Superb Tennis

Fun Fitness Friendship

AROUND THE COURTS

JUNE 2024

02 9482 5583 | office@superbtennis.com.au | Box 1628, Hornsby Westfield 1635

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OUR PLACE

WARRANTY CLAIMS - Update

Updates on the warranty claims mentioned in the last newsletter appear below:

- LED lighting at Berowra: Resolved. Shine-On have replaced units under warranty providing additional investigative and remedial actions to improve the situation at Berowra.
- Court Re-surfacing at Mills Park – Continuing. A year ago, Synthetic Sports Group (SSG) laid two Laykold hardcourts on courts 9 and 10 and cracks have appeared in the surfaces of these courts. A productive meeting was held to address the issues on Courts 9 & 10. Synthetic Sports Group have provided a commitment to support the club in resolving the issue.
- EV charging station at Berowra – Ongoing. A great deal of learning has been completed this past month. Our partners have begun working towards resolving faults that hampered the smooth operation of the centre and EV charging stations' power supply. We are confident a resolution will occur soon. In the interim, a solution to provide EV and tennis products to the centre has been worked out.

CARPARK LIGHTING

Astley Electrical have installed more LED lighting to the Mills Park Carpark. A safer and more comfortable environment is now provided for players as they arrive and depart our venue during the evenings.

Other aspects of the carpark are being assessed for capital and operational expenditure in the coming financial year. Players are requested not to park in front of the entry gates to ensure safety for all users of the Centre.

'INTENNIS'

The team are excited to launch the new InTennis product soon. This product will allow for an integrated booking, coaching and payment system and reduce administration time and costs for the Centres. Testing is currently underway with a number of improvements to the operations that support the day-to-day work also undergoing change at the moment.

Membership Renewals are now open. You should have received a "Customer Portal Invite" email with instructions how to renew online a couple of days ago. This will be the first window into your new tennis experience at Superb Tennis. Please contact us via email at office@superbtennis.com.au if you haven't received it.

Q: Could you please clarify how I don't incur a payment surcharge?
A: The payment surcharge of 1.8% is an amount Ezidebit (Our financial service provider within InTennis) apply to transactions completed online.

The Decision
Your committee, operations team and key stakeholders completed many hours of consultation, discussion, planning and review before deciding to implement this suite of products into our operations. The cost benefit analysis was a significant part of this work. What was clearly identified was:

- Previous budgeting, pricing and base cost forecasting failed to adequately account for the cost of staff operating the association and its venues.
- Volunteering within the community is at an all time low. We can no longer rely on unpaid assistance to deliver fundamental essential services.
- Employees and volunteers were completing tasks in inefficient systems and procedures causing strategic, operational and service delays and errors. This has been costing the association time, income and opportunity to an amount that is of serious concern to many.
- Issues arising from the previous payment system prevented some transactions from taking place.

Being Smart, Fair & Equitable

The fairest and most appropriate way to pay for the "heavy lifting" is to charge:

- at the time of the transaction,
- at a rate that we are contracted to apply by EziDebit was reflective of the "real value" of the transaction, and
- to the person completing the transaction.

The "heavy lifting" in this instance is the "EziDebit" application which handles the financial side of the InTennis application. The decision to use "EziDebit" was based on security, fees, support, certification & compatibility. We are confident this was the best choice to move forward with. By using EziDebit you avoid the cost of employing "a middle man" club employee to complete the transaction for the customer. This cost is more than what EziDebit are charging to use their system.

Why are you being charged and not the club?

Your committee assessed the viability of applying an increase in pricing to the suite of products such as membership, court hire, competition fees and whether the club should absorb the cost of these transaction/s. The committee was of the opinion that the association is a not-for-profit sporting organisation, not a charity. We aim to cover our costs as efficiently as possible, allocate resources effectively and provide an opportunity to play tennis in a cost-effective way.

The association is confident this new system will provide efficiencies in the operations and service provided to all its customers

When you go to www.superbtennis.com.au from July 1, you will be automatically re-directed to our TA/ TNSW site to complete your bookings and membership experience.

WEBSITE

In conjunction with the change to the InTennis booking system, we are moving to a temporary website come July 1. Tennis NSW & Tennis Australia will provide Superb Tennis with website space to connect online users to our club via their "play tennis" portal.

We will be using this website to host the club's online presence whilst we build a new website due for launch in the second half of the year.

SYNTHETIC GRASS COURTS *A LIFE CYCLE*

The grass courts we play on (OmniPro17) have synthetic grass stitched into the mat and cut to a 17mm length to provide optimum wearability, playability and comfort.

SportsClean P/L have recently completed a full service to our synthetic grass courts to maintain the life expectancy we planned when choosing and laying the courts these past few years.

Kiln dried sand has been topped up on all courts to help the grass "pile" remain upright and protected from wear. Recent rain has helped bed that sand in nicely.

Without the correct amount of the right sand, high traffic areas on courts will deteriorate faster resulting in early replacement or patching of the baselines to provide a playable and safe surface.

Nobody wants this ahead of time.

We are happy with the progress of the synthetic grass courts and with a solid routine, will maintain the playability for many years to come.

OUR PLAY

CLUB COMPETITIONS

Monday Ladies: a new competition has just got underway with singles now a feature of the morning sessions for those who wish it.

