



# **POLICIES AND PROCEDURES MANUAL**

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# SUN CITY TENNIS ASSOCIATION

## Table of Contents

<b>1. GLOSSARY OF TERMS.....</b>	<b>4</b>
<b>2. SCTA MISSION STATEMENT .....</b>	<b>5</b>
<b>3. GENERAL FACILITY INFORMATION .....</b>	<b>6</b>
Logo Building Operating Hours.....	6
Court Reservation Times.....	6
<b>4. FACILITIES .....</b>	<b>7</b>
Courts.....	7
Restrooms.....	7
Emergency Equipment.....	7
Ice Machine/Water Fountains .....	8
Gazebo - south side only .....	8
Maintenance Issues .....	8
Walkway .....	9
Ball Machine .....	9
<b>5. TENNIS COURT USE GUIDELINES.....</b>	<b>10</b>
Tennis Court Etiquette .....	10
Court Grooming .....	10
Wet/Frozen Courts .....	10
Dress Code .....	10
Pets.....	10
Consequences for Inappropriate Behavior/Non-Compliance .....	10
<b>6. TENNIS RESERVATION PROCEDURES.....</b>	<b>11</b>
Chelsea Tennis Reservation System and Facilities .....	11
Request and Booking Options.....	11
Rules for use of Chelsea.....	11
Guests of Residents (SCHHCA) .....	12
<b>7. ORGANIZATION AND PROGRAMS.....</b>	<b>14</b>
Sun City Hilton Head Community Association (SCHHCA).....	14
Sun City Tennis Association (SCTA) .....	14
SCTA Tennis Events.....	15
Women’s Tennis Organization (WTO).....	15
<b>8. INFORMATION DISTRIBUTION POLICIES .....</b>	<b>16</b>
<b>9. TEAMS, GROUPS, AND INTRACLUB PLAY .....</b>	<b>17</b>
Seasons.....	17
Use of Courts and Times.....	17
Reserved Play Limitations .....	18
Registration and Lottery Reservation Procedures .....	19
Duties of Lottery Court Leaders.....	20
USTA General Guidelines .....	20
Guidelines for SCTA’s Competitive Programs .....	21
SCTA Rating Policy.....	21

# SUN CITY TENNIS ASSOCIATION

League Options .....	24
Duties of Intraclub League Coordinator.....	24
<b>10. SCTA BOARD OF DIRECTORS.....</b>	<b>26</b>
<b>11. SCTA SUPPORT VOLUNTEERS AND AD HOC COMMITTEES.....</b>	<b>36</b>

# SUN CITY TENNIS ASSOCIATION

## 1. GLOSSARY OF TERMS

**BALL MACHINE** – The ball machine is provided by the Sun City Community Association (SCHHCA) for use by all residents of Sun City who have attended the required orientation clinic.

**BBTL** – Beaufort Bluffton Tennis League

**BOD** – Board of Directors

**CHELSEA** – reservations system used by SCHHCA for golf, bocce ball, pickleball, and tennis reservations.

**COURT LOTTERY** – A drawing held three times per year for SCTA groups to secure weekly recurring courts. See [Seasons - Section 9, Page 17](#) for season information.

**EASY SHEET** – document that provides instructions for reserving courts via Chelsea. This document is located on the SCTA website at [sctatennis.com](http://sctatennis.com) or at the Logo Building.

**GETTING STARTED** – document that provides information for players new to tennis or returning to tennis. This document is located on the SCTA website at [sctatennis.com](http://sctatennis.com) or at the Logo Building.

**INTRACLUB** – an SCTA league that is inclusive to any SCTA member of like rating.

**LOGO BUILDING** – Name of building adjacent to Purrysburg Pool and tennis courts on the south side. The Logo Building staff are resources for information on Chelsea reservations, ball machine, lessons, and booking courts.

**SCHHCA** – Sun City Hilton Head Community Association

**SCTA** – Sun City Tennis Association

**USTA** – United States Tennis Association

# SUN CITY TENNIS ASSOCIATION

## 2. SCTA MISSION STATEMENT

The Sun City Tennis Association (SCTA) is committed to creating and maintaining an exceptional tennis environment for its members.

SCTA offers its members:

- an organization structure for competitive and social tennis that fosters individuals, groups, and teams, allowing for personal tennis growth at all levels;
- an advocate for quality maintenance and continued improvement of our tennis facilities, and
- a culture of professionalism, courtesy, and respect.

# SUN CITY TENNIS ASSOCIATION

## 3. GENERAL FACILITY INFORMATION

### Logo Building Operating Hours

Monday – Friday:                    7:00 am to 4:00  
Saturday and Sunday                7:00 am to noon

[Chelsea Home Page](https://hiltheadct.chelseareservations.com) ( <https://hiltheadct.chelseareservations.com> )

Logo Building                                843-705-4043  
Purrysburg Fitness Center:                843-705-4022

### Court Reservation Times<sup>1</sup>

AM	PM
7:30 – 9:00	Noon – 2:00 pm (for leagues)
9:00 – 10:30	2:00 – 4:00 pm (for leagues)
10:30 - noon	4:00 – 5:30 pm
	5:30 – 7:00 pm
	7:00 – 8:30 pm
	8:30 – 10:00 pm
	Courts close & lights are off at 10:00 pm

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<sup>1</sup> These times do not include the ball machine which operates on an hourly schedule other than 7:30 am which has 90 minutes available.

# SUN CITY TENNIS ASSOCIATION

## 4. FACILITIES

### Courts

- SCHHCA has 16 courts, 12 courts with lights on the south side and four courts on the north side, two with lights. These four courts are located near the Argent Lakes Amenity Center. Players are responsible for turning lights off if no reservations follow theirs on Chelsea sheet (in slot file by Logo Building). You can also access the information on the Chelsea app.
- On the south side,
  - light switches are located on the side of the Logo Building next to the men's restroom.
- On the north side,
  - light switches are located between court 16 and the pickleball courts.

### Restrooms

- On the south side,
  - restrooms are located on either side of the Logo Building.
- On the north side,
  - restrooms are located outside at Argent Lakes Pub and Pizzeria (Al's) and inside the Lakehouse.

