

PANAGA CLUB
MCM MEETING MINUTES



Meeting Name: MCM07/22

Time: 1100 - 1300

Date of Meeting: Wednesday, 28th September 2022

Location: Pelangi Room

Meeting Objective

Ensure the effective functioning of the committee and its ability to carry out its role. Raise issues to improve the Club operations.

Attendees

Present:

Andrey Shuvalov	CP, Club President
Alper Zika Celik	CT, Club Treasurer
Nor Yap	CM, Club Manager
Aran Testa	CDC, Culture Division Chair
Meghna Nair Vinod	SocDC & MKR, Social Division Chair & Marketing Representative
Marc Ripoché	SDC, Sports Division Chair
Geoffrey Sim	FAM, Facilities Manager
Salami Hj Jakuran	GM, Golf Manager
Fifie Abdullah	PEMM, Project cum Event & Marketing Manager
Janice Lim	MSL, Member Services Lead

Apologies:

Taff Evans	GLR, Garrison Liaison Representative
Neil Pritchard	AKBBCC, KBBC Commodore (Sub Aqua (Diving) Chairperson)
Wendy Dawn Thompson	PADC, Performing Arts Division Chair
Hj Roslie Hj Bakar	GC, Golf Captain
Julia Wotton	HFDC, Health & Fitness Division Chair
David Hughes	HM, House Member
Marten Adema	KBCC, KBBC Commodore
Michael Lampp	MR, Maintenance Representative
Wenny Chong	FM, Finance Manager

#1: Updates from Club President

Part 1-

- Generally good feedback on Summer Festival, concern raised over rashes for children playing at the inflatable obstacle course during Day 2 of Summer Festival
- Making good progress with projects, membership and usage of rooms
- Emphasis on safety concerns – recognize risks and act on them actively, always think of safety for all

Part 2-

- Losing connection with Club sections – lack of active representatives and new volunteers in recent events
- Try to consider what members need and want when coming up with events, avoid being too commercialized with ideas and encourage more sections to participate/collaborate

Part 3-

- Mindset and planning should be more member-oriented – think of how to enhance member experiences, such as improving quality of lessons and/or reducing waiting list

#2: Finance Update by Alper

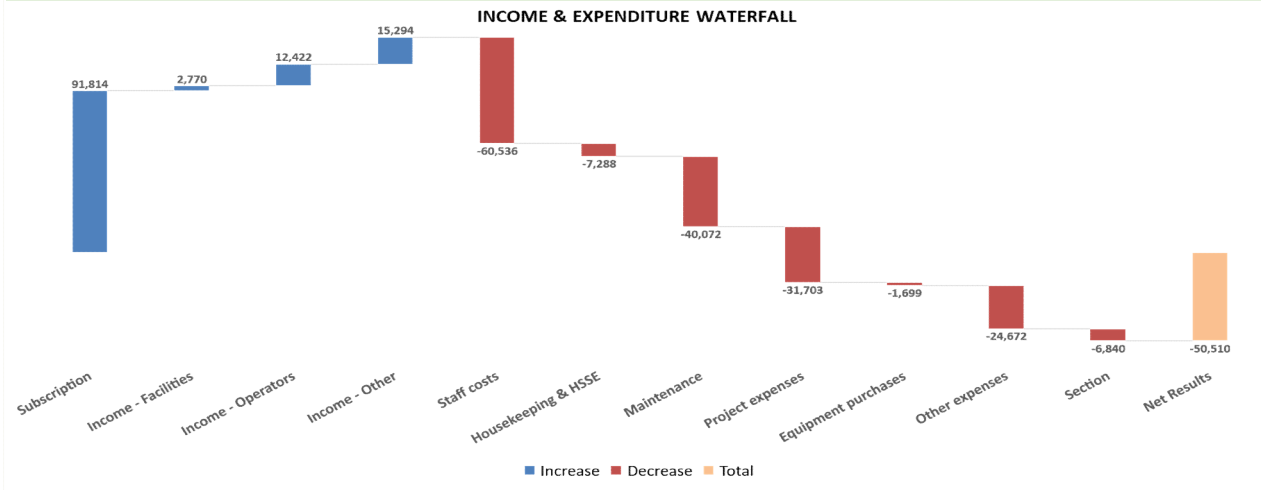
Club has reported:

