

***Minutes of New Seabury Annual Meeting***

***August 28, 2022***

***Location: New Seabury Country Club***

The Annual Meeting was called to order on August 28, 2022, at 3:00 p.m. by New Seabury Board of Managers Chairman Richard McGrail. In addition to Mr. McGrail, Board members Kathy Griffin-Mayo, Rick Russo, Michael Bonacorso, Marliese Zafiropoulos, Dave Tacelli, Ralph Lepore, and Doug McHale were present.

Chairman McGrail welcomed and thanked the members that had attended and introduced his fellow Board Members. Mr. McGrail also introduced and welcomed New Seabury President Chris Card. On behalf of the Board and membership, Mr. McGrail thanked the Management team for their participation.

Mr. McGrail provided a brief overview of the meeting's agenda which covered the role of the Board of Manager, a review of the 2021 - 2022 Board term, what to expect going forward, results of the 2022 Board election, and a Club update from Chris Card including a member question and answer period. A copy of the full presentation will be posted on the NSBOM website, [www.nsbom.com](http://www.nsbom.com).

For the benefit of the new members Richard briefly discussed the genesis and role of the New Seabury Club Members Associates, LLC and the Board of Managers. The Board of Managers is elected by the membership and charged with the representation of the members' collective interests and advancing their interests in matters concerning the operation of the New Seabury Club. He explained the Board doesn't have an active role in running the Club, however as the voice of the customer, it does have a critical role in creating and maintaining a healthy and vibrant community.

The presentation continued with a detailed review of the 2021-2022 activities of the Board since the last Annual Meeting and the focus of the Board for the remainder of the year. Mr. McGrail emphasized the importance of the annual survey. It provides direct communication to Chris to use in his business planning process. The survey is used to build value for the members. Mr. McGrail encouraged the members to participate in the survey.

Mr. McGrail then provided a brief overview of the Board election process and results. He thanked the three board members whose term had been completed and explained that the Board's bylaws call for a ballot of five candidates be put forward to fill the three positions each year.



Over a dozen people participating in the selection process this year. The Nominating Committee interviewed all candidates to discuss their interests, activities, and experiences at the Club. At the July Board meeting, the Committee reviewed and discussed each candidate that participated in the process. As you can appreciate, it is a difficult process to only select five when all the candidates are dedicated, well-qualified individuals. It ultimately comes down to which candidates best backfill the expertise being lost by the departing members or fill skills gaps in the existing Board Action Committees. This year the members selected Jylanne Dunne, Kathy Griffin-Mayo, and Rick Russo to fill the open slots.

Mr. McGrail once again welcomed Mr. Card for the Management presentation. Mr. Card opened by thanking the Board for the invitation to participate in the Annual Meeting and for the positive partnering relationship he and his team have with the Board. Mr. Card said the Board has been instrumental in the planning process. He explained that he and his team worked diligently during the off-season to incorporate input from the member survey to expand and improve the club facilities.

He explained that the staff becomes thin at this time of the season because kids go back to school but ensured the members that the managers will help out as the season is still in full swing. Mr. Card said the International Program was a success, there were 19 students from different countries. He is going to try for up to 50 exchange students next year, knowing that the actual number of students may be 25 – 30. The challenge is housing, but Mr. Card said they are constantly looking to buy a motel or perhaps even build something on campus for housing. Another option currently being investigated is partnering up with other local businesses who are in the same employee housing situation.

He explained that Jim Clay's expanded role at Athletic Club has been successful. He disclosed that Senior Director of Food and Beverage Peter Brattander would be leaving the Club at the end of the month. He explained that Peter has decided to move back to Las Vegas to be with his family. Mr. Card identified the need for a leader in the Food & Beverage Department, but has confidence in Roberto, Robin and Scott as managers. They will continue in their roles and keep things fluid until a new leader of Food & Beverage is hired.

Mr. Card reiterated the staff treatment by members continues to be a problem. In 2021 season, 12 staff members said they would never come back due to member treatment. He said bad treatment continues this year toward staff and again staff have said they will not come back.

Mr. Card explained that members are violating rules, and that he has had to suspend 7 members this year. He would not identify what each member did due to confidentiality but said there has



been behaviors of the following toward staff; grabbing, pulling, verbally abusive, and finger waving in their faces.

As an overall comment, Mr. Card noted that he and his team are constantly striving for positive growth in service and attention to detail. Memberships and homes continue to sell. He said the 2023-2024 planning process has begun and his team's goal is to continue their efforts to improve the community and member experience at New Seabury.

The Question and Answer session followed Mr. Cards' opening remarks.

**Q. Can you share your plans and timing for improving the golf practice facility?**

**A.** Unfortunately, Kevin cannot use chemicals in this space due to town regulations. Another challenge is that the practice facility field does not have a working irrigation system at this time, but we have set aside approx. \$100k to install one in that space. We also are facing challenges trying to find a golf course construction company to do the install, as they are scheduling jobs 2 years out, however we hope to find one by next fall. We are discussing and working on the teaching facility to be year-round.

