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<b>Approved by:</b>	<b>Parks, Forestry and Recreation Tennis Steering Committee</b>
<b>Date Approved:</b>	<b>November 17, 2017</b>

**Purpose:** The *Outdoor Community Tennis Club Procedures and Guidelines* support the *Policy for Outdoor Community Tennis Club Operations* and the establishment, operations and dissolution of Community Tennis Clubs using City of Toronto outdoor tennis courts.

The *Outdoor Community Tennis Club Procedures and Guidelines* document will be reviewed every five (5) years or as deemed required by the Division.

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**Scope:** These procedures and guidelines apply to outdoor Community Tennis Clubs operating on City of Toronto tennis courts.

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

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**Definitions:**

**Commercial Activities**  
For the purpose of these procedures, any activity in which a person, group, or organization charges fees to clients to conduct organized recreation activities or services on a City tennis court including a Community Tennis Club location.

**Community Tennis Club**  
A Community Tennis Club is a not-for-profit organization managed by volunteers. A Club obtains permits to operate on facilities owned by the City.

**Court Hours**  
Court hours are categorized as "non-prime time" or "prime time" and defined as follows:

**1. Non-Prime Time:**  
7:00 a.m. – 4:00 p.m. Monday to Friday

**2. Prime Time**  
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:

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4:00 p.m. - Dark on Monday to Friday  
8:00 a.m. - Dark on Saturday/Sunday/Holidays

### Division

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

### Guest

A Guest is an individual accessing a court during Community Tennis Club permitted hours who is accompanied by a current Community Tennis Club member.

### Non-member

A Non-member is an individual accessing a court during Community Tennis Club permitted hours and is not accompanied by a current Tennis Club member.

### Special Event

A special event includes any activity involving sound amplification, installation of a tent/stage or where liquor will be served. Refer to *City of Toronto Special Event Policies and Procedures for City Parklands* for full special event requirements.

### Tennis Liaison Committee

The Tennis Liaison Committee is comprised of designated Division staff, a maximum of two (2) representatives from each of the Regional Tennis Organizations, and one (1) representative from a group formed from existing Independent Tennis Clubs from across the City of Toronto.

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### Criteria & Conditions:

**In addition to the conditions and processes set out in the *Policy for Outdoor Community Tennis Club Operations*, the following criteria and conditions also apply to outdoor community tennis club operations:**

#### Permit Conditions

- Community Tennis Clubs may operate between April 1st and October 31<sup>st</sup>, weather permitting.
- Community Tennis Clubs will have water and hydro services available from the beginning of April to October 31<sup>st</sup>, pending weather conditions.

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- The permit fee allows Community Tennis Clubs to operate during prime-time hours.
- The Division will have the first right of refusal for non-prime time hours. Community Tennis Clubs may permit available non-prime time hours at no additional fee.
- Community Tennis Clubs will pay the relevant permit fees to the City of Toronto. The Division reserves the right to increase permit fees due to inflationary costs.
- The Division reserves the right to modify permit times based on community needs including proximity to residential frontage.
- There is absolutely no subletting of City facilities. Community Tennis Clubs who sublet a City of Toronto facility may risk their permit being cancelled immediately and may jeopardize future permitted time with the City of Toronto.
- Additional permits may be required, and Council-approved permit fees may apply, for social gatherings and special events as per the *City of Toronto Non-Profit / Charitable Special Event Guidelines for City Parklands*.

### Special Events

- Special events require a separate permit application form to be completed.
- Where alcohol will be served Community Tennis Clubs must complete and apply for a liquor licence from the Alcohol and Gaming Commission of Ontario.
- Any Community Tennis Club interested in operating a special event must follow the *City of Toronto Special Event Policies and Procedures for City Parklands*.
- Sale or Service of Food and Non-Alcoholic Beverages
  - If a Community Tennis Club plans to sell or serve food or non-alcoholic beverages at a special event, the Division will send

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notification to the Toronto Public Health Division (TPH) on the Club's behalf.

- Clubs will be required to contact TPH to gain the necessary approval. Please be advised that TPH requires a minimum of 15 days' notice to process all requests.