### Emergency Equipment

- On the south side,
  - a 911 direct dial telephone is located on the west wall outside the Logo Building, next to the men's restroom. The address is posted on the phone. Lifting the handset will automatically dial 911;
  - an Automated External Defibrillator (AED) is located in a box in front of court 5. A second AED is located between courts 3 and 4;
  - a first aid box is located outside the Logo Building. An additional first aid box is located at Purrysburg Fitness Center.
  - if equipment is used, notify an associate in the Logo Building.
  - for Logo Building operating hours, please see p. 3. Purrysburg Fitness Center is open from 6:00 am to 9:00 pm daily.

# SUN CITY TENNIS ASSOCIATION

- On the north side,
  - a 911 direct dial telephone is located on the north side of the golf cart garage. The address is posted on the phone. Lifting the handset will automatically dial 911;
  - an Automated External Defibrillator (AED) is located on the walkway between court 16 and the pickleball courts, as well as on the left wall before the indoor pool in the Lakehouse;
  - a first aid box is located in the Argent Lakes Pro Shop located between Al's and the Lakehouse. A second first aid box is located inside the Lakehouse at the reception area.
  - The Argent Lakes Pro Shop's operating hours are 7:30 am to 5:00 pm daily. Lakehouse is open 6:00 am to 9:00 pm daily.

## **Ice Machine/Water Fountains**

- On the south side,
  - An ice/water machine is located on the pool side of the Logo Building;
  - Additional water fountains for players are located between selected courts.
- On the north side,
  - an ice/water machine is located outside the golf cart garage and a water fountain is located between the two exterior restrooms near Al's.

## **Gazebo - south side only**

- The gazebo, located between court 1 and the pool, may be used for socializing on a first-come, first-serve basis.
- To access the Gazebo, swipe your CAM card to unlock the gate facing court 1.
- When finished, clean up and restore tables and chairs to their original positions.
- When you are through using the Gazebo, simply close the gate and it will lock.

## **Maintenance Issues**

- If you see significant safety issues, bring these to the staff at the Logo Building immediately upon discovery.



# SUN CITY TENNIS ASSOCIATION

## **Walkway**

- Only pedestrian traffic is allowed on walkways around tennis courts. Golf carts, bicycles, scooters, etc., are prohibited.

## **Ball Machine**

- To use the ball machine, you must attend an orientation clinic which is offered once a month. Dates and times for the ball machine orientation are posted at the Logo Building and on the front page of Chelsea. If you have any questions, contact the staff at the Logo Building.

# SUN CITY TENNIS ASSOCIATION

## 5. TENNIS COURT USE GUIDELINES

### Tennis Court Etiquette

- [Tennis Rules](https://sctatennis.com/documents/tennis-rules) ( <https://sctatennis.com/documents/tennis-rules> )

### Court Grooming

- Sweeping all courts is required twice a day - at the start of the noon reservation, and at the end of the 4:00 pm reservation, to be completed by 5:30 pm.

### Wet/Frozen Courts

- Information about the playability of the courts can be checked on [Chelsea](https://hiltheadct.chelseareservations.com) ( <https://hiltheadct.chelseareservations.com> ) or by phoning the Logo Building at 843-705-4034.

### Dress Code

- Tennis shoes designed for clay courts ONLY (no waffle soles) and appropriate tennis attire is required; no denim attire is allowed.

### Pets

- Pets must always be on a leash, no exceptions, and are not permitted on the courts, at the players' seating benches between courts, or in the spectator seating areas.

### Consequences for Inappropriate Behavior/Non-Compliance

- By non-members of SCTA – the issue(s) will be referred to the Health and Wellness Director for evaluation and action taken consistent with the Community Association Guidelines.
- By members of SCTA – The issue(s) will be referred to the SCTA Grievance Committee for evaluation and action. Possible actions may include:
  - a warning to individual(s) involved—generally for a first offense;
  - implementation of sanctions relating to participation in tennis events;
  - loss of pre-placement privileges for a specific period of time;
  - loss of privileges to play in Intraclub or other leagues;
  - permanent loss of membership in SCTA and/or
  - a referral to Health and Wellness Director for further action consistent with SCHCA Guidelines.

# SUN CITY TENNIS ASSOCIATION

## 6. TENNIS RESERVATION PROCEDURES

### Chelsea Tennis Reservation System and Facilities

- Tennis reservations are requested/booked through the [Chelsea Tennis Reservation System](https://hiltheadct.chelseareservations.com) ( <https://hiltheadct.chelseareservations.com> ) or by phoning the Logo Building at 843-705-6234.
- Residents must enroll in the Chelsea system at the Logo Building where Logo staff can assist you. **A CAM card does not provide automatic enrollment.**
- Court reservation instructions are provided on “The Easy Sheet,” which can be picked up at the Logo Building or accessed through [The SCTA External Website](https://www.sctatennis.com) ( <https://www.sctatennis.com> ) under Documents, Board Documents.
- Selecting a time range rather than a specific time results in increasing the odds of getting a court.
- Linking courts together increases the chance of getting overflow.
- Chelsea accepts requests for courts from 4 - 7 days in advance of the day of play and allows bookings 3 days before day of play.

### Request and Booking Options

- The REQUEST OPTION allows for only one play per day rule. Any player may make a single request 4 – 7 days in advance of the day of play. Requests should reflect the names and number of players planning on playing.
- The BOOKING OPTION allows for multiple plays per day if courts are available. After the placement of requests are made and 72 hours before the day of play, unreserved courts may be reserved on a first-come, first-serve basis. HOWEVER, if you are a player already listed on a court assigned through the request option, the only way to be listed on an additional court is through the staff at the Logo Building.

### Rules for use of Chelsea

- **Canceling a Court**
  - If circumstances arise and you cannot use a confirmed booking, cancel the court through [Chelsea](https://hiltheadct.chelseareservations.com) ( <https://hiltheadct.chelseareservations.com> ) or notify staff at Logo Building, as soon as possible.

# SUN CITY TENNIS ASSOCIATION

- **Court Forfeiture**
  - A court is forfeited unless at least two players appear within 10 minutes of the start time. It is then available on a first-come, first-serve basis.
- **Identifying Players**
  - Every attempt should be made to ensure people on the court are those identified in Chelsea. It is understood that on occasion, last minute substitutes can occur.
- **Court Reservation Sheet**
  - After staffing hours, a court reservation sheet is placed in a slot file hanging outside the Logo Building side window. Access reservation information on Chelsea app. Reservations have priority.
- **Placement Preferences**
  - Chelsea will place requests for residents before any request involving guests. Currently, there is no prioritization for doubles over singles, but this may change as our population grows.
- **Chelsea Home Page**
  - [The Chelsea Home Page](https://hiltheadct.chelseareservations.com) ( <https://hiltheadct.chelseareservations.com> ) displays weather conditions and status of court closures. This information is updated as needed during changing weather conditions.

