Milton Tennis Club

Facilities Director Report 2026

In 2026 the Facilities portfolio focused on the club's technology and data foundations: connectivity, cameras, club-owned email, accounting, banking and a full analysis of court bookings. Physical upkeep, equipment upgrades and winter preparation are covered in the Vice President's report.

Technology and Infrastructure

- **Starlink internet:** installed and live at the clubhouse. Off-season costs and service are covered as part of an arrangement with the Winter Club.
- **Court cameras:** members can check court conditions through the member portal. The feed currently runs on a temporary server, and a permanent MTC-owned server will be costed for next season.
- **Google Workspace (Nonprofit):** every director now has a club email account on the free nonprofit tier, so club records stay with the club when the Board changes.
- **Platform access:** access to the club's online platforms was reviewed and updated.
- **Accounting:** the club's records moved to QuickBooks Online.
- **Court booking software:** the club is evaluating options to improve the court booking system for members.

Court Booking Analysis

A review of the season's bookings found that the courts have room to spare, and the biggest opportunity is getting cancelled times rebooked.

- Courts were in use 52% of available hours overall and 58% in prime time.
- About a third of casual bookings were cancelled, and many of those times were not rebooked.
- Earlier notice makes the difference: a booking cancelled 3 to 7 days ahead was rebooked 61% of the time, compared with 15% for cancellations under two hours.

The Board is reviewing ways to encourage earlier cancellations and free up unused prime-time slots. Members will be informed of any policy change before it takes effect.

Governance and Banking

- **Annual Return:** filed with and accepted by the Province, with the club's director records up to date.
- **Venn business banking:** application resumed and approval is in progress. Once approved, the club gains easier e-transfers and a card in the Club's name for subscriptions.
- **Constitution update:** an amendment to Article VIII, Banking Arrangements, will be put to a vote at the AGM on November 21. It allows e-transfers, online banking approvals, a credit or debit card in the Club's name, and other payment methods approved by the Executive.

Priorities for 2027

- Replace the temporary camera server with a permanent MTC-owned one and consider wider court coverage.
- Review booking and cancellation guidelines with member input.
- Complete the new banking setup.
- Streamline receipt handling in QuickBooks.
- Finish moving club records to club-owned accounts.

Overall, the club now runs on club-owned systems for internet, email, accounting and soon banking, which makes handovers between boards far simpler.

Carlos Hernandez, 2026 Director Facilities