

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

**Purpose:** The Parks, Forestry and Recreation Division supports Community Tennis Clubs as partners in the delivery of tennis programming across the City.

The Policy for Outdoor Community Tennis Club Operations governs the establishment, operations and dissolution of Community Tennis Clubs using City of Toronto outdoor tennis courts.

**Policy Statement:** Community Tennis Clubs are positive influences in our communities; they promote an active and healthy lifestyle for all ages and encourage the growth of the sport of tennis through tennis instruction, organized play and social events.

Community Tennis Clubs are our partners in the protection and animation of our parks and City assets.

**Scope:** This policy applies to outdoor Community Tennis Clubs operating on City of Toronto tennis courts.

The Parks, Forestry and Recreation Division will endeavour to ensure the intended outcome of this policy is achieved as this policy and the accompanying procedures and guidelines do not and cannot, cover all situations.

**Definitions:**

**Community Tennis Club**  
Community Tennis Clubs are not-for-profit organizations managed by volunteers. They obtain permits to operate on facilities owned by the City.

**Division**  
Defined as the City of Toronto, Parks Forestry and Recreation Division.

**Independent Tennis Club**  
Existing Community Tennis Clubs that do not belong to the associated Regional Tennis Organization are considered “independent” clubs.

**Regional Tennis Organizations**  
Regional Tennis Organizations represent their region at the Ontario Tennis Association (OTA) and regional chairs sit on the OTA board. The three (3)

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

Regional Tennis Organizations representing the Toronto area are: North York Tennis Association, Scarborough Tennis Federation and Toronto Tennis.

### **Tennis Liaison Committee**

A committee composed of designated staff of the Division, a maximum of two (2) representatives from each of the Regional Tennis Organizations, and one (1) representative from a group to be formed from existing independent clubs from across the City of Toronto.

### **Not-For-Profit Organization**

For the purpose of this policy a not-for-profit organization provides services, programs and opportunities for residents which support the principle of community building.

Volunteer trustees or a board of directors governs the organization and there is no personal financial gain for members, trustees or directors. Any excess of revenues over expenditures are turned back into the organization and funds can only be used for promoting its organizational purpose.

### **Prime Time Hours**

For the purpose of this policy, Prime Time hours are:

For lighted courts:

4:00 p.m. - 11:00 p.m. on Monday to Friday

8:00 a.m. - 11:00 p.m. on Saturday/Sunday/Holidays

For unlighted courts:

4:00 p.m. - Dark on Monday to Friday

8:00 a.m. - Dark on Saturday/Sunday/Holidays

### **Resident**

Residents are people who live in, own property in or own or operate a business in the City of Toronto.

---

### **Conditions:**

#### **General Mandate**

Community Tennis Clubs offer tennis programming to meet the identified needs of their members, as well as a junior program. Community Tennis

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

Clubs hire tennis professionals and other staff as necessary to delivery programming and operate the club. All Community Tennis Clubs must have a membership accessibility policy and program to address both financial and physical accommodations.

#### **New Club Formation**

1. Where a new Community Tennis Club is being formed at an available public court site, the responsibility to assist the new club, if required, will be shared by the Tennis Liaison Committee and the Division. The new Community Tennis Club will operate under the same rules and regulations as all other Community Tennis Clubs as outlined in this policy.
2. Evidence of interest from a minimum of 30 adult residents per court, and the formation of an executive, must be submitted to the Division in writing. Evidence of interest to be submitted to the Division should include the name, postal code, email address and phone number for each adult listed.
3. Community Tennis Club membership fees for the first season must be paid and held in trust by the Community Tennis Club before the Division will issue a new permit.
4. The Division must consult with the local community to ensure Councillor and local support before issuing new permit.

#### **Proof of Not-for-Profit Status**

Community Tennis Clubs must demonstrate not-for-profit status to be eligible to permit tennis courts under this policy.

