Annual General Meeting 2012

Treasurer’s Report
A Sustainable Focus for the Community

Rhossili Village Hall
Bunkhouse

THE FIRST 5 YEARS
2011-12

• Accounts (Cash Flow)
  • Bookings
  • Sustainability

• What did we do in 2011-12?
  • Maintenance
  • New Facilities

• Prospects for 2012-13
Cash Flow - Bookings

![Cash Flow - Bookings Graph]

- Bookings (£)
- Income (£)
- Current FY (£)
- Next FY (£)
- Next+1 FY (£)
Cash Flow - Sustainability

This does not include capital grants or expenditure

16 May 2012
Rhossili Village Hall AGM
<table>
<thead>
<tr>
<th>Income</th>
<th>Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Events</strong> 1,162.00</td>
<td><strong>Events</strong> -</td>
</tr>
<tr>
<td><strong>Hall Hire</strong> 490.00</td>
<td><strong>Licences</strong> 489.17</td>
</tr>
<tr>
<td><strong>Hall Hire Local</strong> 931.50</td>
<td><strong>Maintenance</strong> 4,107.20</td>
</tr>
<tr>
<td><strong>Hall Hire Community Council</strong> 82.50</td>
<td><strong>Cleaning</strong> 3,383.50</td>
</tr>
<tr>
<td><strong>Hall Hire with Bunkhouse</strong> 2,800.00</td>
<td><strong>Consumables</strong> 1,849.92</td>
</tr>
<tr>
<td><strong>Bunkhouse Bookings (2011-12)</strong> 26,777.00</td>
<td><strong>Bunkhouse Refunds</strong> 127.00</td>
</tr>
<tr>
<td><strong>Bunkhouse Bookings (2012-13)</strong> 12,851.00</td>
<td><strong>Marketing</strong> 728.28</td>
</tr>
<tr>
<td><strong>Bunkhouse Bookings (2013-14)</strong> 1,100.00</td>
<td><strong>Facilities</strong> 2,640.72</td>
</tr>
<tr>
<td><strong>Bunkhouse Miscellaneous</strong> 182.50</td>
<td><strong>Insurance</strong> 3,000.70</td>
</tr>
<tr>
<td><strong>Card Charges</strong> 90.74</td>
<td><strong>Card Services</strong> 382.81</td>
</tr>
<tr>
<td><strong>Refunds</strong> 24.02</td>
<td><strong>Utilities</strong> 5,337.24</td>
</tr>
<tr>
<td><strong>Donations</strong> 520.00</td>
<td><strong>Staff &amp; Training</strong> 9,805.42</td>
</tr>
<tr>
<td><strong>Donations Car Park</strong> 236.88</td>
<td><strong>Professional Fees</strong> 1,799.13</td>
</tr>
<tr>
<td><strong>Interest (Awaiting Deposit Interest)</strong> 11.69</td>
<td><strong>Loan Repayment/Bank Charges</strong> 2,328.00</td>
</tr>
<tr>
<td><strong>Tax Refund</strong> -</td>
<td><strong>Tax + NIC</strong> 813.77</td>
</tr>
<tr>
<td><strong>Sub Total (Income)</strong> 47,259.83</td>
<td><strong>Capital Expenditure (Development)</strong> 15,774.00</td>
</tr>
<tr>
<td><strong>Bunkhouse Bonds</strong> 16,090.00</td>
<td><strong>Total Expenditure</strong> 65,174.86</td>
</tr>
<tr>
<td><strong>Capital Income (Grants)</strong> -</td>
<td><strong>Bank Accounts</strong></td>
</tr>
<tr>
<td><strong>Total</strong> 63,349.83</td>
<td><strong>Current</strong> 7,572.85</td>
</tr>
<tr>
<td><strong>Less uncleared credit</strong> -</td>
<td><strong>Savings</strong> 951.14</td>
</tr>
<tr>
<td><strong>Total Income</strong> 63,349.83</td>
<td><strong>Development</strong> 195.00</td>
</tr>
<tr>
<td><strong>Less Expenditure</strong> 65,174.86</td>
<td><strong>Deposit (Awaiting Deposit Interest)</strong> 4,509.68</td>
</tr>
<tr>
<td><strong>Balance</strong> - 1,825.03</td>
<td><strong>Balance on 31-Mar-12</strong> 13,228.67</td>
</tr>
</tbody>
</table>

