



Cambridge Racquets Club renovation brief

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Club activities, people and background

Activities:

- **Tennis:** Regular weekly tennis events:
 - Daily scheduled events incl coaching, interclub, ad-hoc social games,
 - Scheduled events most afternoons & evenings - 3pm to 11pm.

- Some mornings of daytime usage - ie. regular Wednesday & Sunday with morning tea
 - Courts open for bookings at all times for ad-hoc play
 - Tournaments in summer months, weekdays and weekends
 - Regular use of bar, kitchen, changing rooms and store rooms, although separation from courts to lounge means somewhat less usage of bar & kitchen.
- **Squash:** Regular weekly events:
 - Scheduled events most weeknights - 4pm to 11pm - Interclub, club nights, & coaching.
 - Activities often include provision of food - need space for 4 groups of 8-10 people each to gather for dinner in winter months.
 - Regular use of bar, kitchen, changing rooms and store rooms,
 - Occasional tournaments on Weekends (4-5 per year). High volume of people (120+)
 - Courts open for bookings at all times for ad-hoc play.
 - Minimal use during school hours and over weekends when tournaments are not organised.
- **Rowers :** Accommodation for rowing teams and Waka Ama teams. Requires kitchen, bathrooms, sleeping spaces (currently on courts and upstairs landing areas) and laundry facilities.
- **Other:** Some limited private functions, AGMs, committee meetings, Fitness group, gym group, club nights, club events (quiz, movies, auctions, live TV events).
- **Times / Areas of low usage:**
 - Tennis courts - low use 9-3 (except Wednesdays)
 - Squash Courts - low / no use 9:00-12:00, 14:00 - 15:00
 - Upper "wood floor" lounge. This space is mostly only utilised during squash tournaments due to noise / bad separation.

Facility People:

- Club Manager - Full time (duties: face to greet visitors, accounts receivable / payable, general administration, facility management & maintenance, point of contact)
- Cleaner (Twice a week)
- Tennis coaches & squash coaches - contractors - casual
- Volunteers on Tennis, Squash, Facility and Management committees
- Club Members: 464 members. 194 squash. 270 tennis.
 - Members have been surveyed on what they want as a consequence of the renovations.

Facility Spaces / Assets:

- CRC is located on council owned land, in Lake Te Koo Utu reserve.
- Club house - owned by CRC.
- Built in 1960s, extended - court 1 - in 1980'-90's. Club Contains:
 - Manager Office/Reception/Pro Shop
 - Kitchen

- Bar (locked up)
- Lounge area upstairs (non-accessible)
- Showers, changing rooms, toilets (non-accessible)
- 4 x Squash courts (3 are 60 years old, court 1 is 40 years old)
- 3 separate storage areas.
- 7 x Tennis courts, plus 1 public court we help maintain.
- Outdoor lights (surrounding tennis courts, plus one near the parking area).
- Parking spaces
- 2 offices and storage
- Website (<https://crc.org.nz>)

Recent work:

- 4x new astroturf tennis courts (~\$100K, mostly grant funded)
- Repainted/resurfaced front squash walls (~\$16k mostly grant funded)
- Planned resurface of 4 plexicourts in process (club & council funded)

Location:

- Lake Te Koo Utu reserve (though lacking immediate connection/paths to it)
- Near popular playground, bowls club, arts club.
- Walkable to town center
- 1.6km to the north eastern corner of town. Large population catchment.
- The building is on the edge of the Lake Te Koo Utu gully. There may be geo technical issues.
- There are large gum trees on the gully bank, these may pose a risk.

Context:

- Harder to get trust grants.
- High operating costs. Regular tennis court maintenance, building overheads, staff costs.
- Cycles of reducing or growing membership.
- Fast growing town.
- A successful club is one with a lot of activities going on.

Vision:

- Increase activity. Ensure club facilities are well utilised at all times, including weekends, evenings and during work hours.
- Increase future flexibility. Encourage more diverse activity and more inclusive activities. Redesign spaces to be more multipurpose and more inviting.
- Improve accessibility. Have our club be more usable for people with mobility issues - accessible bathrooms, showers and access to lounge areas.
- Wider community usage, attract additional community groups / people.
- Increase revenue. More people and more activities should result in increased usage revenue. This will help sustain future facility maintenance and upgrades.
- Modernise facilities in order to retain and attract members.

Funding:

- Approximately \$50,000 in the club's self-secured funds focussed to renovations, plus \$7000 in donations from anonymous donor.