**Q. Can we put turf down in the short game practice area?**

**A.** I agree that may be a good temporary fix and we will explore and look into it.

**Q. The Club announced they purchased a new golf cart tracking software package to improve pace off play. It's not obvious that much has changed. Has the package been fully implemented?**

**A.** Rounds were up by 28% in August, vs. same time last year, and the average round was 4 hours & 7 minutes. The majority of complaints are coming from twosomes behind foursomes on a weekend day. Members can't expect to play faster on busy days. The System tracks the groups pace of play and it will acknowledge how well or poorly groups are spaced out.

We are looking into implementing this system into the ForeTees app to view the history of the timing of rounds.

There are over 2000 golf cart infractions by members in a single busy day. It is impossible to send out someone to handle all 2000 + infractions, but the staff speaks to members at the turn if they are not available to go out on course.

**Q. Can we get a system to track it or alert you if violating rules? Can we get a ranger out there to speak to members?**





**A.** Currently we are watching the tracking system and its color coded alert system. When necessary, golf staff will notify or go out on course to reprimand any violations. We will send out reminders of rules and regulations via newsletters and email blasts moving forward.

**Q. Getting a tee time on the weekends has become a major challenge do to the number of guests that are being booked. Is the Club planning to address this in 2023?**

**A.** There is a fault in the booking system that allows members to put “TBD” and “guest.” in as place holders. Members are booking blocks of times with “guest” and then as their play date gets closer, they cancel and essentially free up numerous tee times. For example, on a recent Saturday there were 70 “guests” booked, but by the following Thursday there were zero. We need to review the system for next season and tighten the rules on blocking tee-times.

**Q. Can you provide and update on the timing of Racquet Sports enclosure? How many Tennis and Pickle Ball courts will be covered?**

**A.** Footings and equipment are in, gas line is in and we are waiting on the electric connection from our provider. We were victims of supply chain and covid issues in 2021 and got a late start due to bad weather. All 4 hard courts will be covered. We are projecting a start date of October 1<sup>st</sup> to begin the installation. We are hoping to have it operational within the first two weeks in November. Of course, weather dependent.

In addition, the 4 hard courts will be resurfaced and relined. We have also purchased real pickleball nets and will not need to use tennis nets. The way pickleball courts are lined, we will have a total of 8 pickleball courts. In the future, I am also looking to potentially transform some clay courts into pickleball courts, however it cost about \$100,000 a court, which is expensive.

**Q. Are you working on any process improvements better control non-members accessing the Club facilities?**

**A.** The memberships and guest numbers have grown, and club rules and regulations will continue to be enforced. Members children up to the age of 27 and still living at home are considered members. Immediate Family Members include adult children (over 27 years old), parents, and grandchildren. Immediate Family Members have two weeks (14 days) access as defined in the Club Membership documents. Many members are violating the 14-day rule and I’ve had to speak with 10 + members and ask them to abide by the rules. The beach overcrowding issue improved once violations were addressed.



The Club will be implementing an improved system next season to track member and guest access to the amenities. The system will include using a cellphone-based app that uses a bar code to track access to members-only portions of the Club. This is in addition to the access option, as many members prefer to present their membership cards. Additional details clarifying these policies will be circulated during the off season.

**Q. Can we add a dog park for our community?**

**A.** We can look into that.

**Q. Are there any dues or fee increases planned for 2023?**

**A.** We have not started the budget process as of yet, so there have not been any discussions around increases.

**Q. Can you address the rumors that the Club is planning a major renovation of the Poppy?**

**A.** I have heard this rumor, as well as many other rumors of the Poppy turning into a hotel and/or condominiums. This was looked at in the past but does not make sense at this time. No papers or permits have been pulled at this time, which was another rumor.

We do want to enhance the pool space and restaurant. We do have to stay within the current footprint, however we may look to go up a level up. We also want to use some of the wooded space to the right of the current pool to make the pool and decking larger.

**Q. Will the Popponesset Inn become private?**

**A.** As of now, there are no plans to make the Poppy accessible to members only. Giving members priority on dining reservations over guests is working well.

**Q. Are you planning to build condominiums by the marina space?**

**A.** I am not aware of any projects being planned for that space.

**Q. Are you adding a market place with market?**

**A.** We had looked into finding some space for that, as well as staff housing, however that project has been tabled at this time.

**Q. Are there plans on selling the club?**



**A.** There are no plans to sell at this time. We are looking to buy other clubs and resorts and want to build up the portfolio. This may allow us to create a reciprocal/discount program for NS members to utilize.

**Q. How many memberships do we have and does it max out?**

**A.** We have a total 875 memberships as of today, which means when you include all immediate family members, we have somewhere between 3000 – 4000 individuals with some type of club access. We have 535 golf memberships and we max out golf 690. There is no limit on lifestyle memberships but we may place a limit on them at some future time.

