

Members Management Group

Meeting Notes

Friday 15th November 2024

In attendance: G. Dalziel, C. Lumsdaine, J. Murdoch, D. Scott, J. Porteous

Apologies:

1. Course Update

J. Porteous said that the course was still playing well and greens, fairways etc were still in growth and actively being cut. He also noted that the bunker renovation work was well underway with over 20 bunkers being worked on, in addition to this rough was being cut back and cuttings will be disposed of.

D. Scott said that the club had been chosen as a regional qualifying venue for the 153rd Open. The R&A had been down at the club on the 14th Nov with one of their head agronomists for a planning meeting and course inspection. D. Scott reported that in addition to a glowing report from our own Agronomist the R&A agronomist had also provided a very positive report on the conditions seen on the 14th. An announcement to the members would be made once the suggested announcement was approved by the R&A.

Member, Phil Whitmore had sent in a few comments prior to the meeting to be discussed. Details of the comments and discussions are in the relevant sections within the minutes below.

Bunkers- P. Whitmore suggested that the entrance into the bunkers was very steep and on some occasions very difficult to exit, there was concern over excessive wear and tear and subsequent costs to repair and maintain. D. Scott said that bunkers were being worked on currently with over 20 to be re faced this winter and whilst being worked on there would be an attempt to shallow out the depth of bunkers and also to shallow out any entrance/exit lip of the bunker thus making it easier to get in and out of the bunkers. Where shallowing out was not possible steps would be added. J. Porteous and G. Dalziel raised slight concern on steps being added in as these can be slippery in damp/wet weather. Possible surface to be added to steps if/when added.

P. Whitmore also commented on the condition of the bunkers he encountered on the 13th October. With bunkers not being raked and left untidy. P. Whitmore was playing ahead of the Ladies East of Scotland Championships and felt this was not acceptable. D. Scott confirmed that green staff were on duty the morning of the 13th and staff would have carried out bunker raking as well as other prep work for the course. Whilst D. Scott could not be sure all bunkers were tidied by staff the majority would have been and he suggested that members playing prior to the event may have been to blame for the bunkers.

P. Whitmore also asked for consideration to be given for pathways to be introduced between green and tee on areas around the course. J. Porteous said there was a desire to keep as much grass on the course as possible and last winter was extremely wet meaning areas did wear and churn up more quickly than hoped. It was also too wet to re turf areas in need of repair adding to the issue. G. Dalziel added that in many cases walkways from green to tees were still in play. D. Scott said that

maintained grass pathways was the desirable option but if it was not possible to keep these presentable and operational then harder paving surfaces would be looked at.

2. Members Feedback Survey

D. Scott said that the questionnaire is ready to be sent out but it included an announcement about the Regional Qualifying for the 153rd Open. This section had to be approved by the R&A and when approved the survey would be sent out.

3. Booking System

D. Scott said that the new management software was ready to use but there were links to the clubs payment gateway to be set up before it could go live it was hoped this would be December. D. Scott added that the new system allowed for the clubhouse team to create a separate members pricing structure for food. It is hoped to introduce these revised prices as we move over to the new system.

P. Whitmore commented on the booking sheet in particular the amount of No Shows on busy days. P. Whitmore felt there were many times there were gaps on the tee despite the booking sheet being full, there was a suggestion for a mandatory check in at the pro shop for tee times and a possible penalty of some sort for members that No Show. D. Scott said that it was the right of members to book but it is also their responsibility to cancel if you are not using the time. There are not actually lots of No Shows but we do have members cancelling close in to their time which is not ideal. All agreed that there should be a mandatory check in at the pro shop for the tee time. D. Scott noted that there are times the course moves quicker than the 10 minute tee interval and that is why the pro shop staff can squeeze in members that have not managed to get a time, all agreed this was a good idea and was to continue. It was also noted that as the course moves quicker at times if a group tee off earlier than their tee time and the next time is cancelled and the next again time tee off on time there can be a potential gap of around 20 – 25 minutes. All agreed on a mandatory check in, continue to operate on 10 minute intervals and continue to have the pro shop monitor abilities to squeeze bookings in where possible and when moved over to the new system fully monitor No Shows and discuss potential sanctions with the MMG if there is seen to be an issue.

P. Whitmore suggested the need for a course marshal/ranger noting that many players do not allow faster groups to play through, suggestion was that when there is more than one person in the pro shop staff could be out monitoring the course. D. Scott noted that this is something that staff did do at times this year but not enough due to work patterns. J. Porteous is looking at staffing and rotas to allow for some marshalling by pro shop staff through the 2025 season. D. Scott also noted that course etiquette is something that constantly needs reminding and educating from pitch mark repairs, bunker raking and timings on the course. D. Scott also said that in his years of playing he never found it an issue to get through people and members should feel empowered to ask and play through without fear of any repercussion. D. Scott stressed that if any member experiences anything negative on the course or need assistance then they can always call the golf shop and staff know to close the shop and come out and assist.

4. AOCB

Fixtures 2025 – D. Scott to circulate final fixture list including Regional Qualifying and subsequent re arranged date for Club Championships to the MMG for discussion and approval.

Regional Qualifying – Package of benefits to be created and communication sent out to members asking for help in various roles for the event dates. D. Scott finalising details with the R&A.

Dates of future meetings. It was felt that during the season and through traditional holiday times in the year it would be wise to move meetings out to every 6 weeks and in the off season come back to 4 week rotations where there is more to discuss.

Dates of next meetings

6th Dec
10th Jan
7th Feb
7th Mar