## Guests of Residents (SCHHCA)

- The Sun City Hilton Head Community Association (SCHHCA) requires that anyone playing on Sun City tennis courts who is not a resident must pay guest fees. These fees are community based and they apply at all times.
- There is a \$10 guest fee that will be charged to the guest sponsor's CAM card for each guest up to a total of \$20 per court.
- Residents should identify and check-in their guest(s) at the Logo Building when staffed.
- Residents are responsible for their guests and should ensure guests understand and comply with tennis guidelines and procedures, including proper footwear as described in [Dress Code - Section 5, Page 10](#).

# SUN CITY TENNIS ASSOCIATION

- It should be noted that using “guest” in the Chelsea request option will move that request to the end of all other requests, and if “guest” is still listed on day of play, the player in the first position will be charged the guest fee(s).
- For further information, please refer to the Schedule of Fees and Community Rules for the current year and look under Health and Wellness Fees.

# SUN CITY TENNIS ASSOCIATION

## 7. ORGANIZATION AND PROGRAMS

### Sun City Hilton Head Community Association (SCHHCA)

SCHHCA provides opportunities for all residents, including SCTA members, to improve their tennis skills. These include:

- Open Tennis meets from 7:30 – 9:00 am on Monday, Wednesday, and Friday. This is open to all residents 2.5 level and above, on a first-come, first-serve basis. For more information, please contact the Logo Building.
- Tennis instruction is open to all Sun City residents and guests. Those interested should inquire at the Logo Building or review the bulletin boards at the Logo Building, where instructor contact information and tennis pros bios are located.
- Clinics and other current offerings are located at the Logo Building or can be accessed through the SCTA external website at [sctatennis.com](http://sctatennis.com). You can only register for clinics through the Logo Building.

### Sun City Tennis Association (SCTA)

SCTA sponsors a wide variety of tennis activities and programs. Membership is open to all Sun City residents, and all tennis players are encouraged to join. An annual membership fee is required. For more information, contact a Board member or see our web page at [sctatennis.com](http://sctatennis.com)

- New members enrolling in fall leagues or on or about the club fair date (typically early October) will receive courtesy membership for the remainder of the current year, in addition to the upcoming year.
- Membership fees may be refunded if cancelled by end of January.
- Additional information concerning SCTA activities can be found on the bulletin boards outside the Logo Building or by visiting the SCTA website at [sctatennis.com](http://sctatennis.com).

# **SUN CITY TENNIS ASSOCIATION**

## **SCTA Tennis Events**

Events are scheduled throughout the year and designed to provide an opportunity for SCTA members to meet new people while playing in social and competitive environments. Specific dates and formats are posted on the tennis bulletin boards, at the Logo Building, sent out through email distribution, and posted on the external website ([sctatennis.com](http://sctatennis.com)).

## **Women's Tennis Organization (WTO)**

WTO, a Special Interest Group (SIG) of SCTA, sponsors tennis by promoting fellowship across all player levels and experience. WTO raises funds for Public Tennis, Inc., Bluffton Self-Help, women's breast cancer screening, and other local charities through special events and programs.

A cornerstone program is the Memorial Tennis Scholarship awarded to one or more outstanding high school tennis players in order to further their tennis skills. Monies for these scholarships are collected through tennis tournaments and charity events.

# SUN CITY TENNIS ASSOCIATION

## 8. INFORMATION DISTRIBUTION POLICIES

Email content, list server emails, and bulletin board postings will be limited to Sun City Tennis Association general business and interests ONLY. Examples include volunteer opportunities, SCTA Board business, all SCTA events, USTA, Intraclub, and Lottery drawings. In addition,

- The list server can only be accessed and used by authorized individuals.
- The President or designated Board member must approve all emails and bulletin board postings.
- E-blasts are scheduled for weekly distribution so that information can be gathered into one post. The email message is broadcast using the ISLC server. Therefore, the following disclaimer should appear at the top of the email message in red print:

**Please DO NOT answer this bulletin using the "Reply" key. Messages sent from the SCTA list server are for "Outgoing Mail" ONLY. Please respond to the person listed on the email or any Board Member. The information is for SCTA membership use only and not for personal use.**

- The President or designee will determine if an email is an appropriate method of communication for any distribution of information, or if it should be submitted to the [external web page](https://sctatennis.com) ( <https://sctatennis.com> ), or both.



# SUN CITY TENNIS ASSOCIATION

## 9. TEAMS, GROUPS, AND INTRACLUB PLAY

### Seasons

A season may include several different types of play, including USTA, Intraclub, Rookie League, New-to-Tennis, Men's Hybrid League, and social groups. All participants must be SCTA members. The three seasons occur

- approximately Feb 1 – May 31: spring season
- approximately Jun 1 – Aug 31: summer season
- approximately Sep 1 – Jan 31: fall season

### Use of Courts and Times

- SCTA may reserve courts from 12:00 pm to 7:00 pm.
- SCTA court times include two, two-hour intervals from noon to 2:00 pm and 2:00 pm to 4:00 pm, for leagues. These are followed by 90-minute sessions.
- For any USTA/Adult flight, three courts are normally reserved; guest fees do not apply as each participating team offers hosted matches at their facility. These court assignments follow the USTA South Carolina Match Schedule and Rules. Usually, USTA matches are played at 2:00 pm using the second, two-hour time slot.
- Depending on the number of players, three to nine courts are usually reserved for each SCTA men's or women's Intraclub League (2.5, 3.0, 3.5, and 4.0 levels). Usually, Intraclub matches are played at noon using the first, two-hour time slot.
- Courts may be reserved for leagues catering to new players. In all cases, please check Chelsea for specific days and times. Usually, these leagues do not play in December, January, or February. These leagues include:
  - Tuesday afternoons at 2:00 pm, SCTA offers New to Tennis, a tennis workshop for 2.5 or below players usually scheduled on the North Side.
  - Sunday afternoons from 2:00 – 4:00 pm, there is Rookie League for players 2.5 and under as well as returning players. Rookie League is scheduled during spring and fall. Please check Chelsea for specific courts.
  - Men's 2.5-3.0 Hybrid Tennis - Meets on Sundays from 2:00 – 4:00 pm.