- **Waste Management**

- Community Tennis Clubs are responsible to remove waste / recycling (e.g. piles of pizza boxes, tennis ball canisters, garbage) associated with special events at their expense. Arrangements can be made through the Solid Waste Management Division.

### **Social Gatherings**

- Outside the criteria for special events identified in the Definitions section, where a Community Tennis Club offers social gatherings for Community Tennis Club members within the court enclosures and/or clubhouse, this is deemed regular Community Tennis Club operation and does not require a separate special event permit.
- As with special events, Community Tennis Clubs are responsible to remove waste / recycling (e.g. piles of pizza boxes, tennis ball canisters, garbage) associated with social gatherings at their expense. Arrangements can be made through the Solid Waste Management Division.

### **Community Tennis Club Fees & Rates**

- Permit rates are included in the Division's user fees submission to City Council for approval annually. Division staff will produce a fee chart, reflecting the approved fees and rates for permits, membership rates and daily maximum rates for Guests and Non-members.
- **Guests:**
  - Where guest fees are collected, rates shall be established by the Community Tennis Club and cannot exceed the daily rate in the fee chart.
  - Guests are required to pay any applicable guest fees, where collected, outside public hours.
  - Fees do not apply during public hours.

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- Non-members:
  - Where non-member fees are collected, rates shall be established by the Community Tennis Club and cannot exceed the daily rate in the fee chart.
  - Non-members are required to pay non-member fees, where collected, outside public hours (e.g. accessing a vacant court during Community Tennis Club permitted hours).
  - Fees do not apply during public hours.

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

- Public hours apply to all courts at a Community Tennis Club location (excluding clay courts).
- Access to public hours shall be on a first-come, first-served basis in accordance with the Club's posted sign-up procedures.
- Community Tennis Club programming and commercial activities are prohibited during public hours.
- Public hours may be jointly reviewed as necessary by the Tennis Liaison Committee and Division.
- Clubs must provide public access to use courts and practice courts (excluding clay courts) as follows:
  1. For a minimum of six (6) regularly scheduled prime-time hours per week, two (2) of the six (6) hours must be made available on weekends and holidays. Public hours must be scheduled in time blocks of (at least) two (2) hours at a time. For the purpose of scheduling holiday hours, "holiday" shall refer to actual holiday dates (e.g. Canada Day – July 1<sup>st</sup>). A list of holiday dates within the tennis season will be circulated to Clubs by the Division at the start of the season, annually.
  2. At approved court times outlined in this document not covered by Community Tennis Club permits.
  3. On vacant courts during Community Tennis Club permitted hours provided the non-member:
    - a. Pays the agreed upon non-member club fee, according to City established maximums.

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- b. Tags/signs up according to club procedures.
- c. Abides by the rules of the club.

- Guests and non-members must abide by the posted rules and regulations of the Community Tennis Club.

**General:**

- City of Toronto tennis courts and associated fencing will be built and maintained according to the standards set out in the City of Toronto Tennis Court and Fencing Standards section below.
- The Division will provide the standard level of service set out in the City of Toronto Standard Level of Community Tennis Club Court Service section below
- Video and surveillance equipment including web cameras are governed by the Security Video Surveillance Policy and Corporate Security Policy. Requests to install surveillance equipment by Community Tennis Clubs on any City of Toronto property or issues around safety/vandalism should be referred to the local Parks Supervisor.



**Procedures:**

**Permit Applications**

1. To receive a permit, each Community Tennis Club must submit the following to the Division no later than March 1<sup>st</sup> of each year:
  - a. A completed permit application form requesting hours needed for Community Tennis Club programming.
  - b. A copy of the previous annual general meeting notices and minutes where applicable.
  - c. A total count of all members divided by category. The Division reserves the right to require the permit holder attest to membership residency and membership totals in a signed affidavit.
  - d. Complete list of its current executive; contact information for the Community Tennis Club including general contact information for the permit representative and contact information for the

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Community Liaison representative.