- Survey indicated there could be about \$35,000 of additional donations available.
- 2023 operating profit was ~\$30k.
- Our intent is to get funding from community trusts, and to reach out for funding through our members networks. Both from higher wealth individuals, as well as local businesses who have / can receive value from the club, or who support our goals.
- The renovation work would need to be phased and split into 'bite-sized' chunks so we can do the work in a sensible order, when we get the funding for each phase.
- Some members would prefer their fees to not change. Other members have indicated they would be OK with paying more.

Club renovation goals

Club members are asking for clean, welcoming facilities. Top priorities from members are to modernise the interior space and make it an inviting space to be. We want to create a "3rd place": A place away from work and home where our members can feel 'at home' and 'at their place'. These changes should also allow for additional memberships and additional revenue opportunities (such as multi-use spaces) to allow the club to be more financially sustainable. The club should be more inclusive to ALL members of the community, and therefore should allow better accessibility and wider programs. We want to redesign the club to be flexible so as to invite people to use it as a community hub for the next 60 years.

Renovation Priorities:

1. **Roof replacement:** The club roof is leaking (at linkage between Court 1/lounge area). The remainder of the roof is nearing its end of expected life (over 40 years old). It is likely that a complete replacement is required. How will what happens inside the club affect the roof?
2. **Accessibility:** Improve accessibility for members / community with mobility issues and allow for wheelchair squash and tennis programs.
3. **Hospitality / Sports Lounge improvement:** Redesign of bar, kitchen and two lounge areas upstairs. This should be considered as part of roof replacement, in case there is need for structural change that would affect the roof. The bar and kitchen should be located next to each other so one person can provide food and drinks. This design should also consider noise elimination from courts and better connection to the tennis areas. Two separate lounge spaces should be created that can both have access to the bar & kitchen, but hold separate functions / events at once. Adding a dedicated kids area with fun & safe entertainment is important. One of the lounges should be multi-use and allow for table tennis / street racket / yoga / meeting room activities. The other should allow for sports viewing (large screens) and lounge games (like darts, shuffleboard, etc).
4. **Improved entrance & link to tennis:** Current entrance area (along the front wall and under deck is uninviting, dark, not well sign-posted, and disconnected from the clubhouse. The manager's office is also disconnected from people arriving / playing tennis. Redevelop this space to make the entrance more inviting for people to gather, sit and view tennis. Connect office / proshop with the entrance and allow sunlight into the office space to improve working conditions. Also create better access from the tennis areas to the upstairs lounge / bar.

5. **Bathrooms:** Add an additional laundry facility, improve women's entrance so that the view from hallways into bathrooms are restricted and also allow for wheelchair access. Update interiors (paint, carpet etc)
6. **Multi-use Courts:** Change Squash courts into movable glass walls to allow for doubles squash and other sports (padel, netball, basketball). Add glass back wall to courts to allow for downstairs viewing.

Further Renovation Goals:

- **Lighting:** Well thought out lighting throughout. Bring natural light into the centre areas of the building where possible.
- **Pro Shop:** This should have a large display wall.
- Club should have a trophy cabinet / display area for historic mementos etc
- **Storage spaces:** Lockable storage is needed. Separate storage for Coaches vs Manager. Also need space to store multi-use equipment, like table tennis tables, kids toys / activities, trestle tables & chairs etc.
- **A/V package:**
 - Security cameras throughout the facility and in bar areas. Also in the parking lot to improve safety for people late at night.
 - Electronic scoring screens installed above squash courts, connecting with devices for scoring at referee stations
 - Multiple TV's / screens in lounges to allow for sport watching / displaying games on screens. 1 large big screen, some smaller TV's. Hosting events, sports viewing, hosting groups, hosting AGMs.
 - Access control - ability to allow different groups into different areas of building at different times.
 - Speakers throughout the building connected to a sound system, but simple to use for many different users.
- **Heating:** Need the club to be warmer in winter (insulation? heating?) If not the whole club, perhaps targeted at certain spectator & lounge areas.
- **Noise:** Better noise management. Keep squash court noise down/contained. Necessary if building is hosting other activities. Key is a lounge area with good noise isolation.
- **Warm-Up:** Create dedicated gym type space with minimal equipment, but that allows for warm-up / stretching before and after games. If this can be multi-use for other activities (i.e. yoga / massage treatment room) that would be good.
- Improve line of sight to courts from lounges. Consider drinks under the counter, glass walls. Place Tall fridges backing onto the group activities area?
- The lounge areas need to be noise proofed.
- Lounge areas need to invite "social" members - add pool tables, shuffleboard tables, additional darts and add big screen options for sports viewing.
- Lounge areas need to cater for groups
- Bleachers / seating areas towards tennis courts for viewing
- Drinking water fountains by tennis courts.
- Better signage identifying club
- Small freezer by kitchen bar for iceblock/ice creams.
- Make the club road entrance more welcoming and obvious to visitors.

