

The Middlesex Dome, Apr-2023 to Mar-2024

Dome Floor

- a) Settled outstanding invoices for the floor cleaning and historic invoice for the cleaning fluids.
- b) After meeting Ray Gillingan of RG Floors, due to his ill-health we never received a favourable proposal to continue cleaning the Courts.
- c) Eventually after cleaning the courts ourselves, we have contracted in Premier Contract Services.
- d) The invoicing dispute with one of RG Floors cleaners (sub-contractors we learnt afterwards), Mark Lanaway was settled in full and final payment (which he banked) but he wanted to instruct solicitors. We invited him to send us his solicitors' details but as yet nothing has been received.

Banking/Invoicing:

- e) The Dome Committee has had the necessary bank mandates effected and is managing the banking functions in full.

Energy:

- f) The energy broker used to find the best deals a couple of years ago, had agreed a 2-year gas and electricity deal with Engie in August 2022, effective 14 April 2024 for 2 years.
- g) At that time, given the volatility in energy prices caused in part by the Russian invasion of Ukraine it was decided for stability reasons to fix the contracts.
- h) The Dome's energy cost will be around gbp30,000 per annum compared to gbp9,800 for previous year.
- i) We will be under the same energy affordability pressures as all households and businesses up and down the UK.
- j) We have reviewed the Energy Broker agreement and are confident that any judge will see how one-sided and advantageous it is to the broker and throw it out. However, there is no way to break the Engie contracts which have prices way above the current market.
- k) We will be looking at alternative sources of fuel for our heating and lighting as we cannot sustain the energy consumption at the Engie prices.

Financial:

- l) The financial accounts (see attached) show there has been an increase in income and, taken on face value, the reserves carried forward look healthy.
- m) However, we have had to budget for legal fees on the lease/5G Telecom Mast – this was not optional and we have to carry out the roof repairs.
- n) If any other significant expenditure arises, we may need to raise additional funds.

- o) We carried out an audit on the invoices issued and payments received that showed payments outstanding to the Dome since 01-Apr-2023 till 21-Jan-2024 stood at approx. gbp26k.
- p) Mostly, due to payments being made without adding the INV REF Number.
- q) After nearly 2 months of deciphering these payments and chasing the late payers we recovered/allocated all the money except for gbp780-00. This is being discussed with the club in question and until paid the club has been removed from block booking their courts.
- r) We have implemented a credit control process to ensure timely payment of invoices.
- s) Our cleaning costs have increased, mainly due to our longstanding cleaner, Maureen, initially doing fewer hours leading up to retirement and then retiring.
- t) We had to increase our other cleaning company's hours to cover Maureen's work.
- u) We have trialled another cleaning company and they started work at the Dome on 01 June 2024 with rates being similar to 2023 rates while the existing cleaning company was increasing their rates from 01 May 2024.

Personnel:

- v) Matyas Torok left the Dome on 13 June 2023.
- w) We met with Reception Team and re-focussed to manage the Dome's "front office" from 14 June 2023 resulting in having a full-time reception person coordinating contractors and service providers as well as coordinating shift cover for the Dome opening hours and events/tournaments.
- x) Janet Cole retired from the Committee on 31 December 2023 and we thank her for the immense service she has given to the Dome over many years.
- y) Sharon Moore resigned from the Committee on 31 December 2023
- z) John Thomas was appointed by the Committee to be Treasure(r) and spent a couple of months having a handover from Janet.
- aa) We hired a new person, Shane Banks, in September 2023 to provide extra resource for the reception staff to help with covering the Dome shifts.

Maintenance

- bb) The existing flood lights at front of the Dome and the lamp-post opposite the Nursery have all been replaced with energy saving LED cool white units. There is now quite a bit of light giving lighting to most of the car parking bays.
- cc) In Reception, additional sockets have been installed to remove the overuse of extension leads.
- dd) Insulation works have been carried out in the walkway.
- ee) Portable Appliance Testing has been performed and certificate received
- ff) Legionnaire's Testing has been carried out and report of works/improvements needs has been received.
- gg) Dr Sparky say the Contactors for the Court Heaters were not specified correctly and need to be changed. This can be done as they fail rather than all at once.

