

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON
MONDAY 25th March 2019**

Present

| | | |
|-----------------------------|---------------|-------------|
| Captain | S Hanmer | Y |
| President | I W Sherlock | Y |
| Lady Capt | C Bennett | Apologies |
| Hon. Sec. | S Martin | Y |
| Captain Elect | W Evans | Y |
| Past Captain | C I Sherlock | Y |
| Comps & Handicaps | A Lambert | Y |
| Hon. Treasurer: | J Orchard | Y |
| Greens | G White | Apologies |
| Greens | M Wild | Y |
| Opens: | | Vacant |
| Junior Development | L Butterworth | From 8.35pm |
| Social | J Hall | Y |
| House/Clubhouse Development | D Clarke | Apologies |
| Bar/Clubhouse Development | D Howles | Y |
| Marketing | M. Barlow | Y |
| H&S: | D Lewis | Y |

Captain

- Welcomed all and said he had thoroughly enjoyed the Sportsmans Dinner with Paul Merson – excellent Bar Sales. He also congratulated Martin Wild on winning the Winter Singles KO.

Minutes of Meeting Monday 18th February 2019

Proposed by Jacob Hall and seconded by Wayne Evans as a true and correct record. Signed by Captain.

Ladies Captain

- **Report circulated.**
- ***Greens to liaise with Golf Pro*** re best place to hold practice sessions when the field is too wet.
- Sue Barlow and Sylvia Haq won their 1st round match representing the Club in the Daily Mail Foursomes

Secretary's Business for Committee Meeting: Monday 25th March 2019

Matters Arising from Minutes of AGM Thursday 29th November 2018

- Integration/welcoming of new members
 - Free tickets to Social Events/Structured Plan – ***House/Bar/Social sub-committee will present proposal. Done, see below.***
 - Half-hour draw slots for competitions – ***Comps/Greens sub-committee will present proposal. Done, see below.***
- Grids blocked on car par & drive – ***Greens will sort***

- Pathways & Bunkers and de-compact fairways - **Greens will sort. Progressing.**

Matters Arising from Minutes of Monday 18th February 2019

- Considerable debate on ride-on buggies. **H&S Sec to make enquiries of other clubs. Progressing**
- **Marketing Sec** to formulate a structured plan for retaining new members who joined H2 2018 – to be discussed at sub-committee. **Done, see below.**
- Issues with Saturday winter **comps** and handicap adjustments to be debated at comps/greens **sub-committee** at the end of the winter as usual
- Remaining photos in Store Room are men's. **House Secs** to review/reframe and hang

Secretary's Business Monday 25th March 2019

Membership:

- New Members: x G7, x G721, x G726, x G729, x G6, x G628, x G5, **9 x 3-Day, 3 x PMG**, x Free Academy Juniors, x JB16+, 0 x LS, x Social, x Ladies Academy, x Ladies 2 Year Deal & x Trial Membership
- **Trial membership** – Yellow Bags Tags with expiry date.
- **3-Day** – Red Bag Tags.
- **107 3-Day Members**
- **PlayMoreGolf** – Green Bag Tags. We now have **54 PMG**.
- **Rule 4.4 Defaulters:**
 - CCJ against one defaulter
 - Arrears cleared by another
 - 4.4 sent to another

Subscriptions 2019

- All members paying by monthly Standing Order have been contacted at least twice to remind them that the only payment options going forward are upfront or Direct Debit.
- Payments coming in steadily – we no longer need the O/D.

New Members Meeting

- The first of three took place Friday 22/2/19. Part of our retention strategy.

Albatross Digital Marketing

- See Marketing Report. Good progress with current campaign.
- Good meeting on Wednesday 27/2/19 – details circulated.
- 3 month Trial Membership now available: 6-Day £199

Member-Get-Member

- Proposal to amend the offer circulated. **Agreed** we will modify the incentive. Introducer will in future receive a discount from subs of half of the 2nd year subscription paid by the new member. **Marketing Sec** to update flyers etc.
- Agreed an informal arrangement with a member re generating leads for membership

Member Retention

- Sub-committee meeting held 13/3/19
- England Golf advice and support will be followed.
- Members Survey to be undertaken annually. **Draft to be circulated.**
- Block tee times rejected on basis there is ample opportunity to integrate via scrambles and entering comps alongside someone else.
- Free tickets to socials rejected on grounds of cost and fairness to regulars.
- **Marketing Sec** will produce flyers to assist us all to promote socials.
- **Marketing Sec** will produce pop-up banner to highlight member benefits.
- Agreed Free group lessons to be explored with **golf pro.**
- Whole club **comps** to be trialled on Sundays.
- We will continue existing range of benefits including Free Reciprocal Golf arrangements etc.
- New members to be contacted after c3 months to discuss integration etc.

Review with Golf Pro

- Details circulated.
- Membership/Socials/Promotions/Free Group Lessons/Twos discussed.

