

## 4<sup>th</sup> February 2023 Information Meeting Q&A's

Here are the questions asked in the Zoom chat during the Information Meeting on 4 February with the following answers:

Q. Where is the risk register kept so members can see?

A. The risk register has now been circulated separately to members by Reiner.

Q. How do we address this increase in (insurance) premiums. Does it affect our viability?

A. We will address the increase in insurance costs by avoiding accidents/claims on our insurance. The CFI team have developed a risk register and will be using this to focus our flying safety efforts in high-risk areas. The focus will come via "themes" and will involve instructor coaching as well as general dissemination of information. A more rigorous approach to flying standards may also be warranted, e.g. improving precision in our landings.

The increase in insurance costs has been dramatic over the past few years. The Treasurer has been working very closely with our insurance broker to keep our insurance as low as possible however our poor accident record really does put us right on the back foot.

Q. Would I be able to request an update on some of our overheads? How much are we paying for the ad hoc cleaning contract? Also what is the arrangement with this for onsite accommodation? Similar thread, what are we paying for the bookkeeper? Can you just confirm that this isn't in the "Admin wages" section of the accounts? What have we paid out from club funds for the back office? And if this hasn't already been accounted from above, what are the rises in the 2021 accounts with Office Expenses (£12,500 increase in a year) & General Overheads (£6,000)?

A.

- We no longer have a cleaning contract. The cleaner is employed.
- The cleaner attends to all the required accommodation cleaning and turnaround needs.
- The bookkeeper cost is included in our professional fees in the accounts.
- The back office cabin was purchased in 2019 for £2,000 its refurbishment has been carried out at a total additional cost of £1,700
- Office Expenses. 2020-2021 differences, overall increase ~£5000. See separate note below.
- General Overheads. 2020-2021 differences, overall increase ~£6500. See separate note below.

Q. Have we looked at reducing our open pilot warranty?

A. This was reviewed by the Board but the decision was to continue to permit reciprocal and visitor members to be able to use our aircraft. It would not reduce our premium if had restricted these groups, but perhaps our perceived risk. All accidents, except HPV, have been with our own member pilots.

Q. Has the aged debtor position improved since it was publicised several weeks ago?

A. Yes. Members have now paid more attention to their flying accounts and brought them into credit. We have also continued working through the historical issues and the results of this effort will be captured in the Annual Accounts for 2022. This will be reported on at the AGM.

Q. Is it possible for the club's finance system(s) to email everyone their flying account position each month?

A. A first trial of this is being carried out this month.

Q. I can't believe a 34% reduction in launches is due solely to a £2 increase or so to the launch fee? Is it not more likely that a large part of the reduction was poor weather in the latter part of the year? It was pretty unflyable from November until end of January?

A. The reduction in launches could have several causes, such as lack of serviceable aircraft, weather, cost, etc. and it's difficult to separate cause and effect here. Nonetheless a reduced launch rate does not help regardless of the cause.

Statement: I think we did similar for the tug, the costs went up for the 2022 season, (from £9.15 to £11), then it's gone up again another £2 per 1,000ft for fuel surcharges. The fuel burn has not gone up £2/ 1000ft but this was decided to help subsidise other areas of the club.

Comment: All clubs do this (charge more for launching than the direct cost) to help generate profits to sustain and grow the club. We have to consider where all our costs are covered from. Some examples – We have a tractor, grass cutter and the diesel used to cut our grass: we have a fire truck that was purchased and adapted and uses diesel fuel; we have Kawasaki mules that we use to retrieve gliders after landing that use diesel fuel; electricity cost £1,992 in the Jan 2022 bill and £4,459 in the Jan 2023 bill. The costs for all of these things are paid from our general funds generated by all our charges. UL91 used to fuel our tugs increased by 40%, LPG used to power the winch increased by 100%. Costs to us have only gone up with each purchase. We have kept the cost of a winch launch and 1000' tow the same to encourage use of both launch methods. This may need revised.

Q. Why is every member not being required to set up a direct debit?

A. The method of payment for membership and flying is being looked at. Our current systems do not make this easy but we are working on it, and there is a resistance from the majority of our members. Only 25% have signed up for Direct Debit. From 2024 this will have to change.

Q. To the current members who are in major debt, what are we doing as a club to make sure this debt is not continuing to increase by them continuing to take launches etc?

A. Currently members in debt are contacted with a request for payment but we have not suspended their flying privileges. As mentioned above, this is now being reconsidered.

Q. Will the survey results be published to members?

A. Yes, the Development committee are finalising a summary of the survey results and will be distributing it shortly.

Q. How's the energy saving measures going? Potential for around £28k energy bill this year compared to £7K previously?

A. It is difficult to measure our energy saving activity until we have a full year of comparison. Weather and club activity has seasonal variation that means an annual comparison will give the best indication of our efforts.

Q. Has the accident on HPV resulted in legal action against us and if so what can you tell us about it?

A. The HPV accident (in particular the injuries to the front seat student) has resulted in a claim from that individual against the SGC. This is currently being handled by the insurers.

## Summary of Office Expenses and General Overheads 2021 vs 2020

	<u>2021</u>	<u>2020</u>
5100 Carriage	95.00	95.00
6900 Miscellaneous Expenses	1,095.00	567.00
7500 Printing	0.00	9.00
7501 Postage and Carriage	1,201.00	95.00
7502 Office Stationery	1,157.00	1,369.00
7801 Cleaning	6,181.00	4,061.00
7803 Premises Expenses	4,780.00	3,572.00
7840 Radio Licences	445.00	320.00
8250 Sundry Expenses	<u>14.00</u>	<u>0.00</u>
<b>R12.03.00.07 Office expenses</b>	<b>14,968.00</b>	<b>10,088.00</b>
7304 Miscellaneous Motor Expenses	78.00	0.00
7310 Instructors Expenses	7,347.00	2,149.00
7700 Equipment Hire, Rental and Leasing	802.00	778.00
7804 Haulage and Transportation Charges	100.00	0.00
7826 Health and Safety Exps	58.00	0.00
8200 General Expenses	1,074.00	44.00
8251 Fraudulant Transactions on Paypal	<u>69.00</u>	<u>0.00</u>
<b>R21.01.00.07 General overheads</b>	<b>9,528.00</b>	<b>2,971.00</b>