- **Total income of \$122,300 (18% increase compared to last month).**
 - o Subscription fee portion of this income is ~\$91,800 with a %4 decrease compared to last month.
- **Total expense of \$172,800 (36% decrease from last month).**
- Resulting **net loss of ~BND 50,510, largely driven by project expenses and decrease in income.**

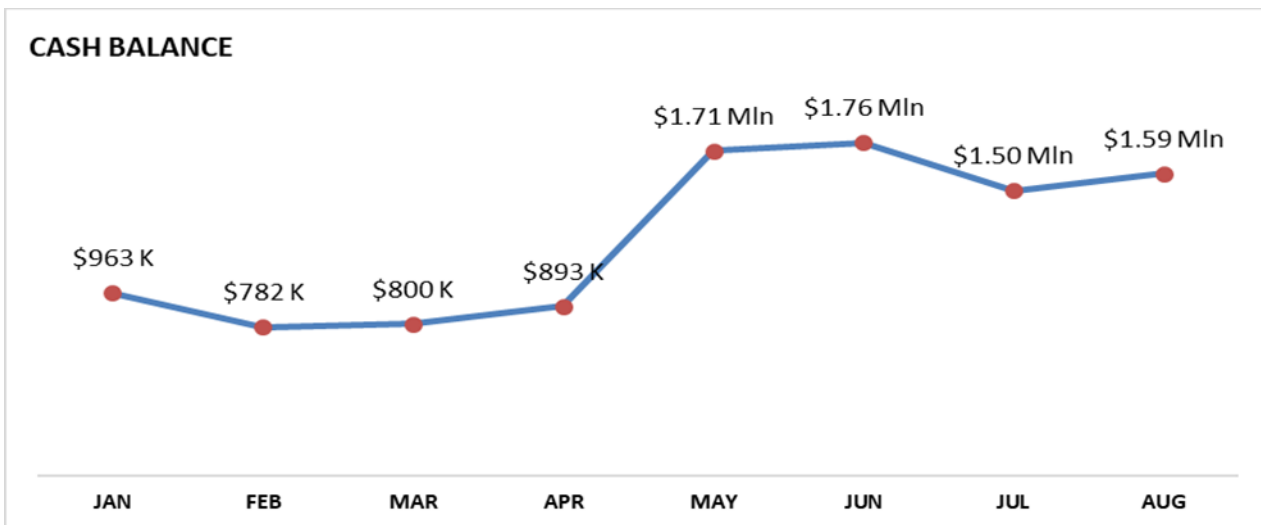
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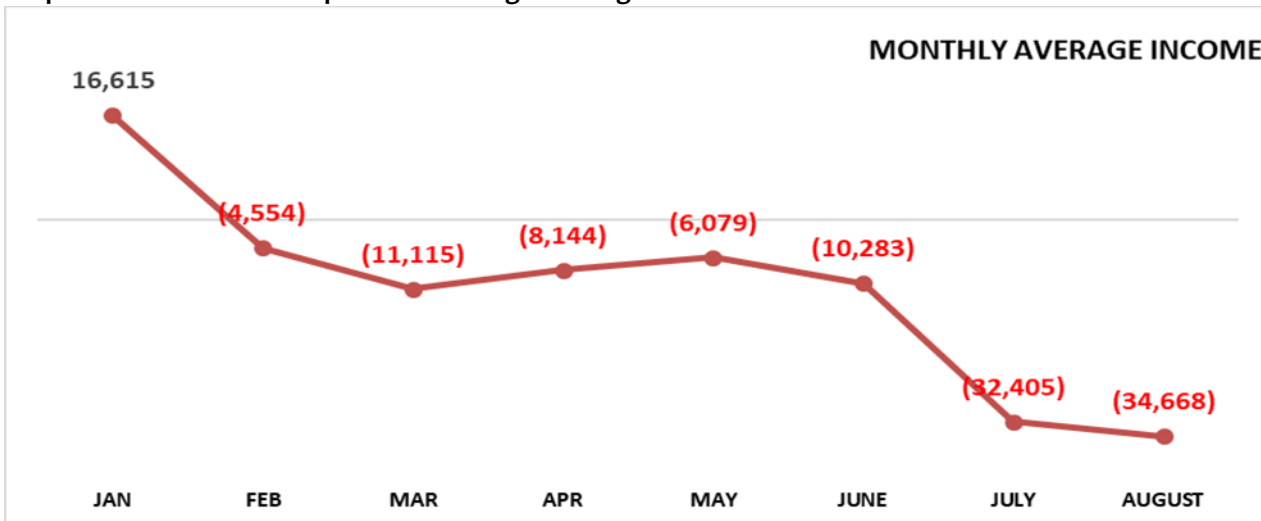
#2: Finance Update by Alper (continued)



- Cash balance is sufficient to cover our future capital requirements, but spending should still be controlled and we will need an overview of projects and activities implemented to show long-term profitability.



