

Members Update

November 2023

Formation of the Members Management Group (MMG)

During the Covid lockdowns of 2020 the quarterly Members Liaison Committee (MLC) meetings were prohibited, but when allowed to, a smaller group of company representatives and MLC members met to discuss and action the ongoing agenda items from the previous years' MLC meetings as well as the ongoing issues related to the Covid lockdowns. Typically the meetings would have the current Captain, Past or Vice-Captain, Manager and Director of Golf. These meetings carried on once the larger MLC meetings resumed at their regular 3 monthly intervals.

Recently the Company and MLC have been working to update the Club Constitution (copy of the revised Club Constitution attached to this email), where many parts were written before the club formed. Part of the work to update the Constitution has brought into question the role of the MLC and at a recent meeting both the MLC and Company agreed the smaller Members Management Group (MMG) meetings were more efficient, effective, met more frequently and covered more areas of the operation than the existing MLC meetings.

It has therefore been agreed to dissolve the MLC going forward and to continue with the Members Management Group (MMG) meetings on a monthly basis with the following inclusions:

- The Members Management Group will be made up of the current Captain, Past Captain, Vice-Captain, Manager and Director of Golf,
- Minutes from the monthly meetings will be distributed amongst members.
- Certain members can be invited to attend meetings if it is felt they will contribute to a current agenda point, and
- The Captain will produce a quarterly newsletter to inform the membership of developments, changes and information that he deems relevant to the membership.

Revised Club Constitution

Please find attached a copy of the revised Club Constitution, my thanks go to the members of the MLC for their input especially Duncan Mennie for casting his legal eye on the various amendments and additions. Please note a copy is also available on the members information page of the Craigielaw web site.

2023 Captain's Report

Please also find attached a copy of the 2023 Captain's Report. There is also a copy of the report on the members information page of the web site.

Annual Members Feedback Survey

As there is to be no MLC there is no longer an MLC AGM where there would always be an open floor for those attending to ask any questions relating to the operation of the club. To replace the MLC AGM a feedback survey will be sent out to all members every October and feedback will be collated and where there are visible signs improvements can be made we will discuss these with the club management. Discussions and progress can be monitored in the members information section of the website within the minutes of the Members Management Group (MMG) meetings.

The feedback Survey topics for this year are below and I would urge you to please provide any thoughts and feedback from your experiences when visiting Craigielaw. If you wish to provide any feedback please respond to this email with your points. Alternatively if you wish to do this in writing you can collect a paper copy of the survey form from the golf office.

2023 Members Feedback Survey

1. Course
 - Course Condition
 - Course Furniture
 - Driving Range and South Links
 - Access Routes, Car Park and Surroundings
 - Bookings

2. Clubhouse
 - Members Lounge, Bar, Restaurant Central Courtyard and Pro Shop Courtyard
 - Pro Shop
 - Locker rooms
 - Clubhouse Decoration and Furnishings
 - Staffing/Service
 - Food & Beverage

3. Events & Handicaps
 - Fixture list
 - Medal Competitions
 - Shotgun/fun events
 - Handicapping
 - Matches

4. Membership Communication
 - Meeting Minutes
 - Members Updates
 - Web site and course closure notifications

5. Any General Feedback/Comments

Thank you for taking the time to respond

John Murdoch, Captain