

Poult Wood Golf Course Customer Evening – 21 March 2018

	<ul style="list-style-type: none"> Jay Jenkins (JJ), Head of Operations of the Trust welcomed everyone to the meeting that was attended by 14 customers.
	<ul style="list-style-type: none"> JJ explained that he would be the point of contact for club liaison and he had met with Geoff Baker (GB), golf club liaison officer.
	<ul style="list-style-type: none"> JJ provided a brief overview of the Trusts performance to date.
	<ul style="list-style-type: none"> JJ confirmed that Poult Wood had recently undergone a detailed health and safety audit, which had been positive.
	<ul style="list-style-type: none"> A number of Customers commented on how good the overall condition of the course was. JJ confirmed he would pass this onto Stuart Crowley (SC), and his team.
	<ul style="list-style-type: none"> A customer raised the fact that that they had not had a response to the previous query regarding why two holes are maintained on each green. JJ to discuss with SC.
	<ul style="list-style-type: none"> It was suggested that the greenkeeping team photographs should be on a board in the foyer. JJ to consider.

- DB advised that David Copsy (DC), was liaising with the golf club regarding Golf mark. DB requires log in details and is liaising with Geoff Cox (GC).
 - Drainage – There are a number of areas that would benefit from investment. JJ to discuss with SC.
 - GUR – A number of areas appear to have been left as GUR, when they appear to be in a suitable condition for the restriction to be lifted. There are also a number of areas that are not under GUR but should be. JJ to review with SC.
 - Bunkers – A number require work, in particular with regard to drainage. JJ to liaise with SC.
 - White Lines – A discussion took place with regard to a number of course users ignoring the lines. Suggestion of installing rope and posts instead of white lines. JJ to discuss with SC.
 - Sink hole on 13th and 14th – Question as to what is happening with regard the flagstones that are currently in place above the sinkhole. JJ to liaise with SC.
 - 15th Pathway stopping short of wet area – Request to extend the pathway to address the “wet area” at the end of the current pathway. JJ to liaise with SC.
 - Drop zones on 18th Green – Question as to why both drop zones have been removed from the 18th Green. JJ to discuss with SC.
 - Question over why some greens are on temporary and others are not. Customer suggested that they didn't see why some were on temps when they shouldn't be and others not on temps when they should, main example was offered as No 1 was on temps but 2 wasn't which seemed to be in a worse condition. Number 15 had not been put on temporary green when area in front of green was really boggy. Question over the rationale behind the decisions. JJ to discuss with SC.
 - Customer questioned why there appeared to be a blanket approach to all winter tees or all normal, suggestion that this may be to do with ensuring the appropriate tees are being played for comps but would be interested in receiving feedback on the issue. This year in particular we went straight on to temporary tees at beginning of Nov even though the weather was good. JJ to liaise with SC.
 - Condition of the wintergreens – A number of customers suggested that a some of the winter greens are in a poor state of repair. Request to maintain them throughout the year and ensure that all are in a good condition as and when required. JJ to discuss with SC.
 - Leaves – Request for programme of clearing leaves, leaves appear to have been blown into ditches, which hinders drainage. Customer questioned as to why leaves cannot be picked up and disposed appropriately. JJ to review with SC.
 - Unblocking ditches – These would benefit from clearing and this process would be assisted by removing the leaves etc.
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- A question over the condition of the driving range practice bunker was raised. JJ to review with SC.
 - Customer requested clarity on who manages or sets the tasks for the day for the green keeping team as comments have been made that they are trimming trees and general other duties when the temp tees need brushing out and leaves being cleared would be more appropriate especially during winter. JJ confirmed that SC would allocate tasks to the team on a daily basis.
 - A question was asked as to how many green keeping staff PW have. JJ confirmed that PW has a team of six Greenkeepers. 1 x Head Greenkeeper and 5 greenkeepers.(includes 1 apprentice)
 - Coloured flags on greens was raised again, with a request to consider this on the “plateau” greens. JJ to discuss with SC.
 - Customers suggested that SC and DC should have copies of the clubs diary booklet. GB to forward copies to SC and DC.
 - A number of customers questioned the founder member offer and why this only equated to a £5.00 discount for 7 day DD, £2.50 for 5 day DD, and £20.00 for 7-day annual and only £4.00 for 5-day Annual membership. Customers suggested that they had been led to believe by MG that this would be greater.
 - Ron Sullivan confirmed that he had written to tactive and was awaiting a response.
 - Concern was expressed about the poor condition of the main entrance, opportunity to install hanging baskets or improved signage to uplift the first impression.
 - No smoking on the front balcony was discussed. JJ to liaise with Azra to ensure this is being managed on a daily basis.
 - A request for a Practice Net was tabled. JJ to liaise with DC.
 - Roger Winton confirmed that he had forwarded information to MG but had to receive a reply. JJ to pick up with MG.
 - A customer expressed concern as to the condition of the grassed areas outside the pro shop, which houses the buggies. JJ confirmed that DC was looking at extending the charging points, which would make wider use of the whole area. A suggestion to install a hard standing area was raised. JJ to liaise with DC.
 - Discussion took place with regard to the use of a centre AED. Questions over staff training and competency to use equipment. JJ confirmed training plans details and procedure of use of the unit on the course. A customer suggested contacting SAECOM who could provide training for the PW team.
 - JJ confirmed that PW would be holding an open day on 7th and 8th April. A number of customers confirmed that the club had not been informed of the dates. The club has an away fixture on the 8th, which will reduce the number of members available to attend the open days. JJ to liaise with DC re ongoing communication with club for events.
 - A number of customers requested details of what Marketing is being done by tactive to promote the course and opportunities to enhance the club member base.
 - JJ confirmed that the next meeting would be arranged in October 2018.
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