

You told us and we listened, 2015 member survey

Helping us be the best small golf club in Scotland, the first steps on our journey together

Part two – Your final thoughts

Compiled on behalf of the members of Longside Golf Club



Introduction

Our aim is to be the best small golf club in Scotland, a big and audacious goal but we need big targets to aim for. Running a small golf club is a continual challenge and balancing act:

- we must balance our role as current members against protecting the viability of the club for our children and grandchildren. We are the current guardian of Longside Golf Club
- we will spend money on the course but must not overextend ourselves
- we want to make the course playable today but take care against doing damage which may cause problems next year

The fact is that this is your golf club, **you are both a customer and an owner which is a unique position for a business**. Our role as a committee is to represent your interests and protect the interests of future members too.

To help shape our future we undertook our first major member survey in May. This piece of work was undertaken to identify what your priorities are for the club now and in the future. To respond to your comments your committee promises to:

- be transparent and tell you what you told us
- focus on the areas you tell us are a priority
- do everything we can within our existing resources
- explain to you what we can do with more resources to help:
 - us (and you possibly) secure commercial support and sponsorship
 - us identify where you can support your club as a volunteer
 - us identify if you believe you want to invest additional financial resource in your club

Due to the scale of responses the results of the survey are presented in two documents. The analysis is done by your volunteer committee around their other commitments.

This second volume focuses on what you have told us specifically about the club. Both pieces of the survey analysis will be used to create a 5 year plan for the club which we will seek your endorsement for at our 2015 AGM.

One thing you would change – what were your recurring issues

2015/16 to focus on Tees, 14th and 15th. Allow bedding in of progress by new greenkeeper

14th hole

- Make a pond at the 14th, might as well.
- The condition of the 14th fairway isn't the greatest on occasions. I think this is caused by the surrounding trees in both sides blocking out the sun light.
- The trees increase the difficulty, maybe cutting some them back would allow it to dry out
- Cut down trees on the right hand side of the 14th.
- Cut down some trees to open up the approach to the 14th.
- 14th hole needs attention, trees have are overhanging and penalising good shots into the green, the less said about the "fairway" the better.

15th Hole

- Sort out the 15th hole. It is a disgrace. Most of the so called fairway should at present be ground under repair but it is not. Dig out a pond in front of the 15th tee.
- On the 15th fairway we could enlarge the ditch to the right and bring it across the wet area making a small lake to play over to the green as this is always a very wet area.
- Fill over ditch at the 15th.
- Draining off surface water when near to ditches. Radically change the firs by taking out all the trees between the 14TH and 15TH and have a pond.

Tees

- Grass on tees is too long Tees also need some attention as they are uneven and roughly cut on a number of them, particularly on white tee areas.
- The tees are quite poor especially at this stage of the season, some of them are not cut properly and they really should be the same lengths as the fairway. Also need to be levelled out as the ground should be flat.
- The tees are shockingly long, almost as long as the rough.
- Ladies 18th tee. Uneven, doesn't get cut short, inline with the right hand trees. You have to aim for the left trees PLUS The 18th tee- needs to be built up and levelled.
- Focus on tees. Greens will come but tees are very poor and lack attention to detail.
- It would be good to have some of the tees levelled off. The 7th is the worst.
- Tees have very long grass compared to other clubs. Maybe there's a reason for that, I don't know?
- Tees are uneven and often quite 'hairy'
- Tees and greens could be cut a little shorter?

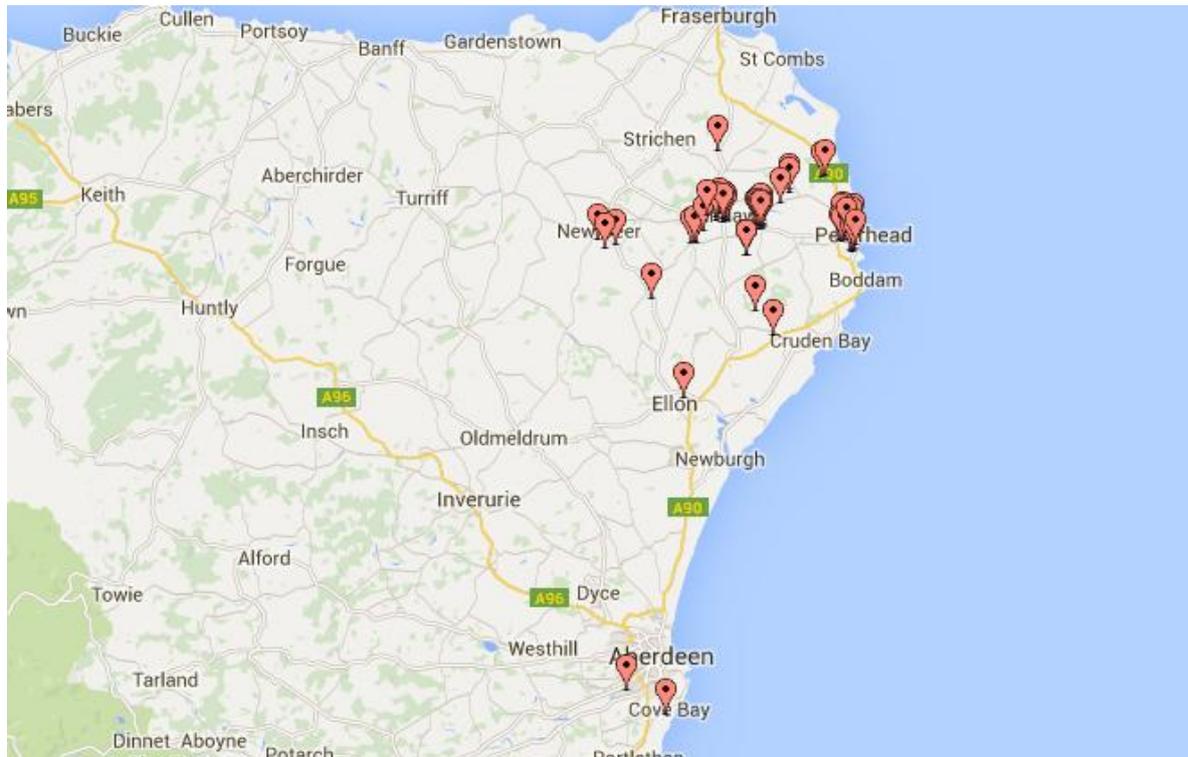
Anything else?