- Manager's office to be 'more pleasant'. Sun, near entrance, more storage areas for items separate to office to maintain simple, tidy appearance.
- Changing rooms - better places to store bags out of the way to provide space for players changing and showering. (Currently bags take up space for most of the evening rather than when they need to be accessed).
- Utilise the "no mans land" space between clubhouse and the Guides Hall.
- Improve road access and parking, lighting and provide webcam security.
- Review possible fence/screen along the steep car park edge.
- Sign on clubhouse "Cambridge Racquets Club" identifying our club.
- A quiet space for meetings, while other activities - eg squash - are going on. Perhaps adjacent to the Manager's office, or in the other multi-use space, or in a noise dampened lounge.
- Storage to keep committee 'stuff' eg laptops, reports etc.

Floorplans

Current. Using rough actual measurements.

Ground floor



- Hot desking with the cafe.
- Kapa haka
- Retail, racquets/balls. Sportsworld/Head/Wilson etc. visits.
- Office/administration
- Allied Health Service (e.g. Sports Physio)
- Neighbourhood House
- Youth/Other Community Services
- Monthly Community Markets.
- Yoga / Pilates / Barre Classes
- Games: four square, dodgeball.
- Trampolining
- Flea market
- Farmers market
- Dance (ballet, hip hop).
- Building wall for graffiti artists
- Gymnastics
- Group fitness. On tennis courts, on squash courts.
- Music rehearsal
- Harriers/5k running club finish point
- Community hub
- Climbing wall
- Handball
- Double squash courts
- Extra squash courts (national standard)
- Outdoor fitness gear. Rings, parallel bars, uneven bars
- Cafe
- Pump track, skateboard
- Community garden
- Lounge, meeting, movie, whiteboard learning, tv space.
- Seniors' center.
- Indoor bowls
- Library, computer and wifi access
- Bridge
- School groups sleepovers for rowing
- Private functions / bar
- Business group rentals (e.g. Chamber of Commerce Ba5 networking events)
- Role playing gaming night/groups.
- Indoor golf simulator/launch monitor/net/video system.
- Interactive VR projector games against squash walls:
<https://interactivesquash.com/players/>
- Decent pool table
- Decent table tennis table.
- Supply darts for dart board (or find a code / pay box to put them in. They get stolen)
- Board games?
- Technology. E.g. zoom style video for join in on group fitness, or skills coaching, or so that people can join in club activities remotely (gaming, meetings).
- Public wifi.

- Activity minibus. Load with sports gear. Take to schools. Sports Waikato to fund activity. E.g. 4 weeks at schools building base skills, 2 weeks at the club using club facilities, 1 week open to parents.
- How can the club be used so club members can contribute back to the community? Working bees, subsidising some members, supporting youth sports development.
- Ebike rentals and tie in with Te Awa cycleway.
- Connection with the lake:
 - Cafe opening towards the lake or between girl guides, tennis & lake.
 - Flying fox across the lake /
 - Hot Pools along the bank facing the lake /
 - Funicular down to lake
 - Large kids slides down to the lake
 - Rock climbing along the bank

Activities at the club (some use cases)

Squash tournament

The squash tournament kicks off on Wednesday night. It is just locals. The car park is $\frac{2}{3}$ full. The players come up to tournament control where they can see who is on which court, and they tick off their name. They head to the bar or tournament control area to pay an entry fee and maybe dinner charge. There are a few spectators at each court. After the games each pair of players has a drink together and marks a game at the court.

The tournament is really humming on Saturday. The car park is full and cars are down Thornton Rd. All the courts are full with players. The tournament control area is the hub directing the activity. Spectators are typically 1 or two deep along the back railings, sometimes on tippy toes or squeezing between shoulders to get a view. Players kids are running around. Or huddling on devices by the TV with Blue's Clues on. The bar gets pretty steady business, powerades during the day changes to beers and RTDs in the evening. The kitchen is staffed and they are receiving orders taken at the bar. Burgers, chips, home baking. There is instant coffee and tea to make a beverage.

Before their games, players will change into their squash gear. Then they typically warm up. Stretches, dynamic movement, ghosting. There isn't a lot of space in the changing room. Nor in the hallways outside the courts.