- e. Financial statement covering the previous year's operation. The Division reserves the right to request an Audited Statement at the Community Tennis Club's expense.
  - f. A current copy of the Community Tennis Club constitution and/or bylaws, along with a copy of its rules and regulations and public times. Community Tennis Clubs shall advise the Tennis Liaison Committee and Division of any changes thereto.
  - g. Proof of insurance that meets minimum City of Toronto requirements.
2. Provided that the Community Tennis Club has no outstanding liabilities to the City of Toronto or Tennis Liaison Committee (e.g. permit fees, group insurance fee) and the preceding is complied with, the Community Tennis Club permit will be issued by the Division no later than March 31<sup>st</sup>.
  3. Once a Community Tennis Club has received its permit, public court hours will be posted at the Club location and on Parks, Forestry and Recreation's tennis webpage for the public to view.

### **Permit Extensions**

1. Community Tennis Clubs can request an extension to use the courts beyond the standard season dates noted under Permit Conditions in the Criteria & Conditions section.
2. A formal request must be submitted to the Division at least two weeks prior to the end of the season through the Club's designated Permit Officer.
3. The Division will review the request considering:
  - Staffing levels
  - Weather and forecast
  - Risk factors (frost, leaf fall, etc.)
  - Additional factors affecting courts use (e.g. access route to courts)
4. Division staff will inform Club representatives of the final decision. If approved, the designated Permit Officer will amend the club permit.

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### Community Tennis Club Capital Repairs

Where the Community Tennis Club repairs, augments or upgrades tennis courts and/or clubhouses and the work does not exceed \$50,000, the Community Tennis Club will ensure it follows the City's Fair Wage and labour trade union contracts as applicable.

Any upgrades to tennis courts, clubhouses or facilities undertaken by the Community Tennis Club must meet applicable Accessibility for Ontarians with Disabilities Act (AODA) standards and requirements.

Community Tennis Clubs must comply with the User Improvements for Community Tennis Club Building and Surrounding Area (Parks Development and Capital Projects process) requirements including, but not limited to the following:

- Prior to the commencement of any renovations and/or modifications to a city-owned facility to be carried out by a Community Tennis Club, a Letter of Intent must be provided by the Club to the City that will identify all relevant details regarding the proposed renovations and/or modifications.
- All proposed renovations to city-owned facilities by Community Tennis Clubs require review and approval by City staff.
- All approved renovations and/or modifications become the property of the City of Toronto.
- Work carried out on a City facility without prior written approval may be removed by the City and the facility brought back to its original condition at the expense of the Community Tennis Club.
- The Community Tennis Club and the City are required to execute a User Improvements Letter prior to the start of construction.
- The Community Tennis Club will provide the City a letter from a recognized financial institution stating that the Community Tennis Club has the funds to cover all costs of the proposed construction.
- The Community Tennis Club will submit a certified cheque payable to the City of Toronto in the amount of 25% of the value of the construction costs. The cheque will be returned when the project is completed, the 45 day lien period has expired and project accepted by the City.
- In the event that the work is not completed, the Community Tennis Club will be held accountable for the completion of the agreed-upon improvements. In the event that the approved contractor defaults, the Community Tennis Club will be responsible to complete the



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renovations at the Club’s expense and clear any liens or claims registered by a sub-contractor.

- In the event that the Club does not complete the project as agreed, the certified cheque will be cashed and the funding will be used by the City to complete the project. The City shall charge a 10% project management fee based on the value of construction. The City will provide a full cost summary to the Community Tennis Club. In the event that there are surplus funds remaining from the Letter of Credit, the surplus funds will be returned to the Club.
- If at any time in the future the Community Tennis Club were to cease operations, it shall have no recourse to receive compensation for the improvements they have made to the City facility.

### Tennis Liaison Committee

1. The Tennis Liaison Committee will review the Community Tennis Club policy; facilitate communication with Community Tennis Clubs; support the review and approval of new Community Tennis Club formation; and support the development of tennis in the City of Toronto.
2. The Committee will meet quarterly or as deemed necessary by the Division and Tennis Liaison Committee.

### Waiting Lists

1. Waiting lists are to be generated annually once membership is closed. Clubs may generate their waitlist by confirming interest of all waitlisted members annually and maintaining the list in strict sequence by the date the membership application is received. The waitlist shall be made available to the Division upon request.
2. Clubs are encouraged to post their waitlist including position number online, in a privacy-compliant manner.

