

## **CASTLEREAGH BOROUGH COUNCIL**

Minutes of the proceedings of the Castlereagh Hills Golf Club Board meeting held, in committee, in the Castlereagh Hills Golf Club on Friday, 19 November 2010 at 10.00 a.m.

**PRESENT:** Councillor J Spratt  
(in the chair)

**ALDERMEN:** J Norris MBE  
J White

**COUNCILLORS:** Councillor M Copeland  
Councillor Mrs J Cochrane

**IN ATTENDANCE:** Director of Leisure Services, General Manager  
Leisure & Marketing, Parks Manager, Capital  
Projects Officer, Business Manager, Club  
Secretary/Manager and Assistant Members  
Services Officer

**APOLOGIES:** Apologies were received on behalf of Alderman  
Henderson, Councillors Chambers and Drysdale

### **GCB/2010/281 : DECLARATIONS OF INTEREST**

Members and Officers were invited to declare any pecuniary and non-pecuniary interests (including gifts and hospitality) they should have in respect of items on the agenda.

No declarations of interest were put forward.

Noted.

### **GCB/2010/282 : MINUTES OF THE CASTLEREAGH HILLS GOLF CLUB BOARD MEETING HELD ON 15 OCTOBER 2010 (copy previously circulated)**

It was proposed by Alderman White, seconded by Councillor Copeland, and

**RESOLVED :** That the Minutes of the Minutes of the Castlereagh Hills Golf Club Board meeting held on 15 October 2010 be accepted as a true and accurate record of the proceedings.

### **GCB/2010/283 : MINUTES OF THE CASTLEREAGH HILLS GOLF CLUB GENERAL COMMITTEE MEETING HELD ON 5 NOVEMBER 2010 (copy previously circulated)**

Noted.

## **MATTERS ARISING**

### **GCB/2010/285 : FINANCIAL TRADING ACCOUNTS – OPERATIONAL SERVICES (circulated at the meeting)**

The Parks Manager referred to the weekly wages costs and asked Members to note that, as there were three pay periods in the month of October, the wages figure was £6,000 over estimate.

Noted.

### **GCB/2010/286 : REVIEW OF WORK COMPLETED ON COURSE THROUGHOUT PREVIOUS MONTH**

The Parks Manager updated Members on works completed during the previous month, as follows:

- due to advice from independent expert engaged, small trees have been removed from the left hand side of the 2<sup>nd</sup> fairway. Also a temporary tee with fencing was erected.
- an outbreak of Fusarium occurred on the greens particularly on the 16<sup>th</sup> and 17<sup>th</sup> green, all the greens have now been sprayed with a fungicide. As part of
- the on going winter maintenance sulphate of iron was applied.
- all tees were solid tined and top dressed
- frost greens have been created to the front of the greens
- due to the inclement weather, posts and ropes are now in operation

Noted.

### **GCB/2010/287 : ANTICIPATED IMPROVEMENTS / WORKS FOR FORTHCOMING MONTH**

The Parks Manager advised Members of the anticipated improvements/works for the forthcoming months, as follows:

- continuing to trim out high profile shrubbery on the course
- maintenance of paths to include filling of holes and dusting surfaces
- wood chip tree area at 18<sup>th</sup>.

Noted.

### **GCB/2010/288 : COURSE CLOSURE DURING THE MONTH**

The Parks Manager asked Members to note that there had been no course closures during the month of October.

Noted.

**GCB/2010/289 : COMPLAINTS, RESPONSES, COMPLIMENTS –  
RELATING TO THE COURSE**

The Parks Manager reported that there had been no complaints, responses or compliments in respect of the course during the month of October.

Noted.

**GCB/2010/290 : COMMUNICATION/WORKS CONDUCTED IN LIAISON  
WITH GREENS COMMITTEE**

The Parks Manager reported that Mr Sloan from the golf club had been in contact with the Course Manager recently regarding course maintenance.

Noted.

**REPORT FROM CAPITAL PROJECTS OFFICER**

**GCB/2010/291 : SAFETY FENCE AT NO. 2**

The Capital Projects Officer reported that, as requested at the last Board meeting, he had instructed the contractor to have the net replaced by 27 November 2010. He referred Members to a letter from the supplier stating that the net was not defective and had either been tampered with or vandalised.

He outlined that the supplier subsequently forwarded a repair programme which he said would leave the net in proper order and the repair would be indiscernible to the untrained eye.

The Capital Projects Officer asked if the Board wished to continue to pursue a replacement net.

Councillor Spratt expressed the view that he was not satisfied with a repair and a replacement net should be pursued under the defects liability.

The Capital Projects Officer advised that the Council had withheld a 5% retention but he did not feel the amount would cover the full cost of a replacement net.

Following a detailed discussion, the Director of Leisure Services advised that she would put the contractor on notice that the Board did not accept that the damage was due to vandalism and had requested the net to be replaced. She added that, prior to issuing the notice, the Capital Project Officer would check the contract in terms of the defects liability clause, to determine whether there was a requirement to 'replace' or 'make good'.