- hh) We have trialled a heating system for the walkway. The test site was near Court 6. This solution will be implemented during the summer months (June-July) ahead of the new Badminton season.
- ii) We have had a section of the Dome's roof repaired where it was consistently leaking whenever it rained. During this repair, the specialist firm pointed out that most of the "rivets" had rusted and will need to be replaced as otherwise we will have water ingress from these places also.
- jj) We have engaged with Hounslow Council on the regular clearing of the area on the left as you enter the Dome access road as this area is their responsibility.
- kk) In addition, the damaged boundary fence adjoining the allotments has also been brought to the Council's attention and as yet needs further discussion.
- ll) As water was spraying and ponding in the Ladies changing room it left very little dry space in which to change. A shower curtain was installed.
- mm) In walkway seating area added were added as there was no way of hanging items such as coats.
- nn) We arranged and advertised a fun day for members to come and help clear the overgrowth. Unfortunately, only the committee members showed up.
- oo) Boiler and CCTV maintenance was carried as was the servicing of the Fire Alarm system and smoke detectors.
- pp) A "deep clean" to showers and changing room was carried out.

Telephone/Internet:

- qq) Have installed new VOIP (Voice Over IP) internet phone for Reception by running an ethernet cable from Router to Reception desk.
- rr) The new phone can allow Reception staff to pick up all calls and voicemail messages
- ss) Have switched providers of telephone line/internet - Still limited in bandwidth but option chosen means it can be changed to connect to the 5G Telecom Mast when this (is) 5G access is available.
- tt) There is no fibre connectivity into the Dome and no plans yet for any supplier to provide this as yet. There is not enough demand in the area for a supplier to invest the time and money to install fibre for just one or two properties.
- uu) We have a new provider for our telecoms – XLN Telecom Ltd

Showroom:

- vv) Has been built and opened on 15-May-23
- ww) The "agreement" for the room and services will be executed shortly although the figures regarding the services being supplied have been discussed.
- xx) A term of three (03) years has been agreed and this will need to be honoured whenever a new committee is elected at the AGM/EGM in the future.
- yy) There is a 3-month notice period for renewal of the "agreement" or termination from either side with the room to be reinstated if termination occurs.

Bookings System:

- zz) A number of small but significant changes have been made allowing for password resets to be done by member(s) rather than contacting the Operations Manager
- aaa) Message being sent to payers of invoices that payment has been received
- bbb) Quarterly bookers being able to book additional “spot” (not the quarterly courts) without having to pay the additional “booking” fee of 45p because of going through Stripe.

BE/Dome Membership – Junior Clubs

- ccc) We are pleased to report that all 4 of our junior clubs have registered their junior members with BE and are now fully safeguarded.

Dome Memberships/Activities:

- ddd) The CBN (you’ll recall the Dome is the CBN hub) received another development funding from BE to extend their tier 5 programme.
- eee) The Dome is to reintroduce the MINI stars and Mega stars tournaments for grass root juniors.
- fff) Our membership has increased by over 100 members (109) during this year that have come from No Strings/FGF, social media, your contacts/friends playing at other places and not being happy there.
- ggg) An extra 11 clubs have become block bookers and with BRR training sessions income from the memberships and the additional fees
- hhh) Casual bookings were changed somewhat resulting in an extra gbp300-400 over how long?
- iii) As part of addressing one of HMRC’s CASC application concerns we started a Wednesday afternoon 13:00 – 15:00 Feel Good session (WFG). From an initial 3-4 people this has grown to 12-15.
- jjj) There is demand to have a Monday session and we are looking into this.
- kkk) There is also demand Dome to be opened Tuesday night/Wednesday morning (23:00 to 01:00). We will look into this to see if its practical and we can provide shift cover.

5G Telecom Mast:

- lll) You may recall the Telecom Operator came to the Dome and said they wanted to install a 5G mast and ancillary equipment on our premises.
- mmm) If we did not engage with them, they would have given a Statutory Notice and had carte blanche to install their equipment whenever they chose and we would have no rights or options on what we wanted to do on our own premises.
- nnn) At the same time as trying to discuss with us, they unilaterally obtained planning permission for the 5G Mast from Hounslow Council.

- ooo) Given the disingenuous working by the Telecom Operator, we felt compelled to protect ourselves with sound legal advice.
- ppp) We instructed a specialist surveyor firm to review the valuations proposed by the Telecom Operator to ensure we receive fair value for the land the Telecom Operator will be using for their equipment as well as for the disruption during the time their works take place.
- qqq) We instructed a specialist legal firm to engage with the Telecom Operator 's legal personnel to ensure all our rights are protected going forward and to maximise the contributions to be paid by the Telecom Operator to cover our legal costs.
- rrr) These legal and surveyor costs are required to ensure our rights are protected and that we have legal redress if we need the Telecom Operator equipment to be moved (at their cost). We did not invite the Telecom Operator, they foisted themselves on
- sss) Given the delays in the lease being changed, the Telecom Operator decided to walk away. We asked our legal firm to obtain costs to date for their work as well as the surveyors work – and our committee's time/work of about gbp1,000 – and inform the Telecom Operator they needed to pay this.
- ttt) Soon after this the Telecom Operator advised they would continue with this project.