- Average income per month is trending negative mainly attributed to project-based expenses and operational difficulties experienced during final stages of Covid restrictions.

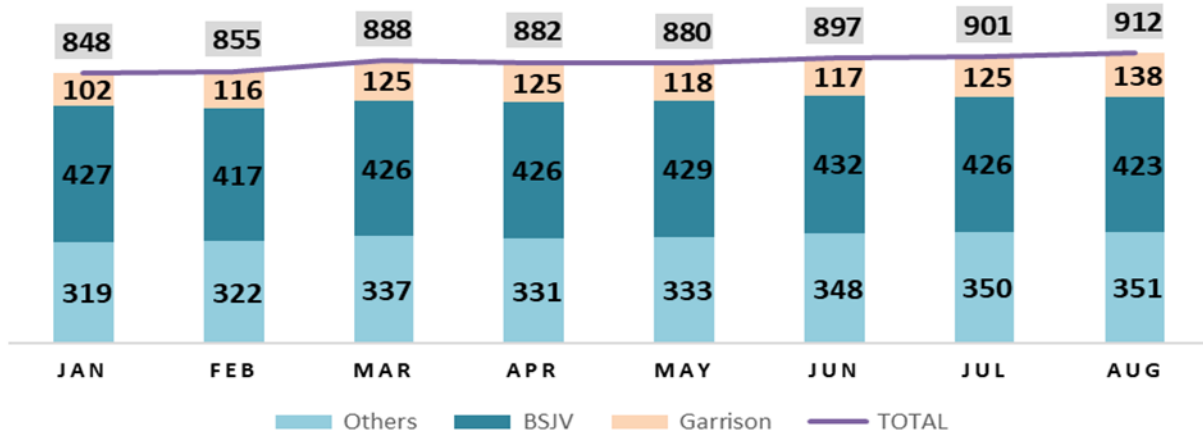




#2: Finance Update by Alper (continued)

- Our total membership numbers remains stable.

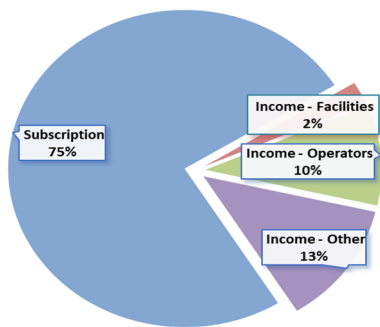
MEMBERSHIP



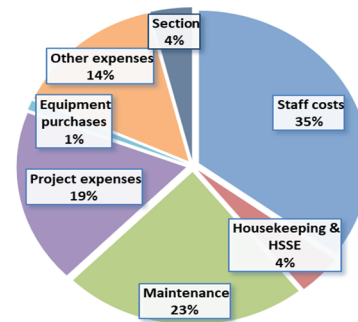
• Income and Expense Breakdown for August 2022

- o Membership income slightly increased
- o Event income has increased due to recent activities, festivals, family camps.
- × Demand in facility hire has decreased due to holiday period.
- × Maintenance activities are carried out throughout the club (Waste removal \$6K, Rain storm impact \$4K and Aircond, Pool, Estate, Sewer pump and R&M \$30K)
- × Project expenses are expected to remain high (i.e. Tennis court resurfacing ~\$30K)

INCOME BREAK-DOWN



EXPENSE BREAK-DOWN



- Proposal to **increase non-BSJV club fee by BND10.00** by Finance Director of BSP (subsidy agreement), to better distinguish benefits of BSJV club members
- MCM takes into consideration that many Club volunteers are under BSJV, which suggests that perhaps we can offer more benefits for them as compared to non-BSJV members
- MCM prefer not to increase, but also recognises that even with slight increase, it should not cause a huge impact on current income levels nor on membership figures
- Reminder to all staff departments and sections on upcoming 2023 Club budget, to be **submitted to FM by 31/10/2022**
- Consider increasing 25 – 30% of budget for adhoc services due to relaxing COVID-19 restrictions
- Any budget-related queries can be directed to FM or CT through email