1. Where the organization's annual budget is less than \$5000.00, the group must submit an application form, provided by the Division's permit office, verifying not-for-profit status.
2. Where the organization's annual budget exceeds \$5000.00, the group must have:
  - a. A volunteer executive elected at an Annual General Meeting;
  - b. A constitution, by-laws and/or letters patent; and
  - c. Financial statements.

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

The City reserves the right to request an audited financial statement, at any time and for any reason, at the Community Tennis Club's expense.

### **Governance**

Community Tennis Clubs are volunteer run organizations. The Community Tennis Clubs must be a member in good standing of the appropriate Regional Tennis Organization or an existing Independent Tennis Club. Community Tennis Clubs hold an annual general meeting, in accordance with its constitution and must have a formal complaint resolution process. Community Tennis Clubs must have an identified Community Liaison representative. This can be an additional executive position or it can be served by an existing member of the executive.

### **Capital Reserve Funds**

Community Tennis Clubs that have capital obligations and new capital projects for their courts (e.g. colour/top coat or club house enhancements) will establish a capital reserve appropriate to the life-cycle of the assets they are required to repair and/or maintain. Capital repairs and improvements shall comply with all relevant City policies relating to the work including Fair Wage Policy and labour trade union contracts where applicable.

### **Club Dissolution**

Clubs must notify the Division and the Tennis Liaison Committee when they intend to dissolve and again upon dissolution.

Upon dissolution of a Community Tennis Club, any remaining funds and equipment, after provision has been made for any outstanding liabilities, should be addressed in accordance with the policies of the existing executive or the Community Tennis Club constitution.

### **Cancellation or Denial of Permit**

The General Manager of Parks, Forestry and Recreation may deny or cancel a permit where:

- The Community Tennis Club is not operating in accordance with the policy,
- The Community Tennis Club breaches any permit requirements, or
- The Community Tennis Clubs are in not in compliance with the City of Toronto Municipal Code.

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

The decision of the General Manager is final.

---

**Process:****Club Occupancy of Public Tennis Courts**

1. The Division will grant permits to Community Tennis Clubs in accordance with relevant permit policies including this policy and accompanying procedures and guidelines.
2. The length of the Community Tennis Club playing season shall be jointly determined by the Division and Community Tennis Club. The season is normally April to October and depends on the weather, court conditions and resources for seasonal operations and maintenance requirements.
3. The Community Tennis Club recognizes that any repairs considered necessary by the City, either to the courts or other municipal assets, might necessitate temporary closing of the courts. Every effort will be made by the Division to temporarily relocate the club to other courts until the repairs have been completed and the Division reopens the courts.

**Permits**

The Divisions' Permit Allocation Policy applies to the issuance of permits to Community Tennis Clubs. Permits are granted seasonally and are not guaranteed for future years. Additionally:

1. Community Tennis Clubs must annually submit the following with their permit application:
  - a) Membership list,
  - b) Financial statements including evidence of capital reserve fund,
  - c) Copy of the current constitution, and
  - d) Sustainability plan when requested by the City.
2. Community Tennis Clubs are required to maintain a minimum of 30 adult members per court including an executive. Community Tennis Clubs with fewer than 30 adult members per court will be reviewed by the Division for sustainability before being issued a permit.
3. Community Tennis Clubs may not use the courts or enter the club house outside of permitted dates and times without express permission from the Division. Tampering with City property including; plumbing,

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

electrical or mechanical systems or lighting may result in the immediate revocation of Community Tennis Club permits or charge-backs to the Community Tennis Club for damages incurred.

**Permit Fees**

1. Permit fees will be charged in accordance with the Council approved permit rates, for each full season of operation by any Community Tennis Club operating on City of Toronto courts. The Division reserves the right to increase permit fees according to inflationary costs.
2. Fees are to be paid in full by May 31 of each year. Failure to pay permit fees in full may result in the cancellation of the Community Tennis Club permit.
3. Any special event must comply with the City of Toronto Non-Profit / Charitable Special Event Guidelines for City Parklands. An event involving noise amplification, installation of a tent/stage or where liquor will be served is considered a special event and requires an additional permit.

