

**New Seabury Club Members Associates, LLC**  
**2019 Annual Meeting Minutes**  
**August 25, 2019**

The Annual Meeting was called to order on August 25, 2019, at 3:04 p.m. by New Seabury Board of Managers Chairman Richard McGrail. In addition to Mr. McGrail, Board members Sharon Bazarian, Mike Forbes, Mike Richardson, Bill Blaisdell, Bill McCormack, Kevin Kelley, Mike Murphy, and Rick Quinby were present.

Chairman McGrail, welcomed and thanked the 140 plus members in attendance and introduced the other Board Members. Mr. McGrail also introduced and welcomed New Seabury President and Executive Director Chris Card, Food and Beverage Director, Pedro Gonzalez, Director of Golf, Jim Clay and Membership Director Bob Higgins. On behalf of the Board and the membership, Mr. McGrail thanked the Management team for their participation again this year. He stated that their presence is another example of the renewed co-operative spirit that is having such a positive impact on the atmosphere and direction of the Club.

For the benefit of the new club members, Mr. McGrail briefly discussed the genesis and role of the New Seabury Club Members Associates, LLC. and the Board of Managers. The organization was created to represent the membership during the 1997 Club Bankruptcy proceedings. The LLC is headed by the 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 New Seabury Club. He stressed that while the Board doesn't have an active role in running the Club, as the voice of the customer, it does have a critical role in creating and maintaining a healthy and vibrant community. The NSBOM is committed to working hand and glove with Management in support of this mission.

A short presentation detailing the 2018-2019 activities of the Board since the last Annual Meeting followed. In support of the goal of keeping members informed of the Board's efforts, the member communication program was expanded. It is now a year-round program and delivered 24 direct e-mail blasts, 8 New Seabury Newsletters contributions, and 4 Peninsula Reporter articles. The "What's New" & "Community Photos" sections of the NSBOM Website were also regularly updated and included progress photos on the off-season Dunes Course and 95 Shore renovation projects.

The Board also reviewed and submitted input on the 2019 Membership Plan and Rules and Regulations documents. On the basis of these efforts, the Club agreed to only a minimal 2019 dues increase and to extend Family golf privileges to age 26.

In addition, the Board conducted the third annual Member Satisfaction Survey. This year 315 surveys were submitted, including 700+ comments and suggestions. Function specific Action Committee/Management teams reviewed the input which was then considered and incorporated into the Clubs 2019 operating plans and goal.

Looking forward, Mr. McGrail stated that the Board would be conducting a 2019 year-end Member Satisfaction Survey, continue the e-mail and website communication efforts, review and provide feedback to 2020 Membership and Rules package and lobby to reduce Silver

membership to age 75 and work to find a mutually acceptable solution to the membership category downgrade issue. A copy of the full presentation is available on the New Seabury Board of Managers website, [www.nsbom.com](http://www.nsbom.com), under the Board Meeting Minutes tab.

The next topic on the agenda was the election of the 2019-2020 Board members. Before handing the meeting over to Board Nominating Chair Sharon Bazarian, Mr. McGrail presented outgoing board members William Blaisdell, William McCormack and Paul Stenberg with Certificates of Appreciation for the years of service to the community. Ms. Bazarian then provided a brief overview of the annual election process and announced this years results. Rick Russo, Kathy Griffin-Mayo and Richard McGrail were elected to fill the three open positions. Each will serve a three-year term that will run through the Annual Meeting in 2022.

At the conclusion of her remarks, Ms. Bazarian welcomed Mr. Card to the podium. Mr. Card opened by thanking the Board for the invitation to participate in the Annual Meeting. He also reiterated the strong and positive partnering relationship he and his team have with the Board. He then introduced Scott Nickerson, Golf Superintendent; Pedro Gonzalez, Director of Food and Beverage; Jim Clay the Director of Golf; and Bob Higgins from his staff who were joining him at the meeting.

He when on to say that he was pleased with the progress his team had made, noting that the benchmark results of the 2018 versus 2017 Member Satisfaction Survey showed improvement in service, food quality, conditions on the golf courses and the overall member experience and was optimistic the 2019 numbers would be better still. That said he reiterated that the team understands there is still work to be done if they are to achieve their goal of making New Seabury the premier Club on Cape Cod.

Mr. Card also said the Club was very happy with the results of the major projects completed during the year. The Dunes Course renovation project was completed on schedule and has been very well received by the membership. Based on their satisfaction with the work done on The Dunes Course, they will again be using Hepner Golf Design and Agriscapes Golf Course Construction for this project.

Another project completed was the major of the Clubhouse. The remodel of the golf shop, bar and restaurant, and the expansion of the outdoor space and new gazebo were all completed over the winter months as planned. It is been a tremendous and long-awaited upgrade to the Club.