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#3: Membership Figure Update by Janice

MONTH	FULL MEMBERSHIP		TEMPORARY MEMBERSHIP		
	NEW JOINER	RESIGNED	DAY PASS	WEEK PASS	SSAP
JANUARY 2022	15	22	145	113	0
FEBRUARY 2022	25	13	90	59	3
MARCH 2022	45	14	173	24	5
APRIL 2022	15	18	123	12	19
MAY 2022	18	15	151	11	9
JUNE 2022	35	45	181	38	9
JULY 2022	48	44	146	36	9
AUGUST 2022	50	23	195	31	7
SEPTEMBER 2022	52	26	178	40	6

MONTH	NON-PAYING MEMBERS	PAYING MEMBERS	TOTAL MEMBERS
JULY 2022	66	901	967
AUGUST 2022	63	910	973
SEPTEMBER 2022	65	935	1000

Highlighted key issues regarding Membership Figures:

- Consider methods to achieve a minimum of 950 paying members, ideally 1000 paying members by December 2022 by increasing new joiners and reducing resignations – focus more on customer loyalty and member retention
- Try to reduce waiting list as much as possible as competition is high
- Must strive to improve standards on our current services provided

Recommendations by MCM for future improvements on Membership Figures:

- Refund week pass fee if join as a new member within a given period of time
- Reduce 6 months cancellation period to 3 months in rejoining as club member
- When coming up with events, consider our target audience (mainly families and young adults)

#4: Facilities & Projects Updates by Geoffry and Fifie

• IFM completed works

Area	Work Description	Status
Jungle House	Front Porch Roof Leaks: Roof and section of ceilings are observed with water stains due to corroded valley gutter including repairs to damage timber flooring & ceiling.	Completed on 27/07/2022
Main Building (Music Room facing Tennis court #3)	Install Additional Cantilever: Physical slight slanting looks of cantilever reinforced concrete slab on the eastern side of the main building . Further examine, there is no evidence of defects such as cracks or distortion to the cantilever concrete slab	Completed on 08/02/2022
Boat Compound	Boatshed Steel Structure: Severe corrosions observed on the metal posts, trusses gusset plates and securing bolt and nut rated from fair to poor condition with significant metal thickness loss Roof: Severe corrosion on roof edges and rotten fascia boards observed at several locations. Wall: Delamination/concrete spalls on the edge of the wall	Completed on 27/06/2022
Main building (Main Hall)	Damage Flooring: Damaged/Broken Parquet flooring, requesting for repair.	Completed on 08/08/2022

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#4: Facilities & Projects Updates by Geoffry and Fifie (continued)

• **IFM outstanding works** (scheduled to be completed by the end of October 2022)

Area	Work Description	Status
Club Main Building	Roof Leaks: Lotus Balcony, Art & Craft, Simpura Meeting Room, Golf balcony 1 st floor	Still Outstanding. Already follow up with IFM
MPH (Dance hall)	Roof Leaks: Two areas suffer water ingress to the Dance Hall main roof and corroded valley gutter	Work started on 20/09
Poolside cafe	Damage Roller Shutters: to remove shutters at Poolside café & make good ceiling after removals.	Still Outstanding. Follow up site visit by IFM contractor on 8/9/2022
Lotus Lounge	Crack Windows: 02 units glass windows with thermal cracks and 01 unit with broken rubber seals. Requesting for replacements. Scaffolding required for this replacement works.	Still Outstanding. Already follow up with IFM
Club Main building & Golf Area	Corroded Aircon brackets: Dance office / PGC - office building and Driving Range toilets / Main Building - Admin office, Jam Factory, Outpost, Gym, Music room / Golf Balcony - toilets & kitchen / Lotus balcony and Jungle House - Youth club. Aircon Units for repair: Main Kitchen aircon, Gym, Dance and PDC office, golf toilets.	Still Outstanding. Already follow up with IFM
Sport Pavilion	Roof replacement: Asbestos Containing Materials (ACM) has formed on the roof. Surface corrosion with no metal thickness loss spotted on every roof truss gusset plate. Paint flaking observed on concrete columns.	Work to start after the club Summer Festival

• **August 2022 maintenance activities**





#4: Facilities & Projects Updates by Geoffry and Fifie (continued)