**Categories for Community Tennis Club Membership**

Community Tennis Clubs should have a minimum of two categories of membership:

1. Adult membership for those aged 18 and over as of January 1<sup>st</sup> of the current year, and
2. Junior membership for those aged under 18 as of January 1<sup>st</sup> of the current year.

**Community Tennis Club Membership Fees**

Community Tennis Clubs will charge annual membership fees to sustain Community Tennis Club operations. Membership fees shall be sufficient only to provide such funds as the members and the executive deem necessary for annual Community Tennis Club expenses and the capital reserve fund. An administrative fee may be charged for processing new members but the combined membership fee and administration fee cannot exceed the Division-approved maximum fees for annual membership. Maximum membership fee rates will be reviewed annually by the Division and the Tennis Liaison Committee and communicated to all clubs.

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

**Community Tennis Club Membership and Waiting Lists**

1. A Community Tennis Club shall receive applications for membership from any Resident provided that the applicant complies with the rules and regulations as established by the Community Tennis Club.
2. Existing Community Tennis Clubs are required to offer membership renewal to previous year's members in good standing in the subsequent year, prior to accepting new members. In the case of new memberships, applications from Residents must be given priority over any applications from non-residents.
3. A Community Tennis Club shall accept applications for membership until the membership has been closed. At such a time, a waiting list will be established.
4. A waiting list can only be established when a Community Tennis Club has a minimum of 75 adult members per court. Community Tennis Clubs may determine their own membership court standard providing it meets the minimum.
5. When a waiting list has been established, Residents will get priority to join the Community Tennis Club over non-residents. A non-resident cannot be removed from a wait list to join the Community Tennis Club until the list of Residents has been exhausted.
6. When a Community Tennis Club has started a waiting list, it shall be kept in strict sequence by the date the membership application is received and shall be available to the Division upon request.
7. Waiting list and/or transitional fees are expressly prohibited. Community Tennis Clubs may charge an administrative fee for new members but the combined administrative fee and membership fee cannot exceed the Division-approved maximum fee for annual memberships.
8. Waiting lists are to be generated annually once membership is closed.
9. Returning members shall be given a deadline to register for the following year. If membership is still open after the deadline has passed, interested participants on the wait list should be considered in

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

order (i.e. spots should not be "held" for potential members or team players who have not yet joined to prevent wait-listed participants from joining.)

10. Junior membership must be in addition to the above minimums. Community Tennis Clubs may elect to keep junior membership open to encourage participation.
11. Each Community Tennis Club shall have a guest policy, which allows members' guests to play at a rate not to exceed the annual rate established by the Division. Annual rates will be amended and distributed to Community Tennis Clubs each year.
12. In the event a member is deemed not to be in good standing, the Community Tennis Club must inform the member as soon as possible and prior to the end of the season.

### **Community Tennis Club Programs**

Each Community Tennis Club shall provide equitable tennis programming, including a junior program, to meet the identified needs of its members and community.

### **Facility Changes and Additions**

Any Community Tennis Club that wishes to make any capital improvements to the building or court surface, other than colour coat, shall submit a written request for approval to the Director of Parks Development and Capital Projects with a copy to the Tennis Liaison Committee, before obtaining quotations from City-approved contractors. The Community Tennis Club must provide satisfactory evidence that they have funds to complete the major improvements to the building or court surface. A reply in writing from the Director of Parks Development and Capital Projects (or designate) must be received prior to proceeding. Once approval has been given, all the costs, scheduling and supervision by a qualified professional associated with the project shall be the sole responsibility of the Community Tennis Club. The City will inspect the progress of the project at appropriate milestones for compliance with the Ontario Building Code, standard building practices and the agreed-upon scope of work.

