanitising are mandatory. Our kitchenette still remains closed.

As a Committee we are all looking forward to a speedy return to normal so Members & Guests can once again enjoy our fantastic facilities.

Our Club continues to promote Tennis in the area for both Seniors & Juniors.

Thank you.

The Tennis Committee and Members



TWIN TOWNS SERVICES EUCHRE/500 CLUB

The Board of Directors
Twin Towns Services Club and Resorts
PO Box 36
05/03/2021

Attention Mr Brian Brown

Dear Brian,

What an unusual year it has been for us all. The Euchre and Five Hundred Club were unable to play cards for almost one year, but we are back as strong as ever.

Thank you to the Board for providing us with financial assistance as we all have a wonderful time at our Christmas Party held in Slice and Fork each year. We managed to get together this year even though we were required to be COVID safe

The move to Club Banora has been of benefit to our older members, as we no longer have to climb the stairs in Juniors. Thank you Rod Pain for arranging this move for us.

The Duty Mangers at Club Banora have assisted us in making the move painless for the committee.

I would like to express my appreciation for the assistance all staff of Twin Towns Clubs provides to me as Secretary of the Euchre Five Hundred Club. A special thank you goes to Angie Thornhill who is always so helpful.

Thank you

Regards

A handwritten signature in cursive script that reads "Barbara Lewis".

Barbara Lewis
Secretary



TTS Euchre/500 Club

Phone: 0433002442

Email: jbl007@hotmail.com

From: [Karen Watson](#)
To: [Angie Thornhill](#)
Subject: Twin Towns Ladies Bowls Club
Date: Thursday, 13 May 2021 4:09:28 PM

ALERT: This message originated outside of the Twin Towns network. **BE CAUTIOUS** before clicking any link or attachment. You should also verify the email address before processing the email.

Dear Angie

Would you please pass on to the Board of Twin Towns the thanks of the members of the Twin Towns Ladies Bowls Club for the continued financial support to the club. The grant money enables us to give back to the members, in the form of reduction in costs for events and mat fees over the course of the year.

We would also like to thank the continual effort the greenskeepers put in to maintain the greens week after week and set up the rinks for play.

Being able to utilise the Banora Club facilities also enables the members to enjoy a meal and social gathering after bowls.

Thank you again for your continued support.

Karen Watson

President
Twin Towns Ladies Bowls Club

Sent from [Mail](#) for Windows 10



Twin Towns Masters Swimming

PO Box 369 Tweed Heads

NSW 2485

President: - Lyn May 0423 915 108

Secretary: - Judy Sharpe. 0407 144 021

29/04/2021

*General Manager
and the board of management
Twin Towns Services Club*

Dear Mr Smith,

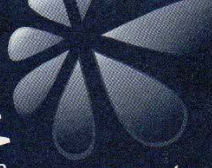
This has again been an exceptional year for all members and staff at "Twin Towns Services Club," having to cope with COVID 19, and the problems associated with the lock downs etc. Members at Twin Towns Master's Swimming appreciate the difficulties for the Club and would like to thank "Twin Towns Services Club" and the "Board of Management" for their continued support in 2020/2021.

We appreciate the time and effort required to maintain the Banora pool., and we are also thankful for the financial support provided to the master's sub-club which again was most welcome. This support gives us the opportunity to finance the Christmas party and various functions at the Twin Towns club.

During 2020 we lost members and luckily gained a few new members so as at the end of April we have 39 members. We continue to have a great social calendar, including picnics and outings. These outings provide members with outlets other than swimming.

The Members and Committee again thank Twin Towns Services Club for their generous support.

*Lyn May
(President) Twin Towns Masters.*



TWIN TOWNS SERVICES MEN'S BOWLS CLUB.

4th May 2021

To Chairman Twin Towns Clubs & Resorts

Dear Brian,

Our President, Committee, and Members, wish to thank the board for your ongoing support and grant of \$880 to our Bowls club.

This grant will be utilized within the club on activities for our members.

We acknowledge it has been a very difficult period and appreciate your contribution to Mens Bowls.

Yours Sincerely,

Michael Constable
Secretary

Twin Towns Seniors Social Club

Mr. Rob Smith
Chief Executive Officer
Twin Towns Services Club

10th May 2021

Dear Rob,

On behalf of the President and members of Twin Towns Seniors Social Club, we would like to thank you and all the staff for the help that you have given to our Club throughout the year. Even though it was a difficult year for all, your help was much appreciated.

Yours faithfully,

A handwritten signature in blue ink, appearing to read "D. Arnold".

Denise Arnold
Secretary

Twin Towns Seniors Social Club

Mr. Brian Brown
Chairman
Twin Towns Services Club

10th May 2021

Dear Brian

On behalf of the President, Committee and Members of the Seniors Social Club, I would like to thank you and the Parent Club for the yearly additional grant of \$1,190 that you have given to our Club, it is very much appreciated.

Once again, many thanks.
Yours Sincerely,

D. Arnold

Denise Arnold
Secretary



**TWIN TOWNS SOCIAL
RUNNERS AND WALKERS CLUB**

5 May 2021

Brian Brown
Chairman of the Board
Twin Towns Services Club
Tweed Heads

Dear Brian

On behalf of the members of Twin Towns Social Runners and Walkers Club I would like to thank Twin Towns Services Club for their continued support and funding made available to us in 2021.

