



New Seabury Club Members Associates, LLC

2023 Annual Meeting: Presentation will begin at 3:00

2023 Annual Meeting

Meeting Agenda

- Role of the Board of Managers
- Review of 2022 - 2023 Board Term
- Looking Forward
- Election Results
- Club Management Update
- Q & A

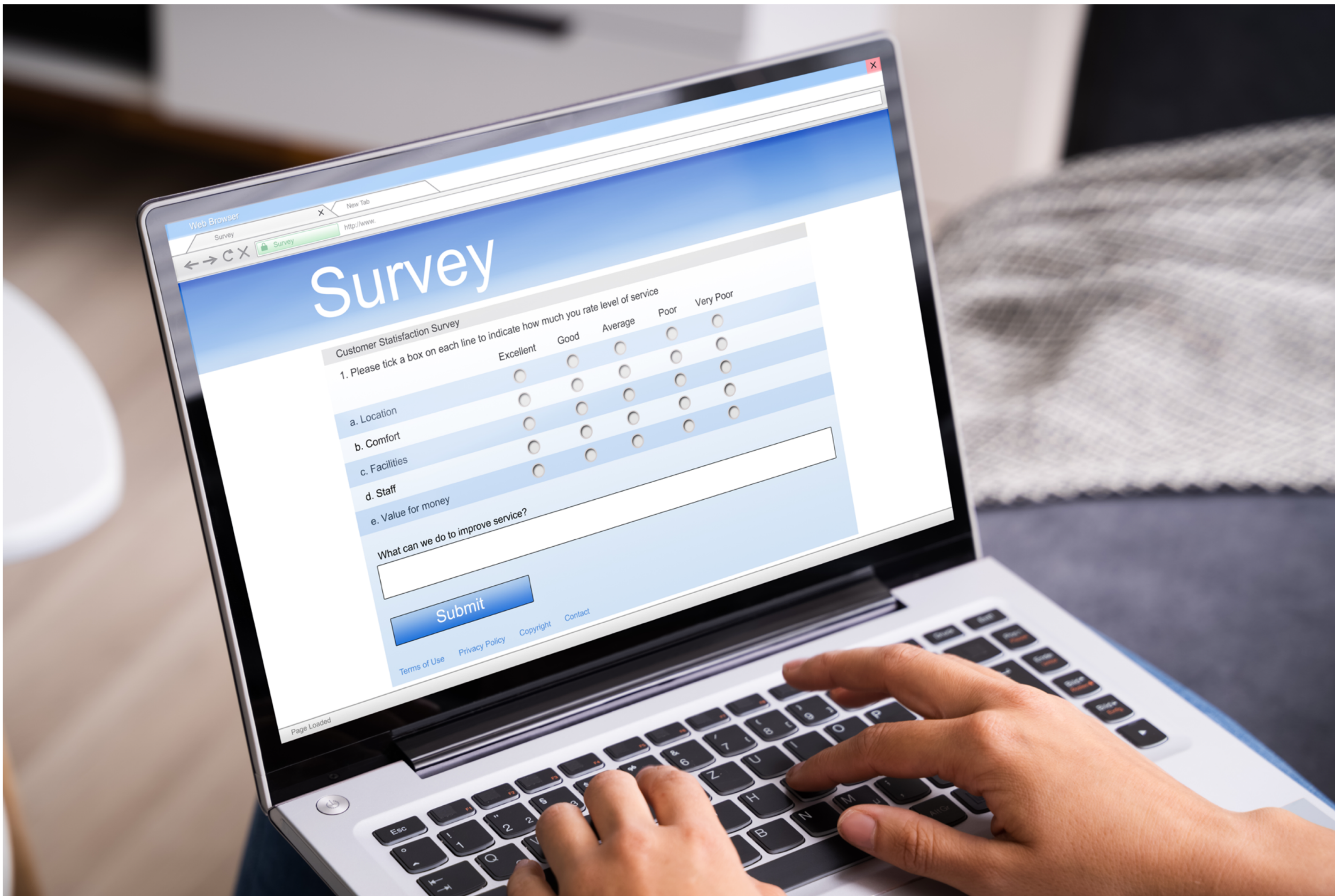
Role of the Board

*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.*

The Board's Focus Since Our Last Meeting

- ✓ Continued our member communication program
 - 21 direct member e-mail blasts - 80+% open rate
 - 8 Board/Management video updates – 1000+ views each
 - On going updates on NSBOM Website
- ✓ Responded to 200+ member e-mails/concerns
- ✓ Reviewed and submitted Board input on 2023 Membership Plan and Rules and Regulations

2022 Member Survey – You Spoke, We Listened



**632 surveys submitted
1,466 comments and suggestions offered!**

The Board worked with club management and department heads to address key items in response to your feedback