Any Community Tennis Club that wishes to colour coat courts, exclusive of



<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

a major capital re-build, shall submit a written request for approval to the Director of Parks (or designate) with a copy to the Tennis Liaison Committee. If approved, Community Tennis Clubs will work with Divisional staff to have the work completed in accordance with applicable policies and procedures at the Community Tennis Club's expense. Colour coating must be acrylic-based. All maintenance costs to be covered by Community Tennis Clubs.

Repairs and improvements to courts, clubhouses and court assets (beyond the minimum to be maintained by City) shall comply with all relevant City policies including but not limited to the Parks Development and Capital Projects process, Fair Wage Policy and labour trade union contracts where applicable. The Parks, Development and Capital Projects process is summarized in the Outdoor Community Tennis Club Procedures and Guidelines.

### **Public Use of Tennis Courts**

1. Non-members shall be entitled to use the courts and practice courts for six (6) prime-time hours per week, two (2) of the six (6) hours must be made available on weekends and holidays, as outlined in the Outdoor Community Tennis Club Procedures and Guidelines document.
2. The Division will provide the initial public hours sign. New signage required as a result of Community Tennis Club schedule changes must be paid by the Community Tennis Club.
3. Community Tennis Clubs are required to post public hours at the tennis courts, on the Community Tennis Club website and provide Division staff with annual public hours to be posted on the City's website.

### **Communication/Complaint Handling**

1. Whenever an item directly affecting community tennis in the City is on the agenda of a committee of Council, the Division will advise the Tennis Liaison Committee who will be invited to have an official representative in attendance.
2. The Community Tennis Clubs will communicate directly with the Tennis Liaison Committee and the Division on matters regarding operations, major maintenance and development of its programs and facilities.

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

3. Repairs requiring Division involvement should be communicated from the Community Tennis Club directly to the Division (refer to the Outdoor Community Tennis Club Procedures and Guidelines.)
4. Where a member of a Community Tennis Club has a complaint or dispute they shall consult their executive for resolution. Community Tennis Clubs must have a formal complaint resolution process.
5. Suspending or banning an individual (member or non-member) from a Community Tennis Club must be done in accordance with the Divisions Suspension and Ban Policy. If a suspension of longer than three (3) days is required, the Division must be consulted and appropriate documentation completed in accordance with the policy.

---

**Roles and Responsibilities:**

The Division requires that all facilities be maintained to acceptable City standards and legislative requirements. The standard level of tennis court service provided by the Division is outlined in the Outdoor Community Tennis Club Procedures and Guidelines.

**Tennis Club Responsibilities**

1. Be a member in good standing of the appropriate Regional Tennis Organization or an existing Independent Tennis Club.  
All new Community Tennis Clubs must become members of the existing Regional Tennis Organization.
2. Hold an annual general meeting, in accordance with its constitution.
3. Report any vandalism or theft to the Division.
4. Nets and Posts:
  - a. Nets must be provided on all courts during normal Community Tennis Club playing hours and all public hours.
  - b. All costs relating to installation, removal, repair, replacement or storage of nets and posts are the Community Tennis Club's responsibility.
5. Maintain any existing clubhouse in good state of repair, satisfactory to the General Manager of Parks, Forestry and Recreation, and to safe

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

operational standards.

