



New Seabury Board of Managers

New Seabury Members Associates, LLC

2019 Annual Meeting

August 25, 2019

Meeting Agenda

- ❖ Role of the Board of Managers
- ❖ Review of 2018 - 2019 Board Term
- ❖ Looking Forward
- ❖ Election Results
- ❖ Club Management Update
- ❖ Q & A

Role of the Board

- ❖ The New Seabury Club Members Associates, LLC. was instituted in 1997, headed by a Board of Managers, elected by the membership and charged with the representation of the collective interests of the members and advancing their interests in matters concerning the operation of the Club.

2018/2019

- ❖ Expanded member communication program
 - ❖ 24 direct e-mail blasts
 - ❖ 8 New Seabury Newsletters
 - ❖ 4 Peninsula Reporter articles
 - ❖ NSBOM Website “What’s New” & “Community Photos”
- ❖ Maintained 24 hour response to member e-mails (100+)
- ❖ Reviewed and submitted Board input on 2019 Membership Plan and Rules and Regulations
- ❖ Successfully lobbied for minimal 2019 dues increase and to extend Family golf privileges to age 26

2018/2019 Continued

- ❖ Conducted the 2018 Member Satisfaction Survey
 - ❖ 315 surveys submitted
 - ❖ 700+ comments and suggestions offered
- ❖ Established Action Committee / Management review teams by function
- ❖ Multiple offseason team meetings to review “voice of the customer” results and incorporate input into 2019 club operating plans & goals
 - ❖ Dramatic renovations to the Clubhouse dining experience
 - ❖ Expanded kids programs and re-establishment of Kids Camp
 - ❖ Increase in new beach equipment & towel program
 - ❖ Created New Member Welcome program

Looking Forward

- ❖ Continue e-mail, New Seabury Newsletter, Peninsula Reporter, and website communication effort
- ❖ Conduct 2019 season-end Member Satisfaction Survey
- ❖ Review and provide feedback to 2020 Membership and Rules package
- ❖ Lobby for reasonable membership dues levels, increased membership value, and to reduce Silver membership to age 75
- ❖ Continue to represent membership concerns and interests to Club management

2019/2020 Election

- ❖ Each year the terms of three Board members expire
- ❖ Service on Board open to all members
- ❖ Record level of interest, over a dozen people expressed interest this year!
- ❖ Election results

Management Presentation & Q & A

- ❖ NSBOM contact information
- ❖ www.newseaburybom@gmail.com
- ❖ www.nsbom.com



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