It was great to be able to get our Club active again after Covid restrictions eased. We are looking forward to holding our 30th Anniversary Party at Twin Towns in September or October.

Once again, Thank you.

Sincerely,

Tracy Moschogianis

Tracy Moschogianis

Secretary

Twin Towns Social Runners and Walkers Club

The Secretary

Twin Towns Services club Ltd


Ref: Correspondence for AGM 18-5-21.

I would like to request more detail than supplied by the Annual report 2021.

1. The financial figures of the clubs individual cost centres would give the members a better understanding of how the clubs bottom line was obtained.
2. The areas of interest are; Twin Towns, Club Banora, Juniors, resort activities, child minding centres, motels in Nth. Qld.
3. I also note that court proceedings with council regarding Club Banora. What are the projected costs and how much has been invested on this proposal to date by the club.
4. In closing, I enquire why Foxtel is considered a product worthy to have installed at the main club and has been cut of at Club Banora and Juniors. Surely the members deserve the same considerations and amenities. I look for ward to your reply at this years AGM

Rod West Member No:14931

7-5-2021

A handwritten signature in blue ink, appearing to read 'Rod West', is written over the typed name and date.



Mr R West

Member 14931

Address intentionally not repeated

Dear Mr West

We acknowledge your letter regards the upcoming AGM.

Dealing with your questions in order;

1. The Club is a single (consolidated entity) company and the Annual report sets out the performance of the company as a whole, rather than by divisions in accordance with the accounting standards. In an ordinary trading year, which 2020 was not, we seek to apportion costs across the divisions to give us a guide as to the performance of each area, but this is just a guide and is the subject of many assumptions and standing principles developed over many years. The pandemic closures and subsequent application of JobKeeper rendered any meaningful apportionment in 2020 inaccurate to the extent we resolved not to issue divisional guidance. This is because the application of JobKeeper and the application of the costs of the pandemic's impacts were either applied or carried through the Twin Towns accounts globally or similarly through the Qld Property division. This situation will occur again in the 2021 accounts having been the recipient of JobKeeper and other financial implications through the first quarter of the financial year.
2. To give you guidance on the relative performance of each division, respecting the comments above, the GST exclusive turnover of each division was;

<u>2020 Annual Report</u>	<u>Twin Towns</u>	<u>Club Banora</u>	<u>Twin Towns Juniors</u>	<u>Resort</u>	<u>Queensland Properties</u>	<u>TOTAL</u>
Turnover	\$ 31,228,456	\$ 8,223,098	\$ 3,277,959	\$ 3,851,562	\$ 1,389,081	\$ 47,970,157

2020 Turnover figures above include Government Grants of \$4,653,682

Childcare, is a Landlord and Tenant agreement, subject to rent and reported in the accounts of Twin Towns. It would be commercially inappropriate to disclose the rental amount.

3. The Club has been advised a budget of \$150,000 is suitable for the Class 1 Appeal in the Land and Environment Court. Total costs incurred in the rezoning and planning processes over the last 12 years is \$1,423,561 including \$43,000 or the Appeals budget.
4. The Club's stance on Foxtel has been well documented in members publications since its removal in 2018. We remain of the view that it is commercially unreasonably expensive generally and especially when compared to the domestic version and Kayo which is available broadly.

In 2019 the costs to install Foxtel at Club Banora was \$8,000 to connect and \$68,000 per annum and for Juniors \$6,000 to connect and \$36,000 per annum. Our view is that these levels of costs are unrecoverable based on the impact the product has as a drawcard.

Despite our position we wanted to provide the service to members. We were also in the process of planning and executing a renovation to the Sports Bar, 1st on Wharf. That upgrade included the installation of a mega screen for viewing sports which was commissioned prior to the COVID events.

The Board resolved that as part of the upgraded sports bar Foxtel was appropriate despite the cost of \$140,000 a year. It would be available to every member to watch in the sports bar environment and it is also a location where the Club would get more value from the broader sports viewing population where ordinarily the Rugby League is the only event which is of primary interest.

The return of the pay for view vision aligned with the recommencement of Rugby League in 2020 and the installation of the screen. The Board resolved that despite the service being available through all of Twin Towns as a result of our contract being inseparable that it only be shown in 1st on Wharf as a general rule. Following the reduced capacities in all areas as a result of the NSW Health Orders, this was revisited.

The nature of our venues, by all measure of scale, do not lend themselves to all services being offered at every venue. This is apparent in many of the variety of facilities and services that compose each venue. In this case, as a matter of commercial scale, the offer has been determined unreasonable at Juniors and Banora but is offered for every member to access in a premium setting as part of their membership.

I trust this response has adequately responded to your questions or at a minimum explained the reasoning for the matters by which your questions arose.

I will list your comments, a mix of financial and general business, in the correspondence for the meeting. Should you be satisfied with the answers provided the matters will be on record, if not you may make a statement or further comment on the response at the appropriate time at the AGM.

Yours sincerely.



R Smith
CEO
9.5.2021