

SRI DAMANSARA CLUB

Liaison Committee 2010/2011

Minutes of Meeting

Minute No.2

Date: 12 October 2010

Venue: Karaoke Room

Time: 8.00pm

Members Present:

√ Lim Jit Hoh (LJH)	√ Walter Lee (WL)
√ Steven Oon Hoon Nam (OHN)	√ Wong Kam Choong (WKC)
√ Zohrab Chong Aik Shuen (ZC)	√ Robert Tan Say Loon (TSL)
√ Belinda Koh (BK)	√ Chong Yin Fook (CYF)

Club Representative: Sam Lim

Absent with Apologies:

- N/A

Agenda:

1. Welcome address by Convener
2. Matters Arising from Previous Minutes
3. New Matters Arising
4. Feedback Management
5. Portfolio Updates
6. Any other matters

Item	Description	Remarks/ Decision	Action By
1	Welcome Address LJH welcomed everyone and noted the full attendance.	Noted.	
2	Minutes No.1 Slight change to Item 1 i.e. LJH called the meeting "to" order. No other changes. Minutes proposed for adoption by WKC and seconded by BK.	Noted. Minutes to be displayed at the Notice Board.	Club
Matters Arising From Previous Minutes			
3	Administrative Matters 1. Sam has placed the new members contact/ portfolio up unto the notice board. 2. The central complaints log/record book has been implemented since Sept 2010. Record book placed at	Noted. Sam to amend WL's mobile phone number as well. ZC will organize the Group photo for sharing with Sam before next meeting. Noted the implementation, including the status of action being recorded.	Sam For info

Item	Description	Remarks/ Decision	Action By
	<p>the front counter.</p> <p>3. Person in charge of maintenance has resigned. Sam updated that the Club time is restructuring internally before any further meeting with LC can proceed.</p>	<p>Noted. Will await for further developments from the Club.</p>	<p>KIV</p>
<p>4</p>	<p>Action Items</p> <p>1. Update: New towels have been introduced. Matter closed.</p> <p>2. Feedback box: Club has installed and has received 9 feedbacks for review since Aug. Sam sought clarification as to who will be maintaining the records etc.</p> <p>3. Badminton coach: TSL had shared the proposal of another coach to Club for consideration was submitted on 12/10.</p> <p>TSL counter suggest that the previous Monday slot by YSL Academy can be given to another coach.</p> <p>4. Swimming coach: Sam updated that there are few application being reviewed at present. The target is to engage and start a new session from 1 November 2010.</p> <p>5. Tennis coach: Sam shared that Club is also sourcing for another coach since there are vacant courts during the weekdays.</p>	<p>Noted.</p> <p>Noted the action taken by Club. To manage the feedback process, BK volunteered to compile on a weekly basis to acknowledge the member by sms text, and that LC to review and discuss the feedback during the meeting. BK to be granted access to open up the box from the club. LC agrees to this process.</p> <p>Sam updated that Club cannot have 2 coaches in view of court availability. Club will review the current contract before any decision is made. Club to update.</p> <p>Noted the proposal. Club to review and decide.</p> <p>Noted and Club to announce the new class for registration, as well as to communicate on the outstanding class.</p> <p>Noted. Club to communicate once new registration is open.</p>	<p>For info</p> <p>BK</p> <p>BK</p> <p>Club</p> <p>Club</p> <p>Club</p> <p>Club</p>
New Matters Arising			
<p>5</p>	<p>Enforcement</p> <p>LC members highlighted the concerns on enforcement by the Club in which may result in some income leakage. The areas for Club to look into are:</p>	<p>The feedback is noted and Club will look into stepping up the enforcement aspect of the operations.</p>	<p>Club</p>