Topics Discussed on Behalf of the Membership

Food & Beverage

- ✓ Enhanced Menu selection at each venue
- ✓ Weekly marketing of menu specials sent to members
- ✓ Simplified reservation system on new App
- ✓ Enhanced special events for the membership
- ✓ Menus have more allergy free options
- ✓ Instant Member feedback option on new App

Topics Discussed on Behalf of the Membership

Golf

- ✓ Video introducing Kevin Taylor's team and the improvements made to both courses and surrounding areas
- ✓ Periodic monitoring of member handicaps with focus on timely posting of scores with additional review prior to club tournaments
- ✓ Review and assistance on tee and pin placements for all tournaments
- ✓ Work with club on future enhancements to courses and practice facility
- ✓ Enhanced the youth golf programs

Topics Discussed on Behalf of the Membership

Racquet Sports

- ✓ The first full year of 12 month racquet sports with the opening of the Dome this past winter
- ✓ The new facility and the additional Pickle courts have resulted in the busiest year in Cody's 13 year tenure at the Club
- ✓ The implementation of the new app has made booking courts and registering for events/clinics much easier
- ✓ Clay courts will remain open into mid-November, as long as the weather will allow
- ✓ Dome set up will be the week of Oct 23, with opening Nov 1

Topics Discussed on Behalf of the Membership

Fitness

- ✓ Nine Fitness Instructors teaching various platforms of classes
- ✓ Seven day in advance registration for classes with the new App
- ✓ New classes added, Yoga on the Beach, H2O Intervals, Cross Training, Outdoor & Indoor Classes, 4-Week Summer Class Series
- ✓ Summer Athlete six week training program for kids 11 and up

Topics Discussed on Behalf of the Membership

Beach

- ✓ New umbrellas, chairs & 3000 towels were purchased for the 2023 Season
- ✓ Four Supervisors were hired to manage the Waterfront
- ✓ New App implemented to streamline and control waterfront access
- ✓ 3 - 9pm “Night Crew” added to clean pools, beach, pick up towels and empty trash

Topics Discussed on Behalf of the Membership

Youth

- ✓ Kids Camp Expanded to 50 kids each week
- ✓ Kids & Family Bingo added to weekly schedule
- ✓ Theme Nights offered this summer. Bracelet Making, Ice Cream Social, Slime Making, Scavenger Hunts, Stem Activities
- ✓ Food, Drinks and Snacks were available to the adults and children during these activities.

What to Expect Going Forward



- Continue our e-mail, videos, website, communication effort
- Conduct 2023 season-end Member Satisfaction Survey
- Review and provide feedback to 2023 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

2023 New Seabury Board of Managers Election

Each year the terms of three Board members expire. The members completing their terms this year:

- ✓ **Richard McGrail**
- ✓ **Doug McHale**
- ✓ **Marliese Zafiropoulos**

Service on the Board is open to all members

Over a dozen people expressed interest in serving on the Board this year

Two incumbents opted to seek second term. Three additional candidates were selected to round out the five person 2023/2024 ballot



New Seabury Management Update

Chris Card

New Seabury President & CEO

ccard@newseabury.com

www.newseabury.com

Member Q&A

NSBOM Contact Information

- www.newseaburybom@gmail.com
- www.nsbom.com

Member Questions

At last years meeting you discussed the new golf cart tracking software purchased to improve pace off play and keep carts away from the greens. It's doesn't seem that much has changed. Is the system being used?

It's still difficult to get a weekend morning tee time. How does the club feel the new tee-time system is working?

Do you have a plan for improving the golf practice facility for the 2024 season?

Can you provide an overview of any enhancements/changes planned for the golf courses? Tree removal/cart path improvements, etc.?

Member Questions

How do you plan to address staffing specifically at 95 Shore to ensure a great service experience?

Air Conditioning has been a major issue at 95 Shore this summer. What is the Club doing to address this problem?

Rumors persist that the Club is planning a major renovation of the Poppy/waterfront area. Is there anything actively being plan to do this? If so, what is the timing?

Are there any plans for the Club to purchase Holiday Estates?

Member Questions

Are there any plans to sell the Club once the home construction has been completed?

How is the 14 day policy implementation working?

Are there any near term plans to update the Athletic Center?

Are there any significant off season capital projects is the Club is planning for next year?

Are there any future plans to improve the restroom facilities on the golf courses?

Member Questions

Is there anyway the fire pit and barbeque area at the Athletic Center can be opened for member use after the pool closes?

Can you share any plans to make the Club more eco friendly?

Why are the golf courses closed in the morning of afternoon shot-gun tournaments?

Are there any dues or fee increases planned for 2024?

Other questions?



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