After the players have played and refereed their games they will shower and change. Everyone's bag is in the changing room and space is pretty tight. There will typically only be 4-6 players changing/showering. It would be good if there was a way to keep bags out of the way if they are not being used.

A video showing the club during a busy recent tournament: <https://youtu.be/l2Bmf1yehDA>

Interclub

On Tuesday night the club hosts four Cambridge mens' squash interclub teams, each team has four players for the evening. The opponents are from other Waikato clubs. Each team

and their opponents are allocated a court. They play and ref and mark each other's game and chat. Buy a beer after their game.

Someone in the home team is delegated cooking duty. So they will have rice cookers, or slow cookers brought in from home. Be roasting vegetables, or oven fries in the oven. Sometimes it is pizza in the oven. The stovetop is often filled with boiling vegetables or curries. The kitchen will typically be the hub for creating substantial meals for 32 men.

When a home/away pairing has finished their matches they will have the players come up to serve themselves dinner. It is nice to have a good serving area. They'll then head to an area to eat, sometimes at the bar learners. Sometimes at low tables. If there is space the home team and their visitors will sit together. Sometimes more than one home/away pairing eat together. Socialising continues.

Each home team hosts the away team. Socialising is typically within that group of 8 players.

On Thursday night it is club night. People have scheduled games and also organise their own games. They may stay for a drink afterwards.

As the players leave during the Winter Interclub season it would be nice if the car park had a bit of cover and good lighting. When they arrive - in the winter - it is often dark. Good lighting and a clearly identified entrance would help welcoming these new visitors to the club.

During the Winter Interclub the building is pretty cold, like most other squash clubs in the Waikato. Some infrared heaters help a bit. Most players remain pretty rugged up during the evening, only warm during the latter part of their squash games.

Squash juniors coaching

Squash juniors get coaching after school on Tuesday. They drift into the club. They play with each other, grab racquets and balls. Their parents are with them. The 3 coaches warm them up with a jog around the club building, or around the tennis courts, or on one of the squash courts. Then the kids are split into groups and assigned to a court for coaching.

After the juniors there is a session for teenagers.

It would be nice if there was a welcoming area downstairs for the juniors to gather at and occupy themselves until it is time for coaching. If we can encourage parents to stick around, they can become more involved with their kids' sport, and perhaps pick up a racquet to join them for a hit on the weekend.

School Holiday programme

School Holiday programmes run daily during school hols which involve tennis activities on court and off, also squash (at times). The kids and coaches use 3 or more tennis courts, and also the upstairs lounge for lunch breaks, and indoor activities if it rains.

Juniors' tennis tournament

Both club - eg club championships - and external - eg Xmas Tournament. A makeshift desk is set up outside the main door as tournament control. Entry fees taken, and maybe raffle tickets sold.

Tennis coaching

Oscar, a tennis coach, meets his client at the main tennis entrance, they have a coaching session on one of the tennis courts.

A club hire

A long time club member is having a significant birthday. They hire the clubrooms out. They fill it with friends and family. Sometimes live music. Other times the stereo is blasting. Lots is had to drink. They tidy up afterwards and the club is ready for members again the next morning.

A club meeting

The facilities committee meet at the club to discuss floor plans. The 6 of them gather around a table in a sunny, nice spot. There are some squash games going on making a bit of noise which is distracting. A separate, nice space would be good.

Later that week the club hosts its AGM. 25 members gather to listen to reports from a committee of a half dozen or so. Questions are asked, decisions are made, roles are voted on.

Other meetings: regional level squash and tennis presentations, coaching, refereeing, bar training sessions, guest speakers.

Tennis groups

A Wednesday morning group - a mostly retired crowd - meets and plays for a good couple of hours. Then they come inside and sit somewhere nice to have a biscuit and a cup of tea. Some, but not all, will use the changing rooms.

The Tuesday night business house tennis - mostly men - gather from about 6PM and play their games. All the courts are full. The players stand around under the deck. It is a bit dark and gloomy. But it keeps the worst of the weather off them. There isn't really a good way to sit and have a conversation with others while they're waiting. Some brave going into the club and up to the bar, but most stay outside. Those players who know they are off the courts for a while will go upstairs to watch from the deck, where the view is best. And it is less gloomy. It would be better if it was easier to get from the ground floor up to the deck between games. So you can see when players are coming off court and you won't lose your spot in the court queue.

At the end of the evening, the players mostly come up to the bar to socialise. Typically someone fires up a BBQ on the deck. The socialising is typically done in larger groups (5-10 people).