Monday Quick Mix: we have completed the first 8 rounds of competition to decide which teams will form the A, B & C division matches ahead. With growing numbers and interest, this is quickly becoming our most popular fixture of the week. New comp planning to start mid-August 2024. Register your interest with the Pro shop or online now.

Tuesday Open: the final week of the Open competitions are drawing to a close. A break over the school holidays will see this competition likely starting late July. Register your interest with the Pro Shop or online now.

Tuesday Doubles Comp: still providing solid tennis and healthy dose of friendly banter. We are aiming to start this next competition late June.

Wednesday Ladies: current competition will run until 24 July (weather permitting). 4 ladies per team playing 3 sets of doubles each. We are always looking for players to join a team.

Thursday Mixed: we have a couple of rounds left to play. The next comp will also start in late June. Register your interest with Tim ASAP. Above is a photo of the last competition's winners enjoying the spoils!

Friday Juniors: the division of primary and secondary kids has seen more opportunity for competitive play and longer court time for players to hone their skills. Term 3 comp will start on Friday 26th of July.

REPRESENTATIVE COMPETITION

Interdistrict Competition – Two teams representing Superb Tennis!!
Sen, Ian, Sebastian & Joseph will represent the club in the AJ McAndrews Cup in July. This is a competition for boys 12 & under to compete against teams from other clubs in Sydney.

Maria, Katelyn & Lilou are representing the club in the **Crackanthorp Cup** for girls 12 & under.

We also wish Nathan the best of luck as a player in the 14 & under team for **North West Sydney Tennis team**. Our club was unable to field a team in this age group & the team at Pennant Hills provided an opportunity for Nathan to get some game time.

Good luck and have fun, players!

Please see Tim if you are keen on being part of the 2025 comp. We are aiming to field a team in the juniors, adults and senior competitions next year!

Maria G has also been busy on the courts of Sydney with some great results in the **PSSA State Championships** where the North Sydney Team won a silver medal and was the winner of a singles tournament held by TNSW in Blacktown before going down narrowly in the doubles final. Congrats.

WE WOULD LOVE TO HEAR YOUR SUCCESS STORIES ON THE COURT.
EMAIL US AT PROSHOP@SUPERBTENNIS.COM.AU
TO HELP US CELEBRATE THE SUCCESS YOU'VE HAD RECENTLY.

SOCIAL TENNIS

Pleasant conditions have seen strong numbers attend the Wednesday evening and weekend socials. With numbers comes a better breadth and depth of abilities which in turn provides better tennis.

All ages from competent beginner to aspirational professionals have graced the courts these past few weeks. It has become our #1 source for new members and a growing talent pool for comps.

Wednesday from 7pm: 30min sets, $15 for members.

Saturdays & Sundays from 1pm during the weekends: $15 for members.

OUR PEOPLE

As we type this edition, a number of Mills Park customers are doing battle at Roland Garros. We wish them well.

COACHING

Our coaching team has seen the addition of Damian Cook recently. Damian has extensive experience coaching all levels of tennis.

A number of members are already seeing improvements in their game via Damian's efforts with his book of customers growing quickly.

Contact the Pro Shop if you are keen to sharpen up your game.

VOLUNTEERS

Thanks to the volunteers who make a superb effort to improve the tennis experience at our two venues. Happy to have a chat if you are interested in helping the club in your own way.

Seb (pictured right) has been volunteering his time to supervise the Friday Junior Competitions at Mills Park. Having graduated to adult competitions, Seb is providing the juniors with support to develop their knowledge of the game, etiquette and pace of play as well as encouraging effort and friendships on and off the court.

Thanks, Seb, for your time and smiles. The kids (and the team) truly appreciate your help!

Recent volunteer work from our members & friends has included:

- Project Management
- Data entry & validation
- Weed eradication
- Maintenance
- Landscape improvements
- Gardening and tidying
- Junior supervision and comp management

KIDS' CAMPS

Our July kids camp will run both weeks of the school holidays from 9:30am till 3pm rain, hail or shine.

It is always well-attended so ensure you book and pay for your spot before June 30 to guarantee a place for your child/ren & help us secure a coach to supervise.

Registrations after this date will only be accepted if places and staffing allow.

Please check out our website for more information
https://superbtennis.com.au/HKDTA-Camps.aspx

MEMBERSHIP

At our latest committee meeting, a proposal to change the membership categories was adopted by the club to be introduced from July 1, 2024.

Previously, our Junior Membership covered members between 5 & 18 years of age. Whilst the category was fine, feedback suggested the older members in this category were not being seen for the potential & engagement they were developing with the club.

To better recognise these members, we have created a new class of membership known as Cadet Membership for ages 12 to 18 years of age.

Please select this option if your child is in high school and is 12 years of age or older on July 1, 2024.

The cost and privileges of this membership are the same as juniors and adults memberships this year as we develop programs for each class of membership.

STAFFING

We are still on the lookout for people to assist in delivering services at Asquith & Berowra Tennis Centres on a casual basis each day of the week.

If you have skills indoors or outdoors, sales to data entry, we may have an opening for you.

We also would love to expand our coaching offerings. If you are qualified or keen to get qualified, get in touch.

Superb Tennis

Fun Fitness Friendship

With thanks and best wishes,
From the Superb Tennis Team