Lease Transfer:

- uuu) The Telecom Mast agreements cannot be worked on in earnest until the lease has been transferred into the new legal entity.
- vvv) The new legal entity has been created as of September 2023.
- www) Hounslow Council and its out-sourced legal services have been extremely slow in responding to our needs for the lease changes due to both the Council's and their service provider's staff being ill (COVID) or family members being ill. The service provider in particular has been uncontactable for a significant part of the year (personnel moving on and no handover given so starting from zero again) despite our chasers every 2 or 3 weeks by phone calls and emails.
- xxx) If this is not done then MCBA will be in the Telecom Operator agreement and when lease is eventually transferred, there will be duplicate legal costs in amending the Telecom Agreement as well as having to involve Hounslow Council.

CASC:

- yyy) CASC Application filed with HMRC mid-April 2023
- zzz) HMRC replied with various onerous questions regarding our application. They extended the reply deadline to 15-Oct-2023.
- aaaa) This delay was further extended till 31 March 2024 due to the legal proceedings against BE/MCBA/HBA end 2023/early 2024.fsf
- bbbb) We asked for a further extension of 6 months to a year depending on how long the litigation would take (if it was started) but HMRC declined the extension.
- cccc) The onerous conditions HMRC have outlined are difficult to pass with the constitution we have currently. We will devote significant time to make sure we

understand fully how our constitution can be amended to comply with HMRC “one size fits all” conditions and still safeguard our membership.

Nursery:

dddd) Are speaking with Council to expand and asked if some of the staff can park in Dome parking spaces. We are in discussions to try to get Council to build car park spaces for the Nursery on left of entering the access road.

Encs: Financial Accounts – 31 March 2024

END OF REPORT

MIDDLESEX BADMINTON DOME

ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

MIDDLESEX BADMINTON DOME

12 Months Receipts & Payments Account

From: Month 1, April 2023

To: Month 12, March 2024

Details	YE 2024 12M <u>Apr 23 - Mar 24</u>	YE 2023 12M <u>Apr 22 - Mar 23</u>	Variance
<u>Receipts</u>			
Court Fees & Other Income (Main Bank A/c)	113,991	92,722	21,269
Court Fees & Other Income (Via Stripe A/c)	10,975	29,212	-18,237
Court fees & Other Income (Via SumUp A/c)	12,581	7,818	4,763
Sponsorship	325	891	-566
Bank Interest (Stripe A/c)	163	52	111
Bank Interest (SumUp A/c)	195	48	147
	138,230	130,743	7,487
<u>Payments</u>			
Kitchen & Fridge Supplies	2,589	-	2,589
Rent	1,000	1,000	-
Water Rates	1,386	1,501	-115
General Rates	5,614	10,042	-4,428
Gas & Electricity	9,822	17,121	-7,299
Telephone and Internet	782	688	94
Close Circuit System	563	504	59
TV License	-	159	-159
Manager	8,833	31,410	-22,577
Casual Workers	54,395	37,245	17,150
Professional Fees	3,852	-	3,852
Booking System	3,380	6,310	-2,930
General expenses	2,482	15,352	-12,870
Cleaning	17,021	14,948	2,073
Waste Disposal	1,374	1,172	202
Repairs & Maintenance	7,604	1,115	6,489
Loans repayment to Middlesex County	2,667	2,667	-
Bank Charges	1	146	-145
Insurance	406	-	406
	123,771	141,380	-17,609
Surplus/(Deficit)	14,459	(10,637)	25,096

Capital as of 31 March 2024

Barclays Main A/c 90822760	27,229
Barclays Stripe A/c 73903702	15,495
Barclays SumUp A/c 53239705	14,762

57,486

Reserves Bfw/d	43,027
Surplus	14,459

57,486

MIDDLESEX BADMINTON DOME

Summary of Receipts & Payments for the Year Ended 31 March 2024

Details	YE 2024	YE 2023
Receipts	138,230	130,743
Payments	123,771	141,380
Surplus/(Deficit)	14,459	(10,637)
Reserves Brought forward	43,027	53,664
Reserves Carried forward	57,486	43,027

Notes

- 1 Good to see income increased by £7,500, Expense reduced by £17,600, resulting in a surplus of £14,459 compared to a deficit of £10,637 last year.
- 2 Although the Reserves look fairly healthy - 46% of annual expenditure - there are some significant costs looming;
 - a Roof repairs - estimated to be in excess of £10k +Vat
 - b Court lights - to replace with LEDs to save costs in future. Awaiting quotes
 - c Telecom masts - estimated to be £15 - £18k. Possibility of some costs refunded by the Telecom operator
 - d Energy costs - this is likely to increase from £9k to a projected £30k per annum. The fixed cost deal has run out - an increase of 233% !

John Thomas
Treasurer