

**New Seabury Club Members Associates, LLC  
November 9, 2017  
Board Meeting Minutes**

The Board meeting on November 9, 2017 was called to order at 6:00 p.m. by Chairman Richard McGrail. Board members present were Paul Stenberg, Richard McGrail, Sharon Bazarian, and Bill Blaisdell. Bill McCormick participated via conference call. Managers Rick Quinby, Kevin Kelley, and Mike Richardson were not available. New Seabury General Manager Paul Kruzel, and New Seabury Vice President of Operations Zavan Yaralian, also participated in the meeting.

**A motion was made to accept the October 12, 2017 BOM meeting minutes as submitted by the Secretary Sharon Bazarian. The motion was seconded and unanimously approved.**

**Treasurer's Report**

Mike Richardson circulated and reviewed the Treasurer's report. There were outlays of \$695.00 during the month for postage, renewal of Boards' website domain and the annual Massachusetts LLC filing. Upcoming are payments of approximately \$4000.00 for insurance policy renewal and license renewal payments to software service supplier Survey Monkey and Constant Contact will be made in the next 60 – 90 days. This will leave an account balance of approximately \$21,000.00 as we enter the 2018 season.

**A motion was made to accept the Treasurer's Report as submitted. The motion was seconded and unanimously approved.**

**Club Management Update**

At 6:30 Mr. Kruzel and Mr. Yaralian joined the meeting to discuss the written feedback previously submitted to Management on the 2018 Rules and Regulations and Membership Plan. Chairman McGrail kicked off the discussion by reiterating that while the comments were submitted by the Board, it incorporates input from the overall membership. While the Board appreciated the written responses to the comments submitted, there were several issues the Board felt compelled to readdress before final documents we produced for the 2018 season.

The first issue discussed was the ability to adjust a family's and or individuals membership category as circumstances change during the course of their time at the Club. The members feel strongly that they should be able to downgrade their membership if family circumstances, age or health warrant such a change. While the Board appreciates the clubs concession to allow a one-time membership downgrade if there is a death in the family, we would respectfully request that something be worked out allowing members in good standing to have the ability to downgrade their membership if family circumstances, age or health warrant such a change as originally requested. Chairman McGrail also recommended that members should be allow this decision in March 2018 when the dues are payable.

The Silver membership category was the next topic of discussion. While it may not have been official policy, past practice appears to have let golf members down grade membership category

(FG-1 to FG-3 for example) as their playing time decreased, to in essence provide a senior discount. The Board appreciates the Clubs' recognition of the need, and willingness to offer a senior discounted membership. Therefore, if the Club is truly interested in meeting the needs of their existing aging members, we would respectfully request the Club reconsider lowering the age requirement to 75 years of age.

The Board next reiterated its request for children of members be covered up to age 26 under the family golf membership. The Club should encourage young golfers to stay with the game until such time as they might realistically be in a position to afford to purchase a junior membership. The Board also suggested the Club should lower rates for visiting junior golfers from \$140 to \$50 with restrictions, as a way to promote the resort as more family friendly when members bring guests throughout the season. At current rates, a grandparent or parent and child, filling out a foursome including carts is almost \$500.00! Clearly this isn't promoting the expansion of youth golf.

Finally, the Board addressed a number of smaller changes being made that appear to run counter to Managements stated goals of growing the Club in the coming year. The first issue was the decision to reduce the number of complimentary member beach passes from 20 to 10. If the Club is truly interested in working with the members to actively market the facilities to prospective members, we believe it would make more sense to offer unlimited access during weekdays to get as many families as possible to visit. At a minimum, we would respectfully request that you returned to the 20-free weekday guest passes that were available in 2017.

Also, despite the Clubs' stated goal of reducing fees, the club is recommending an increase in two golf fees. A 9% cost increase cost for every round of golf with the proposed \$23- \$25 cart fee increase and a 50% increase in the trail fee from \$12.50 to \$25.00. to maximize good will coming out of a very challenging time at the Club, the Board would also like to make one final request to roll back these increases to 2017 levels.

The final topic regarding the 2018 Membership Plan and Rules and Regulations was regarding the reciprocal agreement with Grand Harbor Resort in Florida. Mr. Kruzel confirmed that an agreement would be reinstated in 2018 with specific details provided at a future date.

### **Q & A with Management**

Paul Stenberg asked if Mr. Kruzel could update the group on the road repairs in progress on at the beginning of Glenneagle Drive. Mr. Kruzel explained that he didn't have responsibility for road repair and recommended Paul contact Joe Colasuonno in the Real Estate Development office to address the issue.

Sharon Bazarian mentioned to Mr. Kruzel that she had been contacted by a number of women golfers regarding the closure of the rest rooms on the courses. Mr. Kruzel explained that the restrooms have been winterized along with the course irrigation systems and will remain closed. Ms. Bazarian reiterated the need to have restroom facilities open and available as long as the golf course is open. As a compromise, Mrs. Bazarian recommended that portable toilets could be placed to resolve the issue for the remainder of the year.

Mr. Kruzel also briefly discussed the golf master plan is going forward. He explained the project was moving forward and that specifications have been developed and are out and contractors are now in the process of submitting bids. The practice range putting and chipping greens have been roto-tilled and would be replanted. The target greens on the range have been reseeded. Scott Nickerson is in the process of reviewing organic pesticides that could be used on the range.

Mr. McGrail asks about the results of the golf cart GPS system trial conducted last season. Mr. Kruzel said that the Club was reviewing the data but no decision regarding next steps has been made.

The final topic was a recommendation that a dining discount be extended to club members. Currently the general public has access to all dining facilities at New Seabury and at the same cost as members. The members feel some allowance should be made in recognition of their membership and significantly great support financial support to the club than walk in traffic. Mr. Kruzel said that nothing along these lines was being considered for 2018.

#### **The meeting with Mr. Kruzel and Mr. Yaralian concluded at 7:30**

#### **Members Survey Update**

Mr. McGrail provided a status update on the 2017 Member's Satisfaction Survey currently underway. To date, 257 members have responded. Follow up reminder emails to increase participation will be sent on 11/10, 11/17 and 11/28. The goal is to increase participation beyond last year's responses of 320. The Survey will close on 11/30. The BOM will review and prepare the final results for distribution to the Membership and Club Management on or before December 11, 2017.

#### **IT Update**

A discussion regarding the pending contract renewal for software service supplier Survey Monkey and Constant Contact. It was agreed that both products were successfully meeting requirements and were necessary tools for the Board.

**A motion was made to renew both agreements. The motion was seconded and unanimously approved.**

Mr. McGrail also provided a brief update on the efforts to develop a new Board website. A volunteer with website development skills has been Identified and is at work blocking out requirements and a ball park budget for the effort. It's unclear at this stage if we will be able to complete this task on a volunteer only basis.

**There being no further business, a motion was made and seconded to adjourn the meeting at 8:00 p.m. The motion was unanimously approved.**

Respectfully submitted,

Sharon Bazarian  
Secretary