Annual General Meeting 2011

Treasurer’s Report
A Sustainable Focus for the Community
2010-11

• Accounts
  • Sustainability

• Bunkhouse
  • Guest Satisfaction
  • Statistics
  • Income
  • Maintenance
  • Marketing
  • Web site

• Prospects for 2011-12
### Income

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events</td>
<td>2,114.57</td>
</tr>
<tr>
<td>Hall Hire</td>
<td>676.00</td>
</tr>
<tr>
<td>Hall Hire Local</td>
<td>716.00</td>
</tr>
<tr>
<td>Hall Hire Community Council</td>
<td>60.00</td>
</tr>
<tr>
<td>Hall Hire with Bunkhouse</td>
<td>1,220.00</td>
</tr>
<tr>
<td><strong>Bunkhouse Bookings</strong></td>
<td>25,023.00</td>
</tr>
<tr>
<td>Bunkhouse Bookings (2011-12)</td>
<td>11,523.00</td>
</tr>
<tr>
<td>Bunkhouse Misc. (Lost keys etc)</td>
<td>169.31</td>
</tr>
<tr>
<td>Card Charges</td>
<td>67.28</td>
</tr>
<tr>
<td>Refunds (Utilities)</td>
<td>320.99</td>
</tr>
<tr>
<td>Donations</td>
<td>162.55</td>
</tr>
<tr>
<td>Donations Car Park</td>
<td>364.71</td>
</tr>
<tr>
<td>Donations Book Sales (P. Bevan)</td>
<td>385.00</td>
</tr>
<tr>
<td>Interest</td>
<td>2.38</td>
</tr>
<tr>
<td><strong>Sub Total (Income)</strong></td>
<td>42,804.79</td>
</tr>
<tr>
<td>Tax Refund (2009-10)</td>
<td>75.00</td>
</tr>
<tr>
<td>Bunkhouse Bonds</td>
<td>9,700.00</td>
</tr>
<tr>
<td>Capital Income (Grants)</td>
<td>9,751.00</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>52,579.79</td>
</tr>
<tr>
<td><strong>Less uncleared credit</strong></td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>52,579.79</td>
</tr>
<tr>
<td><strong>Less Expenditure</strong></td>
<td>45,583.99</td>
</tr>
<tr>
<td><strong>Balance</strong></td>
<td>6,995.80</td>
</tr>
</tbody>
</table>

### Expenditure

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events</td>
<td>47.73</td>
</tr>
<tr>
<td>Licences</td>
<td>341.23</td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td>3,976.40</td>
</tr>
<tr>
<td>Insurance</td>
<td>1,331.10</td>
</tr>
<tr>
<td>Cleaning</td>
<td>2,565.25</td>
</tr>
<tr>
<td>Consumables</td>
<td>1,390.14</td>
</tr>
<tr>
<td>Bunkhouse Refunds</td>
<td>180.00</td>
</tr>
<tr>
<td>Facilities</td>
<td>410.61</td>
</tr>
<tr>
<td>Card Services</td>
<td>259.59</td>
</tr>
<tr>
<td><strong>Utilities (Oil/Water/Elec/Net/Bins)</strong></td>
<td>5,450.18</td>
</tr>
<tr>
<td><strong>Marketing</strong></td>
<td>1,473.53</td>
</tr>
<tr>
<td>Staff &amp; Training</td>
<td>7,248.73</td>
</tr>
<tr>
<td>Professional Fees</td>
<td>1,018.50</td>
</tr>
<tr>
<td><strong>Loan Repayment/Bank Charges</strong></td>
<td>2,328.00</td>
</tr>
<tr>
<td><strong>Total (Running Costs)</strong></td>
<td>28,112.99</td>
</tr>
<tr>
<td><strong>Less Cheques not yet presented</strong></td>
<td>380.00</td>
</tr>
<tr>
<td><strong>Total Expenditure</strong></td>
<td>45,583.99</td>
</tr>
</tbody>
</table>

### Bank Accounts

- **Current**                                     | 9,689.49|
- **Savings**                                     | 3,449.21|
- **Development**                                 | 195.00  |
- **Deposit**                                     | 2,100.00|
- **Balance on 31-Mar-11**                        | 15,433.70|