- Safety Day Presentation on 14th September 2022

PANAGA CLUB SAFETY DAY

by Geoffry

- In The Event of Fire
- Hazard Identification & Risk Assessment
- Intervention

INTERVENTION IN RELATION TO CUSTOMER SERVICE

by Janice

- Understanding customer expectations
- Improving responses and feedback
- Dealing with customers in specific circumstances

• 2022 Project List

MC Lead	Year	Project Name	Budget	Approved budgeted	YTD Spent	Milestone	UPDATES - 27/09/2022
Julia	2022	Poolside café ceiling renovation	15,000		19,565.05	10	COMPLETED
Wendy	2022	Main Hall revamp	50,000			4	Has chosen soundproof material. Waiting for revise quote on the soundproof (27/9/2022). ETA Main Hall renovation start 17/10/2022.
Managers	2022	Playground equipment	45,000	5,000.00	48,663.53	5	ETA 2 to 3 months; end November 2022.
Managers	2022	Playground flooring and repair		67,000.00	66,900.00	5	Chosen option 1; ETA 2 to 3 months; end December 2022.
Geoffrey	2021/2022	Toilets renovation - Foyer toilets		33,952.00	27,648.75	10	COMPLETED (penalty: \$6,303.25) Actual cost \$33,175.00.
Geoffrey	2022	Pool toilets - ceilings removal			5,053.70	10	COMPLETED
Geoffrey	2022	Toilets renovation (Golf toilets near Poolside Café)	60,000		26,193.55	7	Renovation to start on 28/9/2022
Managers	2022	Beach shelter renovation 1) Roof 2) Building 3) Toilets, grease trap, incoming sub-main & gas piping	20,000	20,634.32	40,634.32	8	Project completed about 80%. Renovation to complete by 30/9/2022. Opening date to be confirmed.
Geoffrey	2022	Stores for Floradina & Pelangi furniture (new)		15,000.00	4,800.00	10	COMPLETED
Managers	2022	LED lights - Driving Range	12,400		12,400.00	7	Arrival material on 14/9/2022. Installation work on 26/9/2022 and expected to complete in 3 weeks time.
Marc	2022	Tennis court resurfacing	140,000		103,509.15	5	PO issued on 8/8/2022. ETA 2 to 3 months; November 2022.
Michael	2022	Pool area refresh and furniture upgrades	10,000	15,000.00		1	Still working on design & selection of furniture. To change all furniture including sun lounger.
Managers	2022	Facility Management System (FMS) software	10,000	7,000.00		7	PO Contract issued on 14/9/2022. Expected to complete end 2022.
Managers	2022	Garden/landscaping refresh	10,000			3	Received quote on 1/9/2022. Still under discussion.
Managers	2022	Kenyalang Kafe refresh	20,000			8	While waiting for other projects' materials to arrive; Facility Team did minor refurbishment.
			392,400	163,586	355,368.05		

MILESTONE	ACHIEVEMENT
1	Design
2	Workscope
3	Quote
4	Evaluation / Approval including Budget
5	PO / Contract in Place
6	Mobilization - Work / Order
7	%
8	%
9	%
10	Completion / Handover

Highlighted key points regarding Project List:

- Most projects should be done this year.
- Tennis court resurfacing to be moved to March 2023.
- Golf range has replaced lights with LED, recommend tennis courts to do the same too. Can conduct tennis court lighting survey and report results to MR for advice and consultation.

Issues raised by MCM regarding Project List:

- Red ants nest and sandfly issues around the Club premises
 - Toddler playground (shaded area near poolside café/kid's party hut) is broken and needs to be replaced
 - Kids have been found eating broken flooring in the area – DANGER!!!
- o To place signage to inform older children about the dangers of breaking equipment



#4: Facilities & Projects Updates by Geoffry and Fifie (continued)

In relation to playground renovation works upon arrival of supplies:

- To close playground ideally around 2 weeks before Christmas as school term ends on 19/12/2022
- MR to be MC Lead for playground renovation, Sheldon may participate if still around
- o Discuss plans and execution of project with MR, including safety precautions

Suggestions by MCM regarding Project List:

- Convert an existing (less used) tennis court into a padel tennis court – smaller and easier to play (less tiring and straining on body)
- Kenyalang Café upgrade works



Suggestions from MCM regarding Kenyalang Café:

- To move mannequin from the entrance
- Sell off unwanted assets removed from Kenyalang to generate income



#5: Division & Sections Updates

NIL

#6: Golf Division

- Green condition on the golf course – Green #11, Green #13, Green #9 & 18





#6: Golf Division (continued)



The Green was 60% covered by spotted spurge (spotted Euphorbia Macaluta) also known as cancer weeds during the early month of July 2022. Verticut was done on 18th July follow-up with topdressing and pesticides application to remove and avoid the spurge from spreading unfortunately it creates more young spurges growing. Manual weeding was done but the amount of spurge and its young size made weeding work too slow.