**Bank Accounts**

<table>
<thead>
<tr>
<th>Current</th>
<th>Savings</th>
<th>Development</th>
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<tbody>
<tr>
<td>7,572.85</td>
<td>951.14</td>
<td>195.00</td>
</tr>
<tr>
<td>Deposit (Awaiting Deposit Interest)</td>
<td>4,509.68</td>
<td></td>
</tr>
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</table>

**Balance on 31-Mar-12** 13,228.67
Financial history

Income
Expenditure
What did we plan to do in 2011-12?

Financial Stability
  • Building up savings for large expenditure, e.g. Roof

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

Marketing
  • Maintain online channels. Getting Visit Wales grading

Maintenance
  • Hall seating. Lounge patio doors and carpet

more Community Engagement – defibrillator?

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What did we do in 2011-12?

Maintenance

• Decorating the Lobby and improving lobby door sills
• Kitchen and Utility waste pipes replaced and drains jetted, just in case.
• Fire Equipment, Fire Alarms, PAT testing, SALTO Locks
• Energy Performance Certificate (now a legal requirement)
• Car Park tidied up and stone chippings added

New Facilities

• Hall tables
• Utility wall cupboards
• Lounge patio doors and carpet tiles
• Office laptop, answerphone and printer
• Hall “Kurling” set
• Community Defibrillator
• Solar Panels
Prospects for 2012-13

Marketing
- Maintain online channels
- Renew *Visit Wales* grading

Facilities
- Hall & Bunkhouse seating
- Hall lighting? Improving ambience?
- Car Park improvements
- Better connectivity with the help of
  *Gower Broadband Community Group*

*even more* Community Engagement
Rhossili Bunkhouse is 5!

- Our community facilities are amongst the best
- We employ 3 local people (part-time)
- We have a low carbon footprint
- We source services and goods locally
- We have kept local hire charges attractive

- Rhossili Village Hall is self-sufficient
  - We have received no grants since 2007-08
  - We have satisfied all of our EU audits

Let’s celebrate!
Annual General Meeting 2012

www.rhossilibunkhouse.com
www.rhossili.org.uk
info@rhossili.org.uk

www.rhossili.org.uk/presentations
Thanks

• Our Volunteers

• Our Staff

• Our Partners

• *Your* continued support and feedback
Extra slides
Bunkhouse Guest Satisfaction

Visitor Book
- Complimentary comments
- Suggestions for improvement
- All entries are anonymised and transferred to the web site

Guest Survey
- April every year – using SurveyMonkey.com
- Almost everything was rated Good to Excellent again
- But there are signs of *expectations* not being met and we should look at addressing these areas
- All but one would recommend the bunkhouse to others.
Bunkhouse Occupancy

Percentage Monthly Occupancy per Financial Year

![Percentage Monthly Occupancy per Financial Year Chart]

- **2007-08**
- **2008-09**
- **2009-10**
- **2010-11**
- **2011-12**
- **2012-13**
- **2013-14**
83% of all enquiries are converted to Confirmed Bookings
Bunkhouse Visits

Number of Nights per Booking

Friday & Saturday nights continue to be the most popular
Card Payments

- Third full financial year of operation
- 31% (was 33%) of transactions
- Cheques are being gently eased out

Bunkhouse Bond

- For large groups
Marketing

Visit Wales 4* Grading!

Local referrals
- Gower Holidays, Pitton Cross Stables
- Hardingsdown Bunkhouse

Online channels
- groupaccommodation.com
- independenthostelguide.co.uk
- bunkhousesinwales.com – cancelled subscription
- visitwales.com

Leaflets

We need good photos of people using the facilities...

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Web site visits

12 months to 31 March 2012

- 8,665 visits
- Direct 17%
- Search 42%
- Referral 41%
- Most popular Search keywords: “Rhossili Bunkhouse” 46% (30%)

Google

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