**Q. Can we add the Poppy Inn reservations on fore-tees?**

**A.** We are looking into it

**Q. Are there plans to increase beach parking?**

**A.** There are no current plans to increase the parking areas, as we have space limitations. The only time we get close to capacity is July 4<sup>th</sup> weekend.

**Q. Is it possible to add additional outside seating for the Sand Wedge patio area?**

**A.** We intend to upgrade the furniture outside the Sand Wedge as well as expand seating around to the other side of the clubhouse adjacent to the hitting bays.

**Q. The awnings outside the Sand Wedge are dangerously low when fully extended. Are there any plans to address this issue?**

**A.** Yes, absolutely. When it is windy the awning moves. We have a company coming to check it out as well as the awning at The Lure. At this time, we will no longer fully extend the awning at the Sand Wedge.

**Q. Are there any plans to expand hours of operation during the shoulder seasons?**

**A.** Yes, extended hours are currently being looked at.

**Q. Now that there are more younger members that have joined the Club that work during the day can the A/C Pool and Gym hours be extended for members that want to workout or swim after work?**

**A.** Yes, we appreciate this issue and will investigate it in more detail during the 2023 planning process. The current limitations are related to the building configuration and safety. Once in the



building, members would have access to the entire facility, which creates safety issues with the pool and the bar area, which would all need to be locked off.

**Q. Has any progress been made on improving cell service in the complex?**

A. We have been working on this project for the last 5 years. We have put our plans on hold for the time being. The lawsuit and issues that were delaying construction of the new town approved cell tower have been resolved. They have started construction and hope to complete the project in 90 days. It will be located behind the Fire Department building on Red Brook Road.

**Q. Are there any plans to update the AC gym equipment?**

A. Yes, we will be upgrading some of the equipment in 2023. We are also investigating opportunities to expand the Athletic Center.

**Q. Can 24 Hour access to the AC fitness center be added, similar to the Mews Fitness Center?**

A. As mentioned earlier, it is a safety issue at this time but we will be looking into options to expand hours during our 2023 planning process.

**Q. Can the Club add more healthy snacks for children at the A/C like Gogurt, pretzels, goldfish, and hummus?**

A. There will be better snacks next year

**Q. Can we keep Popponesset Inn open longer?**

A. Keeping the Poppy open during the off season introduces many safety issues, specifically the lack of sufficient insulation and heating, as well as the freezing of the water lines. We will look to keep 95 Shore open more, with expanded hours.

**Q. How can we resolve reserving chairs/running out of chairs at beach? The kids at beach get screamed at if members do not get their way. Maybe an adult to supervise?**

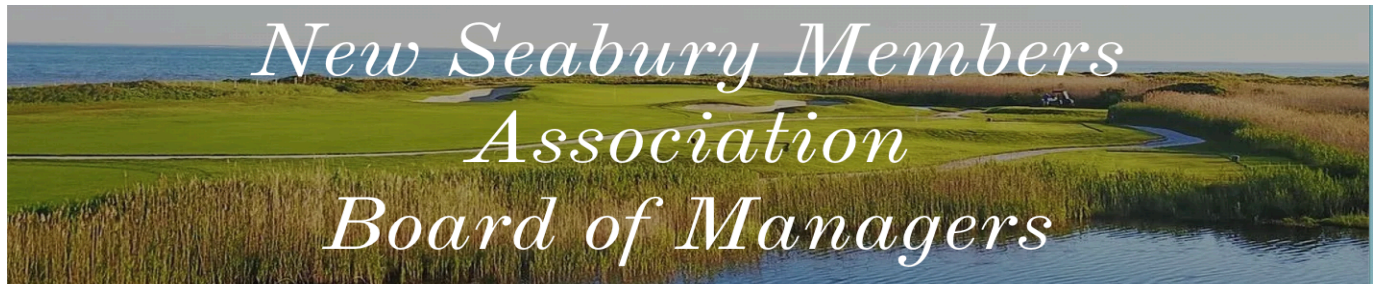
A. We are working on plans to control that. We need to do better at policing the chair issue.

**Q. Can you communicate the 14 day membership rules and regulations to the members – something to go out each season?**

A. Yes

**Q. Can you enclose the pool seasonally? And will the Mews pool be renovated?**





**A.** There are no plans to enclose the AC pool. We are working to return the Mews pool operation to the Mews HOA. It will be up to them to determine if they want to reopen the pool to their HOA members.

**Q. Can we add higher chairs for beach?**

**A.** That is a great idea, we will look into that.

**Q. Is smoking allowed at the beach bar? There is a sign that says no smoking.**

**A.** The sign needs to be taken down. This year to accommodate numerous requests, cigar smoking was allowed after 6pm at the beach bar.

Ralph closed the meeting by thanking the membership for its continued involvement, interest, assistance and cooperation, and thanked Richard McGrail for his many years of productive service to the Board.

**Next Meeting Date:**

The next scheduled meeting is the post-annual meeting to be held on August 28, 2022, at 5:00 pm. With no further business, a motion was made and seconded to adjourn the meeting at 4:50pm.

Respectfully submitted,

Marliese Zafiropoulos