# SUN CITY TENNIS ASSOCIATION

## Reserved Play Limitations

Because of the popularity of tennis, SCTA uses two methods to help evenly distribute available court time during the hours it oversees.

- The first is a simple check to see if there are fewer than four reservations per individual for any given week. If there are four or more, then extra inspection is warranted to ensure no individual player exceeds a limitation of six total reservations. There are some exceptions, including
  - some leagues involve so many people that any one person's commitment to court time is inconsequential; and
  - exceptions are granted for teams or social groups playing at 5:30 pm or later in spring and fall, unless afternoon play becomes overly congested.
- A second, more precise measure of pre-placement limitation is applied, tracking the expected plays per week in prime time (12:00 pm to 5:30 pm) as a result of pre-placement and limiting this value to 2.6 at the beginning of each season.
  - This method accounts for the fact that a reserved spot on a team does not translate directly to the actual likelihood of playing that week. The following percentages of various play during each week indicates the pre-placement value attached to each. For each registration on which a CAM # appears,
    - a USTA team commitment adds **0.15** toward the limit of 2.6,
    - an Intraclub commitment adds **0.45** toward the limit of 2.6,
    - a social group commitment adds **0.7** toward the limit of 2.6.
  - These personal commitments are tracked in season setup software and carefully monitored. If a player approaches or exceeds the 2.6 pre-placement limit, s/he and her/his captain are notified.

# SUN CITY TENNIS ASSOCIATION

## Registration and Lottery Reservation Procedures

SCTA provides the opportunity for its members to reserve 1-3 courts for the duration of a season. This process includes ALL social and league requests. All efforts are made to place each group on courts, but placement is not guaranteed. The process includes the following steps.

- Six to eight weeks prior to each Lottery, specific instructions are posted on [The SCTA External Website](https://www.sctatennis.com) ( <https://www.sctatennis.com> ) under Leagues/Schedules/Forms, Lottery Guidelines & Seasonal Leagues) describing the registration process.
  - Members must go to the “Forms” page and identify intent to lead a group or captain a team, etc.
  - A link to a registration form is then sent to each applicant.
  - Fill out the information required by the form and submit.
  - The lottery season setup team can then determine the optimum court usage and personal commitment levels for the upcoming season.
- Social groups of six or more players may reserve one court for a season. In order to reserve two courts, 12 or more members are required. For three courts, 16 or more members must be listed on the reservation. Three court groups are allowed at 4 pm or later on weekdays, and any time after noon on weekends.
- All players taking part in a team or social group must be paid members of SCTA at the time of submission. Team captains and social group leaders are responsible for ensuring that all players are SCTA members.
- USTA team captains must submit the form to SCTA (in addition to notification of BBTL USTA coordinators) so the season setup team can ensure courts are available. USTA teams are not subject to limitation in number of players for SCTA purposes. They are limited by USTA rules.

# SUN CITY TENNIS ASSOCIATION

## Duties of Lottery Court Leaders

- Social Group Leaders
  - A social group leader controls/manages player names in Chelsea. Four days prior to next day of play, Chelsea runs and sends a confirmation number for the courts to each player listed. Social group leaders (in position one) choose players names from the group roster and decide who will play. Once players are determined, the social group leader inserts the appropriate names in the Chelsea reservation using Booking, Add/Edit or Delete players. Failure to comply with these rules has consequences.
- USTA and Intraclub Captains
  - For leagues (USTA, Intraclub, Interclub matches), names are not required in Chelsea.

## USTA General Guidelines

USTA is a progressive and diverse not-for-profit organization whose volunteers, professional staff, and financial resources support a single mission – to promote and develop the growth of tennis.

At Sun City, players wishing to play on an SCTA sponsored USTA team, must be an SCTA member with a current USTA rating. Club ratings (see SCTA Rating Policy, Club rating) are not the same as USTA ratings. SCTA supports both men and women's USTA teams of various levels (2.5 – 4.0) for those interested in playing more competitive tennis.

Generally, USTA matches are scheduled at 2:00 pm to allow for the completion of matches while not interfering with other leagues. In addition,

- USTA captains are SCTA members who step up to form and lead players into the more competitive world of USTA tennis; and
- USTA matches take place in and outside the gates of Sun City. Generally, these matches occur weekly with day of play being determined by local USTA coordinators. For Sun City, the local organization is Beaufort Bluffton Tennis League, or BBTL for short. The start time of USTA matches is determined by each local hosting facility.

# SUN CITY TENNIS ASSOCIATION

- For more information on USTA teams at Sun City, please refer to the SCTA website (sctatennis.com) or contact our USTA Liaison whose contact information is in the membership directory.
- SCTA members who can guide you in USTA and all other areas of SCTA tennis are the Tennis Ambassadors, whose contact information is on the SCTA website, “Getting Started” sheet, and the membership directory. Take advantage of these volunteers; they are here to help you.

## Guidelines for SCTA’s Competitive Programs

FIRST AND FOREMOST: if a member wants to play social tennis exclusively, a Self or USTA S rating is accepted. SCTA sponsored tennis socials are non-competitive events where ratings are not required.

SCTA’s competitive programs currently include Intraclub Leagues, World Team Tennis Leagues, Mix & Match Tournament and Club Championship Tournament. The **mission** of any of these programs is to provide a competitive, structured, and fun opportunity for **like-rated** SCTA members. Fair play and parity among teams is an expectation.

## SCTA Rating Policy

SCTA is aware that ratings can be a sensitive issue for some of our membership. Some members rarely think about their rating while others are emotionally invested. SCTA recognizes that its policy can never please all members; nevertheless, our goal is to have a policy that promotes the **mission** as stated above.

SCTA will accept two types of ratings for its competitive programs: **Club rating and USTA C rating**. SCTA will **not** accept any Self rating or USTA S rating for its competitive programs.

### ACCEPTABLE

**1. Club rating** – a rating provided by Sun City’s tennis professionals based on performance at a rating clinic. Players who have already received a Club rating from Intraclub Coordinators will retain that rating.

**2. USTA C rating** – a computer-generated rating based on performance in USTA matches over a period of time.

**Note:** An appeal granted by USTA (USTA A Rating) shall be treated the same as a C Rating.

# SUN CITY TENNIS ASSOCIATION

## UNACCEPTABLE

- 3. Self rating** – a rating that a member provides for themselves when registering for SCTA membership - based entirely on the member's self-evaluation.
- 4. USTA S rating** - a self rating based on answers to a questionnaire that a player fills out when joining (or rejoining) USTA - the answers are taken at face value.
- 5. USTA *Expired* rating** - player has been inactive in USTA for so long that their rating has expired; player no longer has the rating they once had. The player's rating type is changed to a Self rating in SCTA's database.