RESOLVED : That

- (a) the Capital Projects Officer check the wording of the defects liability clause to determine whether there was a requirement for the contractor to 'make good' or 'replace'
- (b) depending on the outcome of the above, the contractor be put on notice that the Board did not accept that the damage to the fence at No.2 hole was due to vandalism and had requested the net to be replaced

**GCB/2010/292 : CAPITAL PROJECTS – PAR 5, 8<sup>TH</sup> & 12<sup>TH</sup>**

The Capital Projects Officer reported that work was almost complete on the above greens and the contractor had been issued with the pre-handover completion form. He added that he had reminded the contractor of the importance of a full Operations & Maintenance Manual, incorporating as-built drawings, manufacturers data, sub contractors details, etc.

He added that he and the Course Manager had inspected the site, in conjunction with the contractor, and a final snagging list had been drawn up. He outlined that CRL Ltd had envisaged that the snags would be completed within the next two weeks.

The Capital Projects Officer stated that the contractor had been reminded that he had still to replace a number of trees.

The General Manager Leisure & Marketing asked the Capital Projects Officer to provide the Club Secretary/Manager with a copy of the document.

In response to a query from Alderman White, the Parks Manager advised that despite the heavy rain recently, the greens were completely dry.

RESOLVED : That the Capital Projects Officer provide the Club Secretary/Manager with a copy of the Operations & Maintenance Manual

**GCB/2010/293 : NEW FEATURE ENTRANCE**

The Capital Projects Officer reported that the 10% bond had now been received from Phillips Contracts in respect of the above, and the contractor was seeking confirmation of the wording to be inset into the wall.

The General Manager Leisure & Marketing asked if the Board wished to consider Castlereagh Blue for the wording.

The Capital Projects Officer referred Members to a mock-up of the entrance wall and he expressed the view that if the wording of the stone inset was to be in Castlereagh Blue, it would be lost against the background of the blue basalt wall. He suggested that the wording be in an anodised aluminium finish.

Councillor Spratt indicated that the Capital Projects Officer had made a very valid point.

Councillor Cochrane referred to the Officer's report and sought clarification in relation to the wording.

The General Manager referred to Minute T&ESC/2004/418 which had resolved that the then new Club and Golf Course should be Castlereagh Hills Golf Club and Course respectively.

Following discussion, it was agreed that the wording would be "Castlereagh Hills Golf Course" in an anodised aluminium finish.

The Club Secretary/Manager enquired about the electricity supply to the 1<sup>st</sup> tee ranger's hut and asked that if possible this be prioritised due to the inclement weather and the need to heat the hut.

Councillor Spratt outlined that the Board had previously requested that this be included in the tender and he suggested that the Capital Projects Officer liaise with the contractor in order to progress the electricity works as a priority.

RESOLVED : That the Board agree that

- (a) the wording to be inset into the entrance wall be "Castlereagh Hills Golf Course" in an anodised aluminium finish.
- (b) the Capital Projects Manager instruct the contractor to commence the electricity supply to the Rangers hut, as the first phase of this project.

#### **GCB/2010/294 : COURSE DRAINAGE**

The Capital Projects Officer advised that, in conjunction with the Course Manager, it was being recommended that subject to other commitments, main drainage works be programmed in May/June 2011, with sand slitting to follow. He added that the Club Secretary/ Manager had suggested that it may prove beneficial to apprise the club members of this work and gauge feedback.

The Club Secretary/Manager outlined that the scheduling of this work would require to be in line with the events calendar, and the period suggested may need to be reconsidered.

The Parks Manager advised that the drainage programme had been carried out in July last year, and depending on weather conditions, the work would take six weeks to complete.

The General Manager Leisure & Marketing sought clarification as to the total cost involved in order to progress the Capital Estimates.

The Capital Projects Officer advised that, as the cost was based on a number of factors, he was not in a position to provide this information at this stage.

Following discussion, it was agreed that the amount to be included in the estimates would be similar to last year's contract price plus an additional uplift to accommodate time lag and the forthcoming increase in aggregate tax.

RESOLVED : That the Board agree that an amount as outlined above be set aside in the estimates to carry out course drainage, and the scheduling of the work be determined in liaison with the Club Secretary/Manager.

### **GCB/2010/295 : ENTRANCE DOORS**

The Capital Projects Officer referred Members to quotations received from Bowmans Windows and Somerville Shopfitting for the provision of a rebated doorset. It had previously been confirmed that as the restaurant had the capacity to cater for over 50 customers, a push bar emergency door mechanism was required. He recommended that the quotation from Bowmans be accepted.

The Club Secretary/Manager asked the Capital Projects Officer to provide her with a photograph of the door to ensure the aesthetics were in keeping with the building.

The Director of Leisure Services suggested erecting a canopy over the door may be one option for highlighting to the public that this was the main entry point to the restaurant.