On 16th August, 2022, Amine 2,4 – D weedicide was applied on part of Green #11 to see if it affected the serangoon grass but showed its effectiveness by killing the spurge weeds only. Green 11th and 13th weedicide application was carried out on the 18th August 2022. Removal of dead spurges were done and replace with sprigs planting due to the unavailability of nursery and lack of manpower.

On 26th August, 2022, Green 9/18 the weedicide was applied to the 18th Green and have killed the spurges on the Green leaving brown patches now. Removal of dead spurges will be done, and topdressing and fertilizer application will follow-up.

Rest of the Green that was infected by spurge were done by manual weeding.

Spurges always grow on the poor compacted soil and that's the condition of our Greens at the moment. Aeration (side eject coring) needs to be done to help the air, water, fertilizer and nutrient to penetrate in the soil especially the rootzone. Planned date for aerating of all Greens will be after the tournament in October as full recovery period for the Green after aeration will takes approximately around 4 to 6 weeks.

CP comments regarding Golf Division:

- Team to check contract clauses and suspend payment to golf maintenance – get them to come and check the current condition of golf course
- CP and CM to meet up with GC (focal person who liaise with golf maintenance contractor) and GM to talk about golf course maintenance contract and issues
- Emphasis on more meetings with contractor to put more pressure and improve on their maintenance quality



#6: Golf Division (continued)

CP comments regarding Golf Division (continue):

- CP to relay golf complaints to GM and CM
- Try to get greenskeeper on ad-hoc basis to come over during the weekends and charge penalty to contractor – main focus is to help deal with the condition of the golf course

#7: Marketing & Event Updates by Fifie

• Past Event – Kendo & Ikids Camp



• Past Event – Summer Festival (10th and 11th September 2022)





#7: Marketing & Event Updates by Fifie (continue)

• October events:

1. Magical Weekend – 1 Oct
2. 62nd Nigerian Independence Anniversary Celebration – 1 Oct
3. Mixed Double Tennis Tournament – 30 Sept to 7 Oct
4. Sandcastle Building Competition – 16 Oct
5. Movie Night, Calendar Girls – 18 Oct
6. Community Big Pedal Virtual Challenge – 1 to 21 Oct (The Last Straw)
7. United Nation Zumba Party – 29 Oct
8. Triathlon – 30 Oct
9. Pusat Ehsan Charity Golf – 30 Oct

September Promotions:

- Summer Festival Club Membership Promotion – gained 36 new members
- Summer Festival Share and Win Giveaway – gained new followers on social media
- Club Membership Referral – 18 new joiners (25/07 until 28/09)
- Ongoing promotion: Room Booking – register via online booking and get 10% discount (for the whole month of September)

October Promotion:

- For those who dine in and wear PINK, they will be entitled to 10% discount at Floradina & Serikandi Restaurant in conjunction of Breast Cancer Awareness month (from 19 Oct to 23 Oct)

#8: Other Comments and Suggestions

- Complaints received on tennis coaches, saying that children are not playing enough (quality of lessons did not meet certain members' expectations).
 - o To conduct a survey on sport sections and get Radhie to be more involved.
- Consider more events from other sections such as football and cricket.
- Consider events for teenagers and adults as well, not just focus on activities for young children.
- Consider new activities and/or sections such as parkour, baseball and frisbee.
- Deal with Serikandi food complaints and long waiting times during peak hours, concerns were also raised regarding quality of service especially for dining in
- Consider methods to deal with monkeys present on Club premises – golf course, poolside cafeteria, parking lot etc.
- Arts & Craft section require more advertising of their events through website, social media as well as through weekly newsletters.
- Litter outside of club premises at roadside and Padang – to check on noticeable areas often and clean up accordingly, may also put up signs and inform people to take their trash with them and direct them to the nearest bin for proper disposal.

Next MCM Meeting

Thursday, 27th October 2022

Thursday, 24th November 2022

Thursday, 22nd or 29th December 2022