## Rating changes will be obtained through the following:

- 1. New Members** - New SCTA members without a USTA C rating, *MUST* obtain a club rating to participate in any competitive SCTA events including Intraclub Leagues, World Team Tennis Leagues and SCTA tournaments. If a member is interested in playing social tennis exclusively, a Self rating or USTA S rating is acceptable.
- 2. Current SCTA members with a USTA C (Computer) rating** - Any current SCTA member with a USTA C (Computer) rating can participate in SCTA competitive events.
- 3. Current SCTA members who are Self rated** - Current SCTA members who are Self rated *MUST* get club rated in order to be considered for play in any SCTA competitive event. Individuals may sign up for a Club rating clinic once every six months.
- 4. Current SCTA members seeking a level change** - Any SCTA member who wishes to determine current skill level can be Club rated by signing up for a Club rating clinic, which they are able to do once every six months. The outcome, either up or down, will be valid for Sun City competitive events and if higher, will supersede a lower USTA rating for Sun City competitive events.

**NOTE:** In a situation where a player has two ratings (Club and USTA), the higher rating prevails for all SCTA competitive tennis. If someone has a 3.5 USTA C rating and gets re-rated at a 4.0 Club rating, they may not enter an SCTA tournament at the 3.5 level.

**APPEALS of Club ratings** - SCTA members who wish to appeal their Club rating may do so by contacting the Pros and scheduling a meeting to discuss the outcome. If an individual has been playing Intraclub tennis, they may request that the Intraclub

# SUN CITY TENNIS ASSOCIATION

coordinator provide supporting documentation to be presented to the Club Pros to assist in the appeal of a Club rating. The Appeal must occur within 10 days of the rating email provided to the member following the rating clinic.

**5. Current SCTA members that are determined to need a Club rating based on their ability or inability to perform at current level** - A player asked to Club rate under these circumstances is being asked to do so to support SCTA's competitive tennis mission statement. An individual may need to rate up or down based on the abilities displayed during play.

This can be a sensitive issue, but if evidence indicates that a player's overall match skills and performance record are not equal to or even exceed the required level of play, the player may be asked to get re-rated to determine the level at which they should be playing.

These situations require a **personal** discussion between the League Coordinator and the individual being asked to re-rate. The conversation should focus on evidence (match skills and performance record) that indicates the player needs to be evaluated to determine appropriate level of play.

## **Club Rating Clinic**

Each month, generally the first Saturday, the tennis pros offer time to evaluate SCTA members' club ratings. If you want to participate, sign up at the Logo Building. The cost is \$5.

There are always at least two tennis pros at each clinic. In the clinic, you will be asked to

- warm up—including volleying at net, hitting back and forth across the net, hitting cross court;
- serve and return but do not play the points out;
- serve, return, and play points; and
- at times, move and play with and against various partners.

**REMEMBER:** the tennis pros are looking for an overall performance not just groundstrokes. What you do with your feet and how you position yourself after hitting the ball are very important. Relax and avoid having “cement” feet. The pros consider decision-making, ability to strategize, footwork, positioning, and other skills necessary to play at certain match levels.

If a member is unhappy with their revised rating, they can schedule a time to discuss it with the pro.

# SUN CITY TENNIS ASSOCIATION

## **Post Rating Clinic Process**

After evaluation, the tennis pro will provide the Logo Building staff with the list of players and their club ratings. Logo staff will notify the players and send the list to the Director of Membership for SCTA, as well as League Coordinators to update accordingly.

The Director, Membership, will update the electronic membership directory, denoting the level as Club Rated in lieu of a USTA, or Self-Rated. In the rating, players may receive an additional symbol indicating high skills (+) or lower skills (-).

An SCTA member can only apply for a club rating every six months.

## **League Options**

- At Sun City, Intraclub leagues are established for men and women from 2.5 to 4.0 ratings. Since there are very few men at the 2.5 level, a special hybrid league for beginning male players is run on Sundays at this level.
- In general, Intraclub participation shall be inclusive for any SCTA member of like rating. It is not to be used as a means to acquire a private group outside of the Lottery.
- Each Intraclub has the option to elect a coordinator or have one appointed by the Board. The coordinator creates and manages a league, with teams, or a structured round robin program over a specified period of time each season. The precise construct shall be determined by a majority vote of league's members and communicated to the coordinator.

## **Duties of Intraclub League Coordinator**

The League Coordinator shall establish details for her/his league such as the number and size of teams, the policy on use of subs, fees, etc. Special responsibilities of the League Coordinator include:

- Compile and publish weekly match results and team standings, as requested.
- Arbitrate conflicts.
- Act as a vote tie break in case captains are at an impasse.
- Act as a liaison between the Intraclub, BOD, and court scheduler.



# SUN CITY TENNIS ASSOCIATION

- Create all documents and spreadsheets needed to run the league.
- Oversee the orderly running of the captains' meetings and draft.
- Verify that the captains abide by and adhere to the guidelines listed above.
- Each coordinator shall communicate the need to avoid going over scheduled time limits. Unlike USTA, Sun City Intraclub players must leave the courts at the end of their allotted time.
- Ensure all players are at skill level, and if not, enforce club rating policy.

# SUN CITY TENNIS ASSOCIATION

## 10. SCTA BOARD OF DIRECTORS

- President
- Vice President
- Secretary
- Treasurer
- Director, Membership
- Director, Tennis Ambassadors
- Director, at Large
- Director, Ombudsman
- Immediate Past President

For more information on terms of service as well as the nomination and election procedures please refer to [SCTA Bylaws](https://sctatennis.com/wp-content/uploads/2022/05/Tennis-By-laws-2022-with-signatures.pdf) ( <https://sctatennis.com/wp-content/uploads/2022/05/Tennis-By-laws-2022-with-signatures.pdf> ) sections C and D respectively. The following pages provide individual position descriptions.

# SUN CITY TENNIS ASSOCIATION

## President

Title of Position: President

Reports to: Board of Directors

Job Description: The primary purpose is to coordinate all functions of SCTA.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations
- Responsible to give each member of the Board access to SCTA Policies and Procedures Manual.
- Preside over monthly meetings and periodic general membership meetings of SCTA.
- Communicate with the SCHHCA General Manager and BOD, Health and Wellness Manager, Facilities Service Director, and Lifestyle Director on needs of SCTA.
- Work with individual members of the BOD and committee chairpersons to assist with learning and carrying out their duties/responsibilities as described herein.
- Mentor Vice-President for position of President.