Following further discussion, it was

RESOLVED : That the Board agree

- (a) to accept the quotation from Bowmans Windows for supply and fitting of new entrance doors, in the sum outlined in the Capital Project Officer's report, subject to the design being in keeping with the aesthetics of the facility
- (b) Officers explore options for encouraging the public to use the doors as the main entry point to the restaurant
- (c) Officers explore locking and opening needs of these doors and the
- (d) the Capital Projects Officer provide the Club Secretary/Manager with a photograph of the door before proceeding with work

### **GCB/2010/296 : LATENT DEFECTS**

The Capital Projects Officer advised that he and the Club Secretary/Manager had met with an architect from URS/Scott Wilson. Subsequently Scott Wilson had written outlining that the defects were the responsibility of the original contractor. The Capital Projects Officer pointed out that the Council had no contractual influence over the original contractor.

He advised that Scott Wilson had provided a price from the contractor for the stabilisation of the rear bank which was attached to his report for Members' information. He then referred Members to indicative costs provided by Moneyreagh Contracts and FP McCann in relation to the following:

- addressing movement in flags at front of clubhouse
- emergency exit from restaurant
- rear access to kitchen / rear external staircase

The Capital Projects Officer asked Members to note that, as a gesture of goodwill, it was URS/Scott Wilson's intention not to seek payment of the outstanding sum of £1,322.00 plus VAT yet to be invoiced to the Council.

Following a detailed discussion, it was agreed that the above amount be offset against the costs involved in the emergency exit from the restaurant and the rear access to kitchen/rear external staircase.

Discussion then ensued in relation the movement in the flags at the front of the clubhouse. The Capital Project Officer's expressed the view that when the flags were initially laid, a pin kerb should have been used to retain the flags. Furthermore, he felt that it was a reasonable assumption that there would be light traffic along the pathway, and in his view, it was therefore not fit for purpose.

The Director of Leisure Services outlined that based on the Officer's comments, she asked if the Board wished her to put URS/Scott Wilson on notice that this work was being pursued through latent defects.

In response to a query from Councillor Spratt, the Capital Projects Officer confirmed that there was no timescale in relation to latent defects.

At this point, the Capital Projects Officer circulated a detailed report in respect of cracked ceramic floor tiles within the facility which ranged from hairline to noticeable. He referred to his report which outlined a number of options for dealing with this issue, on the basis of:

- do nothing
- repair
- legal recourse

Following discussion, Members inspected the areas in question and, on their return to the meeting, they considered that there were no health and safety implications and no further action was necessary.

**RESOLVED** : That the Board agree

- (a) that the Capital Projects Officer accept the offer made regarding the retention of the outstanding sum of £1,322.00 plus VAT and that this amount be offset against the costs involved in the following works:

- (i) emergency exit from restaurant
  - (ii) rear access to kitchen / rear external staircase
- (b) the Capital Projects Officer advise URS/Scot Wilson that, given the assumption for light traffic and the fact that a pin kerb had not been used to retain the flags when the pathway was initially laid, the Board had deemed the pathway not fit for purpose and was therefore being pursued as a latent defect
- (c) as there were no health and safety implications, no further action was required in respect of the broken/defective tiles

### **REPORT FROM THE DIRECTOR OF LEISURE SERVICES**

#### **GCB/2010/297 : LEISURE STRATEGY UPDATE**

The Director of Leisure Services referred Members to a report she had previously tabled in which she had outlined the need to review the Leisure Strategy.

She advised that it would be her intention to follow a 'Value Creation Map' (VCM) style of strategy which would be supported through each of the facilities via the normal business plans. She added that each year the business planning process had followed the estimates process, which in essence was 'back to front'. She was keen that the business planning process complemented the estimates process so that it was informed, and any opportunity for efficiencies were gained at a time when they could be fed into the estimates process.

The Director outlined that, in following a VCM model for the Leisure Strategy at this early stage, it was envisaged that the cross cutting themes to be explored and promoted for Leisure Services could include:

- improve the role for Leisure in empowering the community and meeting the wider health, social and economic objectives;
- explore and develop programmes and partnerships to fulfil these needs;
- continue to maximise income generating opportunities so as to reduce the financial burden on the ratepayer;
- early intervention

She advised that the draft strategy would hopefully be brought before Members in the New Year.

Noted.

### **REPORT FROM LEISURE AND MARKETING MANAGER**

#### **GCB/2010/298 : CLUB LICENCE UPDATE**

The General Manager Leisure & Marketing reported that the proposed Licence Agreement, the proposed draft Constitution and a side letter regarding the old Gilnahirk rate had been considered at Club Council meetings held in October and November.

He continued by stating that at the General Committee meeting held on 5 November 2010, the Honorary Secretary reported that the Club Council had unanimously rejected the Licence Agreement. He referred Members to correspondence from the Honorary Secretary, in which he had confirmed that the Club Council had unanimously agreed the following:

“The Club Council agree not to pursue the licence agreement with Castlereagh Borough Council as it would be detrimental to the economic viability