



New Seabury Board of Managers

New Seabury Members Associates, LLC

2020 Annual Meeting

August 23, 2020
3:00 PM

Meeting Agenda

- ❖ Role of the Board of Managers
- ❖ Review of 2019 - 2020 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.

2019/2020

- ❖ We continued our member communication program
 - ❖ 25 direct member e-mail blasts
 - ❖ 2 Peninsula Reporter articles
 - ❖ NSBOM Website “What’s New” & “Community Photos”
 - ❖ 100+ Photos of the Ocean Course renovation project
- ❖ Maintained 24 hour response to member e-mails (150+)
- ❖ Reviewed and submitted Board input on 2020 Membership Plan and Rules and Regulations
- ❖ Successfully lobbied for minimal 2020 dues increase

2019/2020 Continued

- ❖ Conducted the 2019 Member Satisfaction Survey
 - ❖ 441 surveys submitted
 - ❖ 915 comments and suggestions offered
- ❖ Conducted 2019 Member Restaurant Survey
 - ❖ 443 surveys submitted
- ❖ Multiple offseason Board / Management meetings to review “voice of the customer” results and incorporate input into 2020 club operating plans & goals
 - ❖ Expanded kids Tennis and Golf programs
 - ❖ Re-establishment of Kids Camp
 - ❖ Increase in new beach equipment & towel program
 - ❖ Agreed to expand our New Member Welcome program

Looking Forward

- ❖ Continue e-mail, website, and communication effort
- ❖ Conduct 2020 season-end Member Satisfaction Survey
- ❖ Review and provide feedback to 2021 Membership and Rules package
- ❖ Lobby for fair membership dues levels, increased membership value, and to reduce Silver membership to age 75
- ❖ Continue to represent membership concerns and interests to Club management

2020 NSBOM Election

- ❖ Service on the Board is open to all members
- ❖ Each year the terms of three Board members expire
- ❖ Sharon Bazarian, Kevin Kelley, & Rick Quinby
- ❖ Over a dozen people expressed interest in serving on the Board again this year
- ❖ Election results

New Board Members

- ❖ Ann Maire Beasley
- ❖ Doug McHale
- ❖ Marliese Palank Zafiropoulos

Management Presentation

- ❖ Chris Card, New Seabury President
- ❖ ccard@newseabury.com
- ❖ www.newseabury.com

Member Question & Answer

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

Member Questions

- ❖ We're at the end of the "traditional" summer season, Labor Day, but there is no resolution to the Food & Beverage minimum spending issue. What if anything is the Club prepared to do on this issue?
- ❖ The Club has mentioned there would be some level of adjustment to the members 2020 dues. Can you please share what will be done?
- ❖ When will the Fitness Center be opened?
- ❖ Will the Tennis facilities be opened and staffed this Fall? It's hard for the Tennis members to understand why the Golf Courses are open year-round but Tennis only from Memorial Day through Labor Day.

Member Questions

- ❖ The condition of the fairways on both courses is not good. The grass is burnt out in many places. There are also a number of greens that are not in good shape. Are you satisfied with the current level of maintenance?
- ❖ When will the practice facility, specifically the chipping area, be completed. Any consideration to constructing a putting green at the practice facility. It's an inconvenience to hit balls at the range and then have to drive to the Clubhouse to have access to putting greens.
- ❖ How many additional housing units will be built in the complex?
- ❖ The beach facilities, along with the new Athletic Club and pool are already quite busy. Are there any plans to expand or add facilities to accommodate the influx of new members from all the homes being built?

Member Questions

- ❖ Will there be a new entrance / exit for the Cottages on Rock Landing Road?
- ❖ As part of the final phases of construction, are there any plans to improve traffic flow from the main entrance?
- ❖ Has any progress been made on improving cell service in the complex?
- ❖ Is there any possibility that the Club will offer a new membership tier starting in 2021 that includes the Athletic Club, pool, and beach but not tennis?
- ❖ There are an increasing number of EV's in the community. Is it possible to install a couple of charging stations at both the Athletic Center and clubhouse.

Member Questions

- ❖ There were a few more incidents of vandalism and kids partying in various places on campus this season. Is there any plan to hire any additional security to patrol areas where kids congregate?
- ❖ What is Club management's policy with respect to policing for compliance with COVID-19 Guidelines?
 - ❖ Who is responsible to enforce compliance?
 - ❖ What are the consequences for people for not adhering to the stated policy?



New Seabury Board of Managers

New Seabury Members Associates, LLC

2020 Annual Meeting

August 23, 2020