### City of Toronto Tennis Court and Fencing Standards

- Parks, Forestry and Recreation maintains all courts through their state-of-good repair program.
- Courts are inspected and conditions assessed on an approximate five year cycle to identify major repairs and maintenance issues.
- The Parks, Forestry and Recreation Tennis Court Design Guidelines for all tennis courts calls for a standard black top asphalt surface with white lines.
- For complete reconstruction projects the design will be as per the Design Guidelines and based on site-specific geotechnical reports to

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determine the appropriate construction methodology and asphalt thickness.

- Perimeter tennis court fencing is to be commercial grade 10' or 12' high galvanized woven chain-link #6 gauge fence fabric complete with terminal post, line post, welded mid rail, top and bottom rails with fitting and welded pedestrian and service gate openings.

**City of Toronto Standard Level of Community Tennis Club Court Service**

The following list represents the standard level of service to be provided to Community Tennis Clubs by the Division for their operating season. Services not listed below will be provided on a full cost recovery fee basis. Community Tennis Clubs are responsible to provide the Division notice of repairs that are requested or required prior to the end of the season.

**Clubhouse**

- Ensure water and hydro to the clubhouse
- Ensure structural integrity of the clubhouse
- Exterior painting as required
- Repair of broken windows
- Repair of exterior locks as required
- Plumbing and electrical repairs
- Repair/replace exterior lights
- Roof repairs as required

**Parks/Grounds**

- Painting/replacing benches as required
- General cleanup and disposal of litter (not associated with special events or social gatherings) from ground outside the courts, as done with regular park maintenance
- Standard waste/recycling totes are provided in Parks. The removal of waste/recycling from these totes is the responsibility of the Solid Waste Management Division.

**Tennis Courts/Fencing/Lighting**

- Seasonal inspection of fence, light posts and court surfaces
- Provide and install new court bulbs; aim and clean fixtures (as required). Light bulbs are changed when the lights are below the approved standards of foot candle illumination and coverage.
- Repair fence gates and latches (as required)
- Minor repair to fences (as required), repair gapping between fence and

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- surface where possible
- Replacement and erection of Divisional approved signage (Clubs are responsible for posting their rules and regulations.)
- Re-setting and repair of light timers
- Provide a basic black top with white line playing surface

### General Repairs

- Community Tennis Clubs are responsible to 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.

### Waste Services

- Additional waste / recycling totes will be at the Club's expense.
- Requests for additional waste / recycling totes or reports of damaged waste / recycling totes must be made to the Solid Waste Division by calling 311.

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<b>Information Management:</b>	Corporate Access and Privacy guidelines must be adhered to. Ensuring all related reports, forms and personal information are maintained in a secure location at all times and made available only to board members/staff who require access to the information. Please refer to the following links for more details: <ul style="list-style-type: none"><li>• <a href="#">Municipal Freedom of Information and Protection of Privacy Act</a></li></ul>
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<b>Related Policies:</b>	<ul style="list-style-type: none"><li>• <a href="#">City of Toronto Special Event Policies and Procedures for City Parklands</a></li><li>• <a href="#">Fair Wage Policy</a></li><li>• <a href="#">Municipal Alcohol Policy</a></li><li>• <a href="#">Permit Allocation Policy</a></li><li>• <a href="#">Policy for Outdoor Community Tennis Club Operations</a></li><li>• User Improvements for Tennis Club Building and Surrounding Area</li><li>• <a href="#">Security Video Surveillance Policy</a></li><li>• <a href="#">City of Toronto City-wide Corporate Security Policy</a></li></ul>
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<b>Related Information:</b>	<ul style="list-style-type: none"><li>• <a href="#">Ontario Tennis Association</a></li><li>• <a href="#">Parks Plan</a></li><li>• <a href="#">Recreation Service Plan</a></li></ul>
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- [Solid Waste Management](#)
- [Tennis Canada](#)
- [Step-by-Step Fundraising Guide](#)

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- Forms:**
- [Application for a Special Event in a City Park or Facility](#)
  - [Permit Account Application Form](#)
  - User Improvements for Tennis Club Building and Surrounding Area

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

Director of 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