

**New Seabury Club Members Associates, LLC  
Board of Managers Meeting  
October 17, 2019**

The Board meeting on October 17, 2019, was called to order at 6:05 p.m. by Chairman Richard McGrail. In addition to Mr. McGrail, Sharon Bazarian, Rick Russo, Mike Richardson, Rick Quinby. New Seabury President and General Manager Chris Card also participated in the meeting.

The first order of business was to review the meeting minutes of September 12. **After a brief discussion, a motion was made to accept the September 12 minutes. The motion was seconded and unanimously approved.**

### **Treasurer's Report**

Treasurer Mike Richardson reported that there were no disbursements from the Associations bank account during the month of September. As of month-end, the account has a balance of \$13,446.50. Mike said the next planned expenditure will be the renewal of the Board's D & O insurance in December. Three quotes will be requested and a proposal will be submitted for Board approval in late November/early December timeframe.

**A motion was made to accept the treasurer's report. The motion was seconded and unanimously approved.**

### **Cellular Service Update**

Mr. Richardson also provided the Board with an update on recent activity regarding the ongoing poor cellular service reception issue in the Town and New Seabury complex. At their October meeting, the Town of Mashpee Planning Board voted down the most recent proposal regarding the construction of a new town-owned cell tower behind the Fire Station on Red Brook Road. There are no other town plans currently on the table to address the problem.

Understanding there will be no near-term town solution, the Peninsula Counsel, Board of Managers and Club Management are actively pursuing a New Seabury solution. Working with a technical consultant, the team is investigating options to install a system that would improve service in the New Seabury and Popponesset area. There are viable distributed antenna system solutions that can be implemented at no cost to residents and users. A proposal detailing the proposed solution will be presented at the November Board meeting.

### **Management Update**

Mr. Card joined the meeting at 6:30. Chris reported that he and his team have been busy review the past season and have begun the Business planning process for the 2020 season. In addition to their internal review, he said he looked forward to seeing the member input from the 2019 NSBOM Member Satisfaction Survey to as additional input to their review and planning process.

The renovation work on the Ocean course is proceeding well. Due to the mild Fall weather, the work is actually a couple of days ahead of schedule. The major construction work on the back nine is basically complete. The front nine construction is now underway. Earthmoving and fairway fill work is in progress. A couple of new tees are being constructed and the ninth green reconstruction is also underway. Unless there is a significant change in the weather, they are on track to complete the construction work by end of December or early January. Tree removal will be done over the winter months some spring replanting and sodding work.

Chris also provided the Board with an update on his teams' efforts on the development of the 2020 Membership Plan and Rules and Regulations documents. He said they are targeting to have the preliminary package completed by the last week of October. Once they have completed their internal group review, it will be sent to the Board for review and input. It was mutually agreed, that the Board would provide its written feedback within two weeks of receiving the package. This should allow plenty of time for both parties to review prior to a group discussion at the November NSBOM Meeting.

## **Q & A**

After his remarks, Chris responded to a couple of questions from the Board. The survey will run the last week of October to Thanksgiving.

- Rick Quinby asked Chris if he could share any additional detail on the separation of Pedro Gonzalez and if he could provide an update on the effort to replace him. Chris said the Club would not be adding anything to the previously released public statement. In regard to his replacement, he said they have an active national search in progress and were optimistic they will have a person in place in for the 2020 season.
- Rick Russo followed up with a question regarding the 2020 international service staff hiring process that needs to take place this Fall. Chris explained that he will be personally taking that project on and has travel plan over the next several weeks.
- Richard McGrail mentioned that the NSBOM Member Satisfaction Survey is scheduled for circulation the first week of November. He asked Chris if there were any additional topics or modifications the Club would like to incorporate into the document. After a short discussion, it was agreed that the survey covers all the major topics and that year over year consistency accommodates benchmarking to more readily measure progress.

There being no further questions, Mr. McGrail thanked Chris for his participation and he exited the meeting at 7:43 p.m.

## **Communication Report**

Richard McGrail reviewed the NSBOM 2019 Communication Plan and briefly reviewed the document circulated with the meeting material package. Three e-mail blasts were circulated, and the sixth installment of NSBOM message for the NS Newsletter was submitted during September and early October.

Three e-mail blast are scheduled for the remainder of October and early November. The main focus will be on the 2019 NSBOM Member Satisfaction Survey. The survey will be prepared

and reviewed with Club Management in mid-October and circulated the first week of November. The current plan is for weekly reminder emails until the survey closes on November 26<sup>th</sup>. The results will then be compiled, reviewed and shared with members and management. The goal will be to complete this work by mid-December.

Richard thanked Kathy Mayo for representing the Board at this year's Bon Voyage party held at the Fitness Center, Saturday, September 28, 2019. We have posted approximately 25 photos from the event on the "Community Photo's" page of our website. We also have 60+ photos posted of The Ocean Course renovation project. Both are generating a significant amount of traffic to the NSBOM website.

### **Golf Committee Update**

Sharon Bazarian presented the Golf Committee update. She explained the Mike Murphy, the Committee Chair, met with Jim Clay and Scott Nickerson to review a number of issues and to get an update on the Ocean Course renovation project.

Mike explained that he has been appointed as Chair of the NSBOM Golf committee. As chairman he will be the single point of contact for the Board on all Golf matters. He explained that he will also be reaching out to the other golf committees in the Club to develop a better more integrated approach to the Club in an effort to streamline and improve communications. All agreed that was the best approach moving forward as it's been challenging with multiple uncoordinated groups to work within the club.

The group also discussed the idea of having a joint member/club handicap committee and its potential role. Jim Clay feels the golf shop does a good job maintaining data but understands there are issues that need to be addressed for the 2020 season.

Mike also reviewed possible schedule changes for the 2020 men's member/guest and member/member events. The goal is to spread them out a bit to support better participation in these big feature events. The challenge is to coordinate the venues and club schedules to make it happen. It may not be able to be accommodated for the coming season but all agreed they would work to make it happen for the 2021 season. They also agreed to move the men's Senior Club Championship to a summer rather than mid-September date. To make it happen this year it might have to be moved to a Thursday or Friday event.

**There being no further business, a motion was made and seconded to adjourn the meeting at 8:05 p.m.**

Respectfully submitted,

Sharon Bazarian  
Secretary