### Specific Duties and Responsibilities:

- May work as a member of committees under SCTA and/or appoint another BOD member to work with a committee, including the Grievance Committee.
- Send the membership emails via list server to membership as needed.
- Respond to members' emails in a timely fashion.
- Create and distribute agenda for monthly BOD meetings and general membership meetings.
- Conduct the monthly BOD meetings and general membership meetings.
- Appoint SCTA volunteers and Tennis Ambassadors.
- Work with the Media Consultant to submit announcements and publications to Sun City TV, newspapers, and other media and/or publications. Also, responsible for any SCTA newspaper and TV interviews.
- Approve the membership directory prior to final publication/printing.
- Resolve disputes on issues, policies, or procedures not specifically covered here.
- Appoint past president and general SCTA members to Grievance Committee.

# SUN CITY TENNIS ASSOCIATION

## Vice President

Title of Position: Vice President

Reports to: Board of Directors

Job Description: Perform the duties of the President in his/her absence.  
Prepare to move into the position of SCTA President.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Attend monthly and general membership meetings of the SCTA BOD.
- Attend general and special membership meetings of SCTA and other meetings as directed by the President.
- Take on various projects as needed, and/or as requested by the President and BOD.
- Work with President to provide consistency in the President's position.

### Specific Duties and Responsibilities:

- Work closely with the President to stay up to date with all tennis club business, and all committees' activities as well as assigned projects.
- Handle communications including the weekly Eblasts. The Vice-President may delegate this responsibility to another Board member.
- Eblasts must contain the following:  
**Please DO NOT answer this bulletin using the "Reply" key. Messages sent from the SCTA list server are for "Outgoing Mail" ONLY. Please respond to the person listed on the email or any Board Member. The information is for SCTA membership use only and not for personal use.**
- Serve as a single point of contact for suggestions to modifications of the external website. Once collected, initiate discussion with the BOD prior to discussing with the website manager to make the updates. The Vice-President may delegate this responsibility to another Board member.
- Serve as the chairperson of the Ad hoc Grievance Committee, as needed.
- Own/manage (or delegate to another Board member) the Policy and Procedures Manual including:
  - collecting all input for updates/revisions,
  - outsourcing work to produce an updated document, if necessary, and
  - ensuring the native file and final PDF are stored in an approved location for subsequent SCTA members to access (e.g., the cloud, SCTA, Google drive, Dropbox, etc.).

# SUN CITY TENNIS ASSOCIATION

## Secretary

Title of Position: Secretary

Reports to: Board of Directors

Job Description: The primary purpose of the Secretary is to record the minutes at all board meetings and executive sessions. The secretary maintains documents of the association as requested by the President.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Attend monthly and general membership meetings of the SCTA BOD.
- Record the minutes for the monthly Board, general, and special meeting minutes as well as executive sessions, in a timely manner.
- Keep all approved minutes for future reference.
- Email minutes to President for revisions, corrections, and suggestions.
- Email final version of meeting minutes to the President for approval before distributing to the membership.
- Upon approval, distribute minutes by emailing them to
  - Vice President (or designated Board member) for Eblast,
  - Website Manager for upload to SCTA website, and
  - Post to bulletin board by Logo Building.
- Posts minutes within one (1) week as required by SCTA By-laws.
- Reserves rooms for all board meetings and other rooms as required.
- Trains a designated BOD member to assume the responsibilities of Secretary in his/her absence.
- Mentor incoming Secretary.

# SUN CITY TENNIS ASSOCIATION

## Treasurer

Title of Position: Treasurer

Reports to: Board of Directors

Job Description: The Treasurer is responsible for SCTA's financial records as follows:

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Attend monthly and general membership meetings of the SCTA BOD.
- Keep all records of financial transactions and assets.
- Maintain SCTA's checking account.
- Deposit checks from Community Association for annual dues.
- Develop annual budget to be presented at final general membership meeting.
- Produce an annual financial report, on a calendar year basis, submitted to the Community Association as required.
- Mentor incoming Treasurer.

### Specific Duties and Responsibilities:

- All expenditures of SCTA are to be paid by check.
- Treasurer can issue checks up to \$500 on his/her signature alone; larger checks need to have two signatures.
- Maintains SCTA's financial archives for a seven-year period. (Approved treasurer reports are to be stored for future reference). At end of his/her term in office, hands over the archives in good order to his/her successor.
- Presents a monthly financial report and supporting documents at monthly and general membership meetings of the SCTA BOD.
- Maintains liaison with the Community Association Auditors and Finance Committee.

### Helpful Assets:

- familiarity with Quicken software for PC

# SUN CITY TENNIS ASSOCIATION

## Director, Membership

Title of Position: Director, Membership

Reports to: Board of Directors

Job Description: Maintains membership database. Receives completed membership forms and uploads this information into the membership database/spreadsheet. Invoices Community Association to collect annual dues.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Attend monthly and general membership meetings of the SCTA BOD.
- Keep data base current by entering new member information and deleting obsolete member information.
- Ensure data is consistent between SCTA, Chelsea, and the list server.
- Submit SCTA membership billing to Community Association on a monthly basis. The Community Association mails checks to SCTA Treasurer.
- Invoice Community Association for fees associated with various events.
- Coordinate activities for the annual Charter Club Fair with Director, Tennis Ambassadors.
- Mentor successor.

### Specific Duties and Responsibilities:

- Maintain the electronic membership database/spreadsheet, including posting a monthly directory in PDF form on the SCHHCA website. Forward updated membership summaries to SCTA BOD, the Court Scheduler, the Director, Tennis Ambassadors, and the Logo Building.
- Enter the members' email addresses into the ISLC database in a timely manner.
- Work with Director, Tennis Ambassadors, and USTA Liaison to provide contact information on new members.
- Manage or delegate the formation and operation of an annual electronic sign-up form for renewal of membership or adding new members.
- Make necessary changes to electronic directory when monthly club ratings are issued.