Loyalty/Confidentiality Policy

- Adoption of a policy recommended by GCMA. Draft circulated followed by Policy adopted in full. **Agreed**

Societies & Parties

- **Societies** for financial years to:

| Sept 2012 | Sept 2013 | Sept 2014 | Sept 2015 | Sept 2016 | Sept 2017 | Sept 2018 | Sept 2019 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| £14K | £17K | £15K | £17K | £14K+ | £15.2K+ | £14.1K+ | £10.K+ |
- Figure for March 2019 not available. Working on it.
- Last March projected Society income was £13K+
- Bid made for Willowwood Golf Day – looks very positive at present. **Planning Meeting soon**
- Bookings in course of transfer from BRS to ClubV1

Room Hires for financial years to:

- | Sept 2012 | Sept 2013 | Sept 2014 | Sept 2015 | Sept 2016 | Sept 2017 | Sept 2018 | Sept 2019 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 29 | 30 | 46 | 76 | 114 | 101 | 84 | 66 |
- Last March we had 75 parties booked for the year
 - Bookings in course of transfer from BRS to ClubV1 – ClubV1 will not provide the detail provided in previous minutes.
 - Proposal re Room Hire Fees circulated. **Agreed** we will revert to free Room Hire and give the House Manager discretion to negotiate a fee. **Marketing Sec** to update all relevant media

GolfSafe

- Junior Development Officer (Lee Butterworth) & Welfare Officer (Justine Hadfield) attended England Golf Seminar in Burnley GC 28/2/19

Staff

- Various issues progressing

Complaints

- Claim for Member-get-Member discount from declined – one offer at a time.
- Visitors on Wednesdays – resolved via LC
- Ladies Academy - issue re free group lessons and buddy resolved.

Disciplinary

-

Compliance

- CCTV: reviewing re legal compliance.

Club Governance Workshop – England Golf

- Garforth GC Tuesday 28/5/19: Comp Sec & Hon Sec will attend.

Water Abstraction Licence

- Licence to be transferred into Club name (from that of a Trustee)
- Application to Transfer sent 25/2/19

Heads Meeting March 2019

Balcony

- SG has cleaned the flags and got rid of the weeds. SG & GM/LK to liaise re plants.

Under Balcony

- The recent storms have undone SG's recent power hose cleaning. GM/LK to organise cleaning and clearance of the relevant drains.

1st Tee

- Works are planned to have the whole area from clubhouse to tee looking pristine ahead of Captains' Drive-In.
- Whilst red shale for the path won't arrive until after 31/3/19, the path should be looking good come mid-April.

Front of Bungalow

- Gary Haigh has fixed the gate and dispensed with charcoal and parasol.

Car Park

- SM to establish cost of regular cleaning with road-sweeper.

Memorial

- For recently deceased member pending

Engraving/Honours Boards

- Honours Boards done
- Engraver thwarted by bad weather and returning soon

Captain's Picnic

- Thanks to JJ Lewis for organising Howley Hall GC and Swans Coaches
- 17/5/19. Max 48. £60pp. Deposit Paid.
- Sold Out: 54 booked and 38 paid

Handbook 2019

- Delivered Friday 15/3/19. Now being collected outside the office.

England Golf Workshops

- Captain-Elect, Comp Sec & Hon Sec attended hot topics workshop at Harrogate GC on 7/2/19. Some good ideas in course of follow-up.
 - Knowing Your Club programme discussed at meeting with County Liaison Officer 12/3/19. Follow-up in course
 - Very short annual members survey to be conducted
- Bar Sec & Hon Sec attended Recruitment workshop at Douglas Valley GC 6/3/19 – details circulated.
- Hon Sec & Comp Sec met with Helen Searle, our County Liaison Officer, on 12/3/19 to begin development of our Knowing Your Club doc with emphasis on retention of members

Sponsorship

- ProGame are our tee sponsors. They have been working on adding value for their customers. Details to be circulated on receipt.

Rules of Golf 2019

- 200 books collected by members. App recommended again.

Wi-Fi Guest Network

- Now live – **password is “hole19golf”**. **Just a reminder.**

AOB

- **please don't forget, in order to better manage our meetings, AOB items should be circulated in advance and dealt with by the appropriate sub-committee.**

Confidentiality

- **All matters discussed at Committee are confidential unless expressly agreed otherwise**

Treasurer's Report

Report circulated

Liquidity

-

Monthly Management Figures

- Feb 2019 P&L reflects a Surplus £ 6K and YTD surplus of £17K
- Subs Sec and support are working hard to finalise likely subscription income.

Marketing

- **Report circulated.**
- Offer to advertise in bereavement pack declined.
- Various banners/flyers in course of renewal

Junior Development

- **Report circulated**

- Golf Safe progressing well
- Junior lessons to start soon

War Veterans

- Thanks to Golf Pro and Bernie Broad for attending England Golf's Veterans Day

Social

- **Report circulated**
- Sportsman's Dinner with Paul Merson a great success. £4K bar sales.

Health & Safety

- **Report circulated.**
- More signs to be erected
- Head green-keeper to attend suitable training course
- Staff to attend 1st Aid Seminars

Grant Funding

- Progressing very slowly.

House

- **Report circulated.**
- Issues with one particular concluded
- Usual repairs – big job with new fans in kitchen
- Function Room to be painted soon
- Entrance and signage on car park side of clubhouse under consideration

Bar

- **Report circulated.**
- Stock-takers working with suppliers re offers, yield etc

Greens

- **Report circulated**
- Update to be circulated to members soon
- Plan to dispense with fairway mats from Capts' Drive-In

Competitions

- **Report circulated**
- Congratulations to Martin Wild on winning Winter Singles KO
- Winter 4Ball Final delayed but will be played under winter rules
- Details of green fees charged by other local clubs circulated. Generally, AULGC is most expensive.
- Filters set on ClubV1 will prevent entry to summer 2019 comps unless subs are paid or committed to DD
- Considerable debate on feedback received from members re Saturday Start Sheet
 - Comp will run to 3.15pm
 - Separate Membership sub-committee will debate other ideas

Opens

- **No Report.**

Suggestion Book

- Hon Sec has responded to suggestions.

Next Meetings

- **Subscriptions sub-committee 17th April 2019 at 7pm**
- **Full Committee: Monday 24th April 2019 at 7.30pm**
- **Please circulate sub-committee minutes (in *word doc please*) a week ahead if possible to help improve the quality and efficiency of the meeting. Thanks in advance.**

Captain _____ **Date** _____

Proposed by:

Seconded by: