

POULT WOOD GOLF CENTRE

CUSTOMER EVENING NOTES

WEDNESDAY 14 NOVEMBER 2018

Martin Guyton (MG) – Chief Executive
Gary Littlejohn (GL) – Head of Operations
Geoff Baker (GB) – PWGC Liaison Officer

1.0 PROGRESS UPDATE

1.1 MG introduced GL in his new role, which includes liaison with the Golf Club.

1.2 MG updated attendees on course and clubhouse issues

- Marker flags now in place on the greens. Implementation was delayed due to a manufacturing problem, requiring the original markers to be returned.
- New winter tee mats would be purchased for next winter. A suitable new supplier is to be sought as current one no longer stocks these.
- Bar refurbishment is being considered for the new year.
- TMBC has set aside funding to replace the conservatory roof and the passenger lift. Works to be hopefully completed by spring 2019. Funding will also be made available for refurbishment of the ladies toilets.
- Ways to improve the appearance of the front entrance will be considered for Spring 19.
- Course improvement options will be considered in the New Year following consultation with members, Golf professional and Greenkeeping staff. MG reiterated that, dependent on trading, The Trust would endeavour to make some improvement each year and that £140K had been invested by the Trust in the 5 years since its inception.
- The course has been re-measured. This has resulted in some minor changes in hole length but assume no changes to stroke indices next year. Course cards will be updated from April, which will also include some updates on local rules in line the new rules of golf.

2.0 PERFORMANCE & FINANCE

2.1 Last year was the best so far for income and usage. Usage increased which is bucking the trend nationally for public golf courses, which are currently 3% down nationally and 4% down in the South.

2.2 Green fees have not yet been decided for next year, but the Trust will look to maintain a consistent approach, with low increases for members and casual fees reviewed and aligned to neighbouring courses.

3.0 GOLF COURSE

3.1 Attendees provided a number of comments about the course:

Q. Winter tees are generally introduced on a blanket approach, which means the course plays short for most of the winter, why can't this be staggered.

A. The Head Greenkeeper is empowered to put in his own maintenance regime and introduce winter tees as he feels appropriate. This year due to milder weather the tees have been introduced on a staggered basis.

3.2 Q. On other courses winter tees are not used at all.

A. PWGC has small tees built on clay and has a large number of rounds and for this reason tees need to be protected during wet conditions.

3.3 Q. Why are the tee mat covers not put on at the start of the summer.

A. To be checked with the Head Greenkeeper

3.3 Q. The temporary greens are awful, can some small bits of astroturf be used instead during the winter.

A. This idea did not attract much approval from others and MG did not think it practical but may discuss with the Head Greenkeeper.

3.4 Q. Can temporary greens be prepared in advance of the winter season to improve them.

A. Unfortunately they are cut out of sections of the fairway so cannot be prepared early as they will be in play during the summer.

3.5 Q. Bunkers have poor sand and no drainage?

A. An annual maintenance programme is in place for the bunkers. Unfortunately there is always going to be drainage problems with clay under soil.

3.6 Q. The area in front of the 17th green is just a pond. Can a simple drainage system not be installed to run into the adjacent pond?

A. Will consider as part of improvement works in liaison with the head Greenkeeper

4.0 SQUASH

4.1 Q. When will the fans on the squash courts be fixed?

A. Unaware they are not working. Will investigate

4.2 Q. Is there a commitment to keeping the squash courts at PWGC.

A. Whilst not ruling out any future development, there are no current plans for the squash courts.

5.0 GOLF CLUB

5.1 Q. How does the Trust plan to increase membership.

A. Through promotions, advertising, social media and membership drives.

Further discussion by members noted that there was a need also to retain members as membership hadn't really grown in the last year despite new members joining. It was noted that it is difficult to retain juniors as while it is a good starter club it is not challenging enough as they improve.

5.2 Q. Will the trust take on the England Golf charter to encourage more women to take up golf.

A. Trust links in to the national 'This Girl Can campaign' and will be considered through this with the Trust's Head of Marketing.

6.0 BAR & RESTAURANT

6.1 Q. Squash player wished to know what the winter opening hours were for the bar.

A. Confirmed as 8am – 7pm

6.2 One customer wanted to comment that the customer care could be better. A new club member felt the opposite and stated that it was a friendly club and everyone, including bar staff had made him feel completely welcome since joining.

6.3 It was suggested that the restaurant would benefit from a high level clean.

7.0 AOB

7.1 Geoff Baker updated those attending on the new rules of golf. It was agreed that the scorecard would be updated with local rules prior to going to print.

Circulation: TMLT Executive Management Team
TMLT Board of Trustees
Golf Professional
AZRA Catering
Golf Club Liaison Officer
Squash Club Liaison Officer