Item	Description	Remarks/ Decision	Action By
	<ul style="list-style-type: none"> - Payment of Guest fees by members when bringing in their guest. - Usage of facilities by member's maids - Dress code/ attire for swimming eg allowing t-shirts/ normal pants etc into the lower pool especially. - Regular checking and request to produce member ID when signing for any facilities including towels. - Usage of facilities before the start time eg. swimming pool and tennis courts. <p>BK suggested that Club to introduce a signage on proper attire for all facilities at the Club.</p>	<p>Noted. Club to consider this suggestion for the benefit of all members, and the enforcers.</p>	<p>Club</p>
Feedback Management			
6	<p>Compliment LJH commented that a staff "Mohd Abdullah" is complimented on the enforcement of requesting a member to show their membership card.</p> <p>Recommend that such practice continue including ensuring that guest to provide evidence of who is the introducing member, and to have evidence of paying the fees.</p>	<p>Noted.</p> <p>Club to ensure strict enforcement in place.</p>	<p>Club</p>
7	<p>Aug – 12/10/2010 9 written feedbacks received from members since August 2010. The feedbacks received were on the following key topics:</p> <ul style="list-style-type: none"> - Shower room condition - Gymnasium - Environment programme i.e. to encourage less plastic bags being used. <p>Noted that 2 of the feedbacks do not have the member details for acknowledgement.</p>	<p>Refer to the feedback details and its status/ action in Appendix A.</p> <p>Committee agreed that feedback without names etc will not be addressed. Meanwhile, Club to put up a note that all feedback forms must be duly completed i.e. fill up the details required.</p>	<p>ALL</p> <p>ALL Club</p>

Item	Description	Remarks/ Decision	Action By
Portfolio Updates			
8	<p>Badminton TSL reported that 2 teams will represent the Club for the Dato Steven Tee Challenge Trophy. Fees @ RM400 per team in which Club has agreed to sponsor. There is still an allowance for another team sponsorship for other tournament. Target finalist for this tournament.</p> <p>For in-house tournament (age category), it has been rescheduled to 20, 21, 27 & 28 November.</p> <p>Noted the inconsistency in the lighting condition. TSL request that Club to change the bulb as a quick correction whilst waiting for the hanging light change. In addition, TSL request that Club to turn on the spot lights as an interim measure.</p> <p>BK added that the ventilator or doors should be left open after the courts are cleaned to improve the air quality inside.</p> <p>On the inquiry as to whether Club has a respiratory assistant canister (oxygen) for purposes of emergency at the club, Sam replied that there is a unit available.</p>	<p>Noted. TSL to update on results.</p> <p>Noted. TSL to update on the tournament once completed.</p> <p>Noted. Club to look into this request for bulb change.</p> <p>TSL tested the spot light condition and confirmed that it improves the visibility inside the court. Hence, Club to also turn on the spot lights as a temporary measure with immediate effect.</p> <p>Noted. Club to inform the cleaner.</p> <p>Club will ensure that it is properly maintained, and that there are trained personnel to use the said devise.</p>	<p>TSL</p> <p>TSL</p> <p>Club</p> <p>Club</p> <p>Club</p> <p>Club</p>
9	<p>Tennis ZC updated that a member, Mindy Tan has conveyed that Club Shah Alam wishes to have a friendly match with our Club. The date is on the 3rd Saturday of November 2010. Request that Club sponsor the refreshment etc.</p> <p>Meanwhile, ZC highlighted that the court surface needs to be rectified before further deterioration sets in and also followed up on the status of the spectators roofing installation.</p>	<p>Noted. ZC will seek further assistance from Mindy to get Club Shah Alam to write a letter so that Club can prepare the necessary.</p> <p>Sam shared that quotations have been obtained to rectify the tennis courts after the gymnasium and shower room have been addressed by the Club.</p>	<p>ZC</p> <p>Club</p>