Lastly, Mr. Card discussed the Club's operating plans for the Fall and Winter season. The Beach and Cabana Clubs will close on September 3<sup>rd</sup>. However, there is access through the Beach Club to the waterfront. The Athletic Club Pool will remain open daily through October 14th from 10:00 AM until Close. The Athletic Club and Mews Fitness Centers transition to Fall hours in October and will remain open throughout the year.

On the dining front, 95 Shore will continue dining service Wednesday – Sunday, from 5:00 – 9:00 pm for dinner hours and 11:00 am - 2:00 pm Saturday - Sunday in September. The Poppy, The Athletic Club Café, and The Lure Raw Bar will also remain open weekends through Columbus Day.

Golf Course Superintendent Scott Nickerson followed Chris's remarks with a detailed presentation of the Ocean Course renovation project. The project is on schedule to begin Tuesday, September 10th with completion in the Spring of 2020.

The primary focus of the project will be to improve the condition, playability and aesthetics of the course. They will be making improvements to irrigation and drainage to mitigate flooding for average rainfalls. In addition to rebuilding the three trouble greens they will also be recontouring a few others to improve playability. From an aesthetics and ambiance perspective the goal is to enhance the vista from the Clubhouse to the ocean and to create a more natural seaside feel for the front nine holes. The goal is to also bring the front nine aesthetics to back nine of the course. To accomplish this and to improve growing conditions, they will also be removing a significant number of trees on the back nine.

Scott also thanked the members for the comments on the recent Ocean Course renovation survey. He said the Club appreciated the input and felt all the items raised would be addressed in the upcoming project.

An active Question and Answer session followed Mr. Nickerson's presentation. A select number of the golf course renovation and general member issues discussed are presented below.

**Q: How many trees are you planning to take down?**

**A:** There is no final number but it's estimated that 130 – 150 trees will be removed

**Q: Other than holes 10, 12, and 15, what other greens does the plan call for changing?**

**A:** To improve playability and pin placement opinions the greens on 9 and 16 will also be recontoured

**Q: Is the Club considering revising the membership downgrade policy. It seems unfair to keep members locked into categories that no longer meet their family or individual needs.**

**A:** Mr. Card said the Club reviews its rules and membership plan annually and will take these comments into consideration as part of the annual review process.

**Q: A member asked if there is anything the Club will be doing to improve conditions at the driving range.**

**A:** Scott explained that the Club cannot use and chemicals at the range because there is a town well in that area. They are continuing to look at possible organic solutions but as of today hasn't been able to get approval from the town for options they presented to date. They are also exploring possible artificial turf as a possible solution.

**Q: Is there any thought of swapping the 2 nines like was done on the Dunes Course?**

**A:** Not at this time.

**Q: A member asks if we can post something indicating the green speed?**

**A:** Scott said it was something that could be done and he would look into it for the 2020 season.

**Q: Has any decision been made regarding 2020-member dues?**

**A:** Mr. Card explained that 2020 dues will not be determined until November - December timeframe.

**Q: A member asked if the Club could provide some toddler equipment in the Athletic Club play area?**

**A:** Chris thanked the member for the recommendation and said they will review options during the Clubs 2020 planning process.

**Q: A member thanked the Club's staff for their performance during the recent tornado alert. He asked if there was a formal training plan in place for future events?**

**A:** Chris thanked the member and confirmed that there is an emergency plan and training process in place.

**Q: Are memberships being included with the sale of the new Cottages?**

**A:** No, that program is no longer in place.

**Q: Traffic is a growing concern in the complex, particularly in the beach areas. With the addition of 200 plus new homes, are there plans to open a new access road near the Athletic Club?**

**A:** Mr. Card said he there are no plans for a new entrance road at this time.

**Q: A member asked if there were any plans to expand the walking trails throughout the complex for the safety of the members?**

**A:** The walking trails are a shared responsibility between New Seabury Management and the Peninsula Council. Mr. Card said he would work with the Council to discuss possible options for expanding the trails.

**Q: A member asked if the Club sprayed for mosquitos?**

**A:** The Club treats the ponds, but not the entire course. Cape Cod Mosquito Control is in charge of spraying on the wetlands.

**Q: A member asked if there were any plans to expand the Athletic Center?**

A: Chris say there are no immediate plans but it is something they plan to look at in the future.

**Q: A member raised the issue of poor cell service in the complex and asked if there were any plans to address it?**

A: Mr. Card agreed it was an issue and said the Club is exploring possible solutions now that the town cell tower has been put on hold.

**Q: A member asks if there are any plans to add GPS on the carts?**

A: Chris said they have looked into but it is very expensive. With so many players using rangefinders and GPS devises, they are not planning to pursue it at this time.

At the conclusion of the Q & A, Mr. McGrail and the Board reiterated their thanks to Mr. Card, his team, and the members for participating in the Annual Meeting.

**There being no further business, a motion was made and seconded to adjoin the meeting at 4:20 p.m.**

Respectfully submitted,  
Sharon Bazarian  
Secretary