**Balance**

- Held at Bank end FY 2009-10                      | 9,149.90|
- Final Balance for FY 2010-11                    | 6,995.80|
- **Less accrued expenditure 2009-10**           | 712.00 |
- **Balance on 31-Mar-11**                       | 15,433.70|
Cash Flow Trend

Cumulative

- Income
- Expenditure

£0 £20,000 £40,000 £60,000 £80,000 £100,000 £120,000 £140,000 £160,000

12 May 2009 Rhossili Village Hall AGM
Sustainability

Annual Income

Running Costs

| Year       | Interest | Donations | Hall Hire | Events | Bunkhouse | Card Services | Licences | Fees | Bank/Loan | Marketing | Maintenance | Insurance | Consumables | Cleaning | Facilities | Utilities | Staff+Training |
|------------|----------|-----------|-----------|--------|----------|--------------|----------|-----|-----------|-----------|-------------|-----------|------------|----------|-----------|----------|-------------|-------------|
| 2006-07    |          |           |           |        |          |               |          |     |           |           |             |           |            |          |           |          |             |
| 2007-08    |          |           |           |        |          |               |          |     |           |           |             |           |            |          |           |          |             |
| 2008-09    |          |           |           |        |          |               |          |     |           |           |             |           |            |          |           |          |             |
| 2009-10    |          |           |           |        |          |               |          |     |           |           |             |           |            |          |           |          |             |
| 2010-11    |          |           |           |        |          |               |          |     |           |           |             |           |            |          |           |          |             |
Bunkhouse Guest Satisfaction

Visitor Book
- Great source of praise, and amusement!
- Now all entries are transferred to the web site

Guest Survey
- April every year – using SurveyMonkey.com
- Almost everything was rated Good to Excellent again
- Once again, 100% would recommend the bunkhouse to others.

Email messages

11 May 2011 Rhossili Village Hall AGM
Bunkhouse Occupancy

Percentage Monthly Occupancy per Financial Year

Figures for 2011-12 are Confirmed Bookings to date
Occupancy Type
Bunkhouse Visits

Number of Nights per Booking

Friday & Saturday nights continue to be the most popular
Bunkhouse Receipts

Cumulative Monthly Bunkhouse Booking Receipts

Previous Financial Year

2007-08
2008-09
2009-10
2010-11
2011-12
2012-13

£0
£5,000
£10,000
£15,000
£20,000
£25,000
£30,000
£35,000
£40,000

Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

11 May 2011  
Rhossili Village Hall AGM

11
Payments

Card Payments

- Second full financial year of operation
- Used by 33% (was 24%) of customers
- Cheques are being gently phased out

Bunkhouse Bond

- For large groups
- Less damage this year, apart from two groups
- Change to Sole Occupancy
Maintenance

Painting
- Bunkhouse bedrooms
- Showers

Electrical
- Hall sockets replaced
- New PIR lights near front door and over patio steps

Drains
- Kitchen and Utility waste pipes replaced
- Blue paper towels!

Risk Assessment
Marketing

Local referrals
• Gower Holidays
• Hardingsdown Bunkhouse

Online channels
• groupaccommodation.com
• independenthostelguide.co.uk
• bunkhousesinwales.com
• visitwales.com

Leaflet reprint

*We need good photos of people using the facilities...*
New Web site – launched on 27 March 2011

- New Web host JustHost.com

Web site visits (rhossili.org.uk):

12 months to 26 March 2011

- Direct 23% (27%, 50%),
- Referral 37% (28%, 25%)
- Search 40% (45%, 25%)
- Most popular Search keywords: “Rhossili Bunkhouse” (30%)

- Google Analytics for visitor statistics
- Google Maps for Location and Guide maps
- Google Calendars for Hall Events & Activities and for Bunkhouse Availability

11 May 2011

Rhossili Village Hall AGM
Prospects

Financial Stability
• £20,000 loan now down to £10,000

Solar (PV) panels
• Capital cost around £15k. Would need grant funding.

Marketing
• Maintain online channels. Visit Wales grading

Maintenance
• Hall seating. Lounge patio doors and carpet

more Community Engagement
Thanks

• Our Volunteers
• Our Staff
• Our Partners
• Your continued support