# SUN CITY TENNIS ASSOCIATION

## Director, Tennis Ambassadors

Title of Position: Director, Tennis Ambassadors

Reports to: Board of Directors

Job Description: Contact and advise all new SCTA members of SCTA rules and opportunities. Work with Tennis Ambassadors to provide an orientation with information listed below. Serve as a liaison to the Board of Directors for the needs of all new SCTA members.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Attend monthly and general membership meetings of the SCTA BOD.
- Work with the Logo Building staff to keep “Getting Started” sheet up-to-date.
- Ideally, ask Tennis Ambassadors to represent one level of rating—2.5, 3.0, 3.5, and 4.0 for both men and women. At times, one tennis ambassador may be asked to handle two continuous (3.5 and 4.0 for example) levels.
- Working with ambassadors, provide the “Easy Sheet” to new players and help them locate and use the Logo Building staff to enroll in Chelsea.
- Working with Ambassadors, inform new players who are not SCTA members of the advantages of membership in SCTA.
- Submit a monthly report to the BOD on Ambassador activities related to your position.
- Work with the Board to improve the role of Tennis Ambassador within the SCTA.
- Staff the SCTA Club’s table at the yearly Club Fair, along with working with the Director of Membership.
- Remind Ambassadors to avoid any complications involved in being a USTA team captain while serving in the Ambassador position.
- Work with Tennis Ambassadors to set up a system for following new members to help them reach their goals.
- Mentor successor.



# SUN CITY TENNIS ASSOCIATION

## Director, at Large

Title of Position: Director, at Large

Reports to: Board of Directors

Job Description: Floating Director able to assist and/or take on various projects as needed.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Attend monthly and general membership meetings of the SCTA BOD.
- Work with BOD to secure dates for upcoming events such as visiting groups, celebrations, and other scheduled activities. All events must have BOD approval.
- Work with Secretary to complete any forms, such as room reservations, required by Lifestyles for an event.
- Recruit ad hoc committee members to assist with each event. If necessary, set theme for the event.
- Work closely with each committee member to accomplish goals.
- Work with BOD to determine a budget for each event.
- Mentor successor.

### Specific Responsibilities:

- Responsible to keep committee members informed of their budget.
- Initial budget should reflect a break-even target.
- Expenses are not to be held to the end of the event but must be paid as they accrue.

### Helpful Skills:

- An outgoing personality.
- Ability to organize a committee
- Creativity

# SUN CITY TENNIS ASSOCIATION

## Director, Ombudsman

Title of Position: Director, Ombudsman

Reports to: Board of Directors

Job Description: The Ombudsman oversees the quality of the courts by identifying problems and concerns and taking the necessary steps to solve any issues.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Attend monthly and general membership meetings of the SCTA BOD.
- Walk the courts on a regular basis noting any concerns.
- Receive complaints/concerns verbally, by phone, email, or by personal observation.
- Investigate complaints/concerns and report item to SCHHCA staff, Head of Maintenance, or BOD as necessary.
- Act as a liaison between the BOD and the SCHHCA staff to achieve equitable solutions.
- Mentor successor.

### Specific Duties and Responsibilities:

- Maintain open communication with BOD and general membership.
- Maintain courtside clocks, windscreen ties, scoreboards, court net tops, and grooming mats and brooms.
- Submit work orders to Facility Maintenance or Logo Building.
- Follow-up on work orders and provide updates to the BOD during monthly meetings.

# SUN CITY TENNIS ASSOCIATION

## **Immediate Past President**

Title of Position: Immediate Past President

Reports to: Board of Directors

Job Description: Serves as an advisor to the current President and SCTA BOD. Does not vote on any matters during monthly or general membership SCTA Board meetings.

# SUN CITY TENNIS ASSOCIATION

## 11. SCTA SUPPORT VOLUNTEERS AND AD HOC COMMITTEES

### SCTA SUPPORT VOLUNTEERS

SCTA volunteers serve at the pleasure of the BOD with no defined term limits. These positions include,

- Intraclub Coordinator
- Intraclub Liaison
- Media Consultant
- Photographer
- SCTA External Website Manager—[sctatennis.com](http://sctatennis.com)
- SCTA Tennis Ambassadors
- USTA Liaison
- USTA Mix and Match Tournament Director

### SCTA COMMITTEES

All SCTA committees are Ad Hoc.

- Grievance Committee
- Nomination and Election Committee

# SUN CITY TENNIS ASSOCIATION

## Intraclub Coordinator

Title of Position: Intraclub Coordinator

Reports to: Board of Directors

Job Description: Uphold the mission of SCTA Intraclub

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHCA Rules and Regulations.
- In general, provide a competitive, inclusive atmosphere for members of like rating.
- Ensure that players meet the requirements of play. If they have not played USTA nor SCTA events for two years or more, you should ask them be club rated.
- Manage either a league, with teams, or a structured round robin program over a specified period of time each season. The precise construct shall be determined by a majority vote of the league's members and communicated to the coordinator.
- Establish details for her/his league such as the number and size of teams, the policy on use of subs, absences, fees, etc.
- Work with scheduler to reserve courts each season.

### Special Responsibilities:

- Compile and publish weekly match results and team standings, as requested.
- Arbitrate conflicts.
- Act as a tie break vote when captains are at an impasse.
- Create all documents and spreadsheets needed to run the league.
- Oversee the orderly running of the captains' meetings and draft.
- Verify that the captains abide by and adhere to the guidelines listed above.
- Each coordinator shall communicate the need to avoid going over scheduled time limits.
- Ensure all players are at skill level, and if not, enforce club rating policy.

# SUN CITY TENNIS ASSOCIATION

## Intraclub Liaison

Title of Position: Intraclub Liaison

Reports to: SCTA Board of Directors

Job Description: Work with SCTA members to facilitate Intraclub leagues playing in Sun City. Provide a communication conduit between players and Intraclub Coordinators and Intraclub Coordinators and the SCTA BOD.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services and SCHHCA Rules and Regulations
- Mentor Intraclub Coordinators with issues resulting from Club Rating Policy
- Be the voice of the SCTA membership while supporting Intraclub.
- Reach out to SCTA members to join Intraclub leagues.
- Conduct meetings and gatherings, as necessary, to support Intraclub Coordinators and members.
- Assist Intraclub Coordinators with organizing their league.
- Help with the language for discussing the need to club rate with specific players
- Work with Intraclub Coordinators to eliminate problems with players' availability due to scheduling conflicts with USTA teams.
- Work with the Director and membership to distribute new member's contact information to Intraclub Coordinators

# SUN CITY TENNIS ASSOCIATION

## Media Consultant

Title of Position: Media Consultant

Reports to: Board of Directors

Job Description: Liaison for SCTA media coverage, including print and TV

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Provide and coordinate information to media outlets such as Sun City TV, SunSations, local newspapers and other media, as needed.
- Submit monthly chartered club information to SunSations magazine for publication.
- Submit announcements to other community magazines and newspapers, as needed.