- The committee do a very good job of running the club which may not always be appreciated by everyone. The course has shown great signs of improvement recently and the food in the clubhouse is excellent.
- Looks like the club is grading in the right direction.
- Keep up the good work especially with the youngsters. Get them all doing 18 holes even the ones who have previously done the club golf.
- I am more than happy with the way the club is run and that starts with the Captain.
- Well done on keeping the club going with no money and falling membership, though more new members are joining.
- Keep up the good work.
- Keep up the hard work. I have been here over the past few years and I have noticed the
- I would also like to see some more information about the financial status of the club posted in the clubhouse perhaps on a three monthly basis.
- Well done to everyone involved with running the club.
- I would not criticize the committee as its a thankless task with people who have the club at heart , even though I do not always agree with them
- I think the communication has improved over the last year which has given me a better understanding of the club as a whole. I would like to say I am proud to be a member of Longside as it's a enjoyable club to be a part of.
- Stay the distance.
- Keep up the good work
- You do an excellent job running the club & organising tournaments and fundraising events in the clubhouse also, well done!!
- Keep up the good work as things are progressing and you can make the difference. It is certainly appreciated what you do.
- Do a good, tough, thankless job with strained resources.
- Very much appreciate folk giving up time to organise events for the members, and running the club.
- Committee is doing a great job with the resources available to them and the contribution of volunteers is fantastic.
- Keep up the good work under difficult times for the ordinary golf punters. It is an expensive game.
- Would like to see a two monthly balance sheet.
- I'd like to different competitions away from the traditional games. No jeans or football strips on course, basic standards.

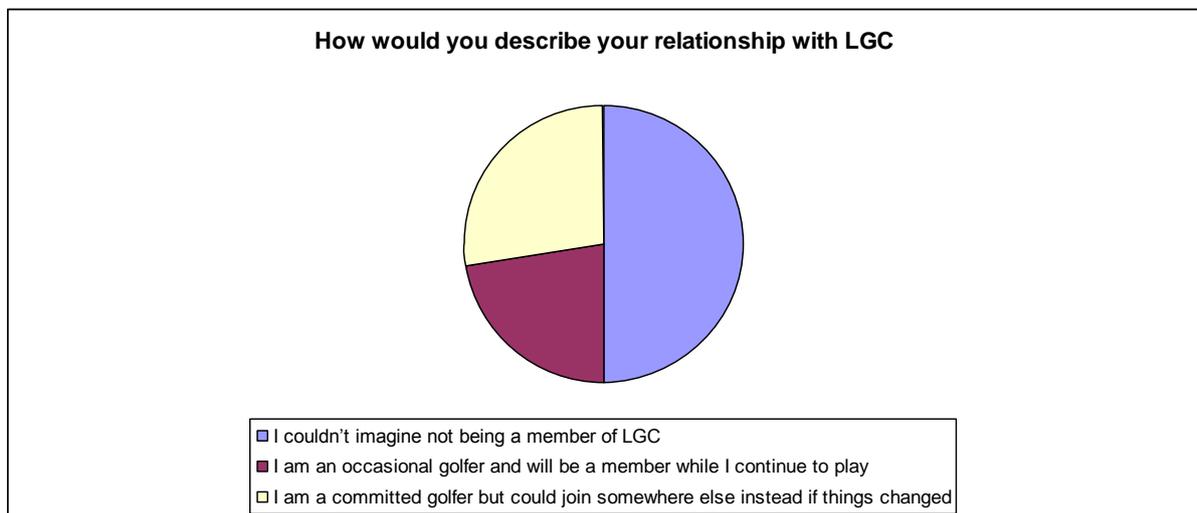
- Thank you for your hard work and making new members welcome. Committee jobs are very time consuming and a lot of people don't realise how important the committee really is and the unpaid time people give up to look after the club.
- We appreciate all the hard work the committee is doing and how you are looking to improve the club.
- The golf club and the Football club should work more together to raise money / use each other's facilities for functions etc if the golf is too small for example the prize giving. Instead of people not getting a ticket, Football club might hold all you need and would come to an arrangement with money taken in.
- Continue to keep members in the loop about what is happening e.g. plans for course, clubhouse and things in general.

Who responded?

Resident location



How would you describe your relationship with Longside Golf Club?



How do you want your committee to communicate with you?