6. Daily maintenance of the notice boards and general appearance and cleanliness of the courts and surrounding area (including picking up litter/recycling generated by the club), plus weekly inspection of benches, picnic tables, windscreens and signs inside court area. Additional amenities such as buildings, furnishings, improved surfaces, additional lighting, windscreens, notice and player boards, etc., shall be supplied and maintained by the Community Tennis Club at its own expense.
7. Provide the Division notice of what repairs (broken and damaged amenities) and changes are required to benches, picnic tables and/or waste/recycling totes at the end of the season.
8. Post public access hours at the tennis court, on the Community Tennis Clubs website and provide the Division staff with public hours to be posted on the Division's website for the duration of the season.
9. Where Community Tennis Clubs have capital responsibilities to maintain or upgrade facilities (e.g. colour coating or clubhouse upgrades) they shall establish a capital reserve fund appropriate to the life-cycle of the asset. The reserve shall be held separately from the Community Tennis Club's general funds and shall be reflected in the Community Tennis Club's financial records as a capital improvement reserve. All improvements and upgrades made by Community Tennis Clubs shall belong to the City.
10. Community Tennis Clubs are responsible for the maintenance and replacement of all improvements, and for all costs associated with the tennis courts and clubhouse that are not the City's responsibility as set out in the Divisional responsibilities below and in the Outdoor Community Tennis Club Procedures and Guidelines.
11. When the rekeying of locks is requested by a Community Tennis Club, the cost of rekeying is the responsibility of the Community Tennis Club.
12. Community Tennis Clubs may install wind screening on City owned tennis courts. Any damage caused by or to windscreens is the

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

responsibility of the Community Tennis Club.

13. Where the use of a propane tank is required, Community Tennis Clubs must follow provincial propane storage and handling regulations. Storage of propane tanks on City property is strictly prohibited.
14. Storage of items is prohibited in electrical and mechanical areas/rooms in accordance with legislative requirements including the Ontario Building Code and the Ontario Electric Safety Code.

### **Divisional Responsibilities**

The Division shall be responsible for the basic recreation level of services of all tennis courts, as outlined in the Outdoor Community Tennis Procedures and Guidelines.

Additional Responsibilities of the Division as below and highlighted in the procedures:

- a. Existing lighting – supply and installation of new bulbs, aiming and cleaning, setting and maintenance/replacement of timing devices.
- b. Existing fencing – including repairing holes in the fence, leaning or falling fences, gaps between fence and ground, gates and locks unless damage is caused by windscreens.
- c. Building or re-building of tennis courts and fencing of facilities to basic recreation standards as outlined in the Outdoor Community Tennis Club Procedures and Guidelines.
- d. Supplying waste/recycling totes as deemed required by the Division.
- e. Supplying benches and one picnic table each year for the Community Tennis Club's use. Delivery of such items will be completed by May 1 of the tennis season.

---

### **Information Management:**

Corporate Access and Privacy guidelines must be adhered to. All related reports, forms and personal information are to be maintained in a secure location at all times and made available only to executive members/staff who require access to the information. Please refer to the following link for more details:

- [Municipal Freedom of Information and Protection of Privacy Act](#)

<b>Version Number:</b>	<b>2.1</b>
<b>Document ID:</b>	
<b>Approved by:</b>	<b>City Council</b>
<b>Date Approved:</b>	<b>March 31, 2016</b>

**Authority:**

- City Council, Item [CD10.2](#)

**Related Policies:**

- [City of Toronto Advertising Policy](#)
- [City of Toronto Non-Profit/Charitable Special Event Guidelines for City Parklands](#)
- [Donations to the City of Toronto for Community Benefits Policy](#)
- [Fair Wage Policy](#)
- [City of Toronto Human Rights and Anti-Harassment Policy](#)
- [City of Toronto Municipal Alcohol Policy](#)
- [City of Toronto Sponsorship Policy](#)
- [City of Toronto Security Video Surveillance Policy](#)

**Related Information:**

- [Ontario Tennis Association](#)
- [Outdoor Community Tennis Club Procedures and Guidelines](#)
- [Parks Plan](#)
- [Recreation Service Plan](#)
- [Tennis Canada](#)

**Forms:**

- [Application for a Special Event in a City Park or Facility](#)
- [Permit Application Form](#)
- [Step-by-Step Fundraising Guide](#)

**Contact:** Questions about this policy can be directed to:

Director, Policy and Strategic Planning  
Parks, Forestry and Recreation  
City Hall  
100 Queen Street West, 4<sup>th</sup> Floor West Tower  
Toronto, Ontario, M5H 2N2