

ESSEX AND SUFFOLK GLIDING CLUB LTD

Minutes of a Committee Meeting held on Wednesday 16th August 2017 in the Clubhouse commencing at 19.00 hrs.

Present

Trevor Smith (TS) Joint Safety officer
Gary Morris (GM) Joint Safety Officer
Mike Haynes (MH) Technical Officer
Paul Robinson (PR) Publicity Officer
Alan Bilby (AB) Site Officer
Jonathan Abbess (JA) Chief Flying Instructor
Steve Jones (SJ) Membership Secretary
Robert Godden (RG) Chairman
Dave Wallis (DW) Secretary
George Green (GG) representing the Junior Sub Committee

Apologies for Absence.

Martin Lawson (ML) Winch Master

Approval of minutes of meeting held on 12th July 2017

Those present agreed the minutes by majority

Matters arising from those minutes

A) Andy Sanderson asked the committee to specifically discuss the possibility of running evening sessions for trial lessons. This was discussed again in some detail for about 40 minutes and the committee felt that although group flying is successful in the evenings it would be much more difficult to organise a number of individuals and was impractical at the moment for TL's.

PR commented that it was not reasonable to expect the instructors who had been on duty all day to also extend into the evening, and thought that not many instructors who had been at work all day would be prepared to go on an evening rota and start instructing soon after leaving off work. We do not have enough retired instructors available.

However the idea is not dead and prompted further discussion regarding a self booking calendar on the website. Action MH to review web based trial lesson purchase and booking.

B) Winch drivers: Following last month's meeting DW posted out specific requests to 17 solo pilots asking them if they would start winch training in order to alleviate the problem of a shortage of winch drivers. The response was very poor with only 3 responses 2 of which were negative.

Winch driving is a vital role in the club activities, the committee and Doug Johnson who organises the winch rota feel that this is unacceptable. All pilots expecting to be launched must play their part to help others get into the air.

The Committee decided that if the situation did not improve they would consider introducing another tier of membership in the form of a new subscription framework for those who do not play their part in the running of the club.

C) Kitchen. At the last meeting GG agreed to suggest to the Junior sub committee that they may like to take over the running of the kitchen and the club catering and use what ever profits were left after paying for the club cleaning for junior enhancement.

GG reports that several of the juniors parents expressed some interest and he thought that if they had a little help to get started in terms of wholesaler membership cards, contacts etc. They would be prepared to take it on.

Action GG to formally ask and then confirm which of the Junior parents will run the kitchen.

Membership Secretary's Report SJ

New Members

Welcome to new member:

Gus Fidgett, Full, FPTS

Tommy Mills has resigned and Adam Whittaker has been excluded as he has not paid for several months.

Commercial Flying

External Vouchers

We have received a complaint from BuyGift that we are only booking their vouchers on Mondays.

Final arrangements are in place for listing with Out of the Blue. This should be completed in the next few days.

Virgin re-listing is in progress and should happen shortly

Internal Vouchers

Voucher sales in July on PayPal were 24, compared with 26 in the same month last year. Year to date we are now close to last year's figures.

Income Forecasts

Cath's data show that we are likely to be close to our projected income of £29,000 for commercial flying for the year. There are, of course, some uncertainties but overall we are still in good shape.

Refunding and Extending Vouchers

I have put some considerable thought into this after the discussion at the last meeting.

The legal framework under the Distance Selling Regulations is that customers always have the right to a refund within 14 days of their receipt of the purchase. Beyond 14 days we can restrict rights to refunds but **only if we state this on the website**. If we do not have a statement on the website then the default position is that customers can demand a refund within 12 months and we cannot impose an administration charge.

The status at present is thus that any customer can request a refund within 12 months of purchase and we cannot refuse. They do not have rights to an extension of the validity period but it is not in our interest to refuse extensions as they might then just request a refund.

I propose that we include the following statement on the website to fix this problem:

If you are not entirely happy with your purchase you may request a refund within 14 days of receipt. Any request for a refund must be in writing and the voucher must be returned to us. Vouchers have a validity of 12 months and you should ensure that you make a booking so that the voucher can be used within this period. An administration fee may be charged for any modification to the voucher after 14 days from receipt.

This was agreed by the committee

Guidelines for Extending or Refunding Vouchers.

I propose to use the following guidelines for extending or refunding vouchers. These can only be imposed once we have the statement above on the website.

1. Customers have the right to a refund within 14 days of purchase under the Distance Selling Regulations. If they wish to exercise this right they must return the voucher and they will then receive the refund with no administration charge.
2. After 14 days from purchase vouchers will not normally be refunded or extended except when the club has been unable to honour a booking due to weather or similar circumstances. In this case the refund or extension will be made with no administration charge.
3. Vouchers must be flown within the 12 month period of validity and customers must be expected to make every effort to make a booking so that the voucher can be used within the validity period.
4. Requests to refund or extend a voucher made after expiry of the voucher will not be entertained.
5. The club may agree to extend or refund vouchers under exceptional circumstances (for example illness such that the voucher holder cannot fly within the validity period). Vouchers with a validity period ending between 1st April and 31st August will only be extended for one month. Vouchers with a validity period ending between 1st September and 31st March will be extended up to 30th April the following year.
6. An administration charge of £20 will be applied to all voucher refunds or extensions except as noted above.
7. Any requests for voucher refunds or extensions must be in writing, using the email address membership@esgc.co.uk or by post. Any voucher extensions will be in writing and customers will be expected to present the original voucher and the extension letter or email before they are allowed to fly.

Secretary's Report DW

DW reported that he has received a survey from the BGA and will complete.

Technical Officers Report MH

The first meeting of the new glider sub-committee has finally taken place and MH reported that it was very constructive.

He also reported that on Tuesday Paul Rice, Andreas Rieder and himself travelled to Lasham to view the new DG 1001 Neo, In the limited the time available to them to evaluate the DG1001 only Paul was actually able to fly it.

However based on this flight and Paul's first impressions the DG 1001 Neo is a glider type we should continue to pursue as a primary training aircraft.

The provisional arrangement to bring the DG 1001 to Wormingford on the 24th/25th is now confirmed.

It will require MH to sign a contract for the loan of the glider which will include an insurance excess.

It was agreed that MH should sign this and RG will contact our insurers to see if they will cover the excess.

Chairmans Report

Nothing of significance to report but suggest that GG's temporary position on the committee be made permanent. This was agreed by the rest of the committee

Site Officers Report AB

The shower block roof has failed and temporary sheeting has been put over the roof but it continues to leak but the showers can still be used.

I have obtained one quote of 500 pounds which is considered reasonable and I have instructed Essex and Suffolk Roofing to go ahead.

I am also obtaining a price to replace the flooring in the male toilet and area outside.

I shall also be obtaining a cost to replace the doors to the shower block and kitchen back door with white Upvc doors.

It seems that the waterless urinal in the Gents is a big relief not only for the male members but also for the septic tank

We discussed the replacement of doors with UPVC and determined that they may be unsuitable re. master keying and stability. However AB has since researched this and has discovered that by using UPVC doors without the cutouts for the multi lock system our master locks can be fitted satisfactorily with a simple slide bolt on the inside.

Winch Masters Report ML

- Thanks to Colin Woolfe who has made two spare winch parachutes, he also continues to keep a full stock of shock ropes available.
- Routine maintenance of the winch is an ongoing process part of which has included the fitting of a new fan switch as the cut in point was appearing to be drifting higher.
- The winch team are working on adapting the new gang mower to fit to the winch tractor. One new cutter roller has been fitted and Brad has started to adjust and service the individual cutter heads.
- The spare fuel tank for the winch tractor has now been fitted along with a new filler pipe which was found to be in a very poor condition.
- Two more members have shown interest in operating the rotary grass cutter and have been instructed in its safe operation.

Safety Officers Report TS

Safety Officer report August 2017.

Further searching for new parachutes has proved to me that choice is very limited. However Graham Drinkell contacted his supplier, Thomas Defence Systems Ltd and got a quote from them. It boils down to complete pop-top 'chute with 26ft canopy is £1500.00, 28ft canopy is £1600.00. Both would incur £22.00 delivery, lead time approximately 12 weeks. The Airpols supplied by Tim are £1600.00, delivery costs about £32.00 last time and lead time would be shorter by several weeks.

Review of Accident & Incident Manual is under way. Defibrillator battery to be checked for remaining life. (thanks for the heads up Jonathan).

Although not every pilots favourite the Committee agreed that TS should go ahead with the purchase of the Airpol based on its ruggedness for use with the public.

CFI's Report JA

Nothing to report.

Treasurer's Report

RG who is currently care taking this position will update our financial position with specific reference to projected cost and cashflow factors relating to the current project for purchase of a new aircraft.

Action to update each department's expenditure forecast.

A trial balance of the club's accounts is available to any member who requests it.

Publicity officers Report PR

Nothing to report

Any Other Business

- A) New Glider sub committee minutes. It was agreed that the sub committee would report to the main committee who will forward a summary to the membership.
- B) JA said he was concerned about the ongoing problem of too many TL flights being booked at the weekend.

There being no other business to discuss the meeting closed at 22.45 Hrs

The next meeting is on Wednesday 6th Sept 2017 commencing at 19.00 hrs. in the clubhouse.