Item	Description	Remarks/ Decision	Action By
10	<p>Squash WKC shared that painting for Court 2 is not complete, and that there's a hole in Court 1. In addition, the walls are emitting paint dust when the ball hits the wall.</p>	Noted. Club will expedite the completion and continue to upkeep the cleaning of the floors in view of the paint dust.	Club
11	<p>Table Tennis & Snooker No issue highlighted.</p>	OHN to explore areas of improvement if any.	OHN
12	<p>Swimming Pool/ Shower Room BK request Club to re-introduce in-house age group swimming competition and that any new coach to value add in organizing such events as an expectation.</p> <p>BK inquired on the status of the Swimming pool pump i.e. the waterfall/ water fountain not working. It has been a month since it became out of order.</p> <p>Meanwhile, noted the new soap dispenser installed inside the shower room.</p> <p>Sam also updated that Mr. Low GT has requested their QS to do up a BQ for all shower room doors, to acid wash the floors, and to change the mixer system.</p> <p>OHN request that club to also look into the locker set situation for improvement since works will be carried out thereat.</p>	<p>Noted the good suggestion. Club to include as part of discussion with new potential coach for re-introduction of this annual event.</p> <p>Club to look into the matter and revert with an update before the next meeting. ZC to also follow up on the status.</p> <p>Noted</p> <p>Noted and looking forward to the rectification works. Club to update progress.</p> <p>Noted LC's inquiry. Club to look into this request.</p>	<p>Club</p> <p>Club ZC</p> <p>For info</p> <p>Club</p> <p>Club</p>
13	<p>Gymnasium Sam updated that the following items will be purchased by the Club after the L&G team review:</p> <ul style="list-style-type: none"> - 2 new treadmill - 1 multi station - 2 cross trainer - 2 recumbent bike - 1 dumbbell set - 1 set free weights <p>Existing workable units to be maintained.</p>	<p>Noted. Action after site report to Management by task force. Deliver pending availability of stock i.e. between 2 weeks and 1 month. Club to update on progress.</p> <p>Meanwhile, CYF to update conditions at the next meeting</p>	<p>Club</p> <p>CYF</p>
14	<p>Children Room/Cinema/Library/Karaoke WLhighlighted that the children</p>	Noted. Club to check and rectify	Club

Item	Description	Remarks/ Decision	Action By
	<p>playroom flooring is sinking at entrance area, and that the skirting along the wall is deteriorating posing a danger to the children.</p> <p>BK shared that there is a 'stale' smell inside the room as well. Unsure if it is caused by the the air-conditioner temperature.</p> <p>BK also suggest that Club remove the carpet inside the playhouse for hygiene purpose.</p> <p>LJH noted that Korean movies shown are not getting good response. Request that Club review the type of non-English movies that will attract more viewers.</p>	<p>the concerns.</p> <p>Club to review the air-conditioning unit inside the room, and to explore means to remove the smell in the interim.</p> <p>Noted. Club will act accordingly.</p> <p>Noted. Club to review.</p> <p>Meanwhile, agreed by all that WL to explore organizing a Karaoke competition (members only) that will include prizes. WL to share his proposal at the next meeting.</p>	<p>Club</p> <p>Club</p> <p>Club</p> <p>WL</p>
15	<p>F&B/Environment/Driving Range On the Driving Range, Sam asked members to share that an advert to invite tender to manage the driving range golf ball section will be placed on 13/10/2010. Any interested parties to be contacted and referred to him.</p> <p>Meanwhile, WL noted that RM0.50 is charged for plain water @ coffee house now despite orders for food. Suggest Club to discuss with operator to review the charges i.e. should waive if there's food order.</p>	<p>Noted.</p> <p>Agree. Club to talk to operator.</p>	<p>ALL</p> <p>Club</p>
16	<p>Next Meeting Next meeting – to be advised.</p>	<p>Noted. ZC to send reminder before meeting by email/ sms to all.</p>	<p>ZC</p>

Meeting adjourned at 10.00pm.

Minutes read and approved.

Appendix A – Feedback Management

No.	Date Received	Member No.	Nature of Feedback	Category (portfolio)	Status/ Action
1					
2					
3					
4					
5					
6					
7					
8					