A friendly social game

Two mates organise a game for the weekend. They book a court and come down to play. They get changed at the club. One of them has kids in tow because their partner is working. A couple of the kids are OK to go onto the other courts to have a hit, watch TV, or generally keep themselves occupied. The youngest is best kept within sight, however. It would be nice if there was an enclosable area near a court with some toys handy.

A manager's workday

Suzie starts her day in her office. She likes a sunny spot, close to the entrance, where she can see people entering the club and greeting them. It is a good spot since it gives new people to the club a good first impression. Suzie doesn't need a lot of space: keyboard, laptop, monitor. Sometimes she does zoom calls. There is a lot of sending out invoices, writing minutes, applying for grants, coordinating tournaments. Sometimes another club member or 3 will meet in the office as well to do draws, or simply because they work remotely and a bit of company is desired.

Suzie has a lot of equipment (racquets and balls and lost property and trophies and large printers). Perhaps with better storage and office layout the office could be made less cluttered.

The club has club branded clothing and some sample equipment from the local sports shop that we work in with. The pro-shop does not sell a lot, but it is handy to have and maybe we can figure out how to get more revenue from it.

A bar manager takes stock

The liquor shop does a delivery on Thursday morning. Boxes of alcohol are carried into a store room. Depending on what is in the bar fridge, some of those boxes will be unpacked into the bar fridge. And the cardboard is taken away. The several bins of empty bottles are also carried downstairs to be placed into the colour coded glass recycling bins.

Security is important around the bar. Cameras are handy to keep an eye on the till. And there are lockable grills. Access to the bar is restricted to trusted club members.

During tournaments the bar manager needs to send orders to the kitchen, serve counter food, and have a serving area.

Rowing club visits

The Wellington Girls' rowing club arrives for the Maadi Cup. There are about 30 girls plus half a dozen adults on site. They'll be at the club for a week. What they pay (plus 2-4 other regattas each year) is a significant source of income for the club. During the day they girls

head out to the lake. Afterwards, they roam the club as their common area. The girls bed down in and around court 1. They put black out linings on windows and interior glazing for privacy and light control. Club members are asked to vacate the club before 7PM. The girls and a few adult support people use the kitchen to feed the crowd. The girls hang out, watch TV, be on their devices, and gather in groups to practise the end of regatta dance performances.

Rowers have requested laundry facilities eg washing machine and dryer. Also stainless steel island and benches, more power plugs upstairs and downstairs.

Catering – currently the crews and support team bring a heap of their own kitchen gear and food.

Mums, toddlers, and squash

A group of novice women gather for an introductory squash course for mums. A club volunteer leads the group of women. Often kids will be brought along. One of the mothers takes turns watching over the toddlers. They'd like to have an enclosed area - so the toddlers cannot escape - with a few toys, where they can also see what is going on with the other women.

Kids club night

Juniors (middle school, high school) come to the club for club night. They play tennis and squash. In between games they hang out with their mates. There is good wifi, they make up games to play - tag, four square, use the chess/checkerboard out the front of the club, perhaps there is a bouldering/climbing wall on the outside of the building, there is a TV. The kids enjoy coming to the club. And are happy to hang out here. Their parents know they are in a safe place, and appreciate the social bonds their kids are making with each other. The club notices that its juniors are getting lots of court time, and having lots of competitive success in the region. And we notice that more and more kids are using the club for activities and socialising.

Pilates, war games, table tennis, co-working, camera club, boot camp

A pilates instructor has hired the open space for a group session. They need to set up their equipment, welcome the people in class, hold the class in a quiet environment, then pack up afterwards.

A group of friends meet one evening at the club to play a tabletop war game. They appreciate a beer or two each. And a space that gives them a bit of privacy.

The newly formed table tennis group meets for their club night. They set up their tennis tables. Play a few rounds. Then retire to the bar to socialise.

A small group of club members who often work from home, opt to come into the club and use it as a base for a morning or afternoon. They enjoy the good wifi access. A space to make a phone or video call. And they appreciate the espresso machine at the club. Some

of them the club manager is happy to host in their office. Others use the comfortable space upstairs.

A business hires out the club for a Chamber of Commerce networking event. The bar is going, finger food is laid out, there is a screen to present some powerpoints on.

The local camera club hires the venue a night each month. The 15 of them share their photographs, prints on a stand, plus some projected or displayed images. They use the tea/coffee facilities.

A 5am boot camp fitness group gathers at the club, do some warmups in the fitness area, then do a few hill climbs up and down to the lake. Some of the members use the changing rooms after to shower and get ready to go to their workplace.