# SUN CITY TENNIS ASSOCIATION

## Photographer

Title of Position: Photographer

Reports to: Board of Directors

Job Description: Photograph SCTA events

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Take pictures of SCTA special events and activities as requested by the BOD, Committee Chairs, and/or Tournament Directors. Submit pictures to Media Consultant and/or SCTA External Website Manager, as requested.



# SUN CITY TENNIS ASSOCIATION

## SCTA External Website Manager

Title of Position: SCTA External Website Manager

Reports to: Board of Directors

Job Description: Responsible for placing information on the SCTA external website and maintaining it per instructions from the BOD.

### General Responsibilities:

- Maintain [www.sctatennis.com](http://www.sctatennis.com)
- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Receive documents, pictures, notifications, schedules, general information and any other data provided by the BOD for inclusion on the website.
- Mentor successor.

### Specific Duties and Responsibilities:

- Manage content as directed or suggested by the Vice President and approved by the BOD.
  - Note: Suggestions for website modification are the responsibility of the Vice President. All modifications must be approved by the BOD before posting.
- Visit the website periodically to ensure all aspects are functional, up-to-date, and clearly marked.
- Update calendar of events upon notification from BOD.
- Update all BOD documents as necessary.
- Arrange with domain managers for the annual cost of managing the site and communicate this cost to the Treasurer.

# SUN CITY TENNIS ASSOCIATION

## Tennis Ambassador

Title of Position: Tennis Ambassador

Reports to: Director, Tennis Ambassadors

Job Description: Works as an ambassador to help new residents acclimate to tennis within Sun City, while learning about the opportunities and benefits of joining SCTA. Represent SCTA with a positive and encouraging emphasis as s/he meet new residents and members.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Represent your level of tennis for corresponding new players and members. Ideally, Tennis Ambassadors will represent one level of rating—2.5, 3.0, 3.5, and 4.0 for both men and women. At times, one tennis ambassador may be asked to handle two continuous (3.5 and 4.0 for example) levels.
- Make sure each new player receives a copy of the “Getting Started” sheet with the current information on SCTA, dues, rating clinics, leagues and other playing opportunities.
- Distribute the “Easy Sheet” and help new members understand how important it is to work with the staff at the Logo Building.
- Make sure the new members get added to Chelsea.
- Work SCTA events connected to membership such as the Club Fair.
- Working with Director, Tennis Ambassadors, follow up with new members to make sure they are reaching their goals within the Sun City tennis community.

# SUN CITY TENNIS ASSOCIATION

## USTA Liaison

Title of Position: USTA Liaison

Reports to: Board of Directors

Job Description: Work with members to facilitate USTA teams playing out of Sun City. Provide communication between the membership and USTA. Serve as liaison to the Board of Directors for the needs of the SCTA members wanting to participate in USTA.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, SCHHCA, and USTA Rules and Regulations.
- Be the voice of the SCTA membership while supporting USTA.
- Reach out to SCTA members to support USTA.
- Make sure all USTA guidelines are followed by SCTA.
- Work with the Director, Membership to distribute new members' contact information to USTA captains.
- Develop a list of USTA Captains and teams.
- Conduct meetings and gatherings to support USTA members and captains.
- Mentor successor.

# SUN CITY TENNIS ASSOCIATION

## Mix and Match Tournament Director

Title of Position: Mix and Match Tournament Director

Reports to: Board of Directors

Job Description: Organizes and coordinates SCTA's annual Mix and Match Tennis Tournament

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Coordinate with the assigned BOD Liaison to ensure compliance with all rules and regulations.
- Develop the entry form that will list sponsors and tournament events.
- Update tournament events with committee members as needed.
- Establish a budget and present to BOD for approval. The initial budget should reflect a "break even" objective.
- Mentor successor.

### Specific Duties and Responsibilities:

- Establish tournament dates with BOD approval.
- Coordinate with Court Scheduler.
- Appoint chairpersons as needed for awards (tee shirts, prizes, etc.), food (tournament, players party, volunteers party), and any event sponsors.
- Post-match results and schedules daily.
- Oversee operations assigned to chairpersons.
- Provide post tournament report, including budget.

# SUN CITY TENNIS ASSOCIATION

## Grievance Committee

Title of Position: SCTA Grievance Committee, Vice-President,  
Chair

Reports to: Board of Directors

Job Description: Addresses grievances brought to the attention  
of the SCTA BOD.

This Committee is appointed by the SCTA Board President and is  
comprised of the following:

- The SCTA Vice President – Chairperson
- One Past President
- Two SCTA Members

General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Evaluate grievance and determine appropriate action.
- Refer issues for non-members to the Health & Wellness Director for evaluation and action consistent with the SCHHCA Guidelines.

# SUN CITY TENNIS ASSOCIATION

## Nomination and Election Committee

Title of Position: Chairperson, Nomination and Election Committee is appointed by the BOD President.

Reports to: Board of Directors

Job Description: Chair establishes a committee to make recommendations for nominations for open positions to the SCTA Board of Directors.

### General Responsibilities:

- Follow all SCTA, Lifestyle Services, and SCHHCA Rules and Regulations.
- Reinforce the need for confidentiality throughout the entire process to committee members.
- Explain the procedure for approaching a possible candidate to the committee members.
- Ensure committee members understand and adhere to nomination processes described in SCTA Bylaws.
- Recruit potential BOD candidates considering specific skills needed for each position and present names to the BOD for consideration.
- Oversee elections and ballot counts.
- All committee members are expected to participate in the search for candidates.
- Persons serving on the Nomination and Election Committee are not eligible for consideration as a candidate for a position on the BOD.
- The BOD may make recommendations to the Nomination and Election Committee for consideration.

# SUN CITY TENNIS ASSOCIATION

## Revision History

9/2024	Update Competitive Program/Ratings Policy; annual review.	9/2024 SCTA Board Approval	11/2024 Membership Approval
1/7/2025	Clarify visiting USTA teams do not pay guest fees; consistent use of BOD; update Director, Events to Director at Large and responsibilities	1/2025 SCTA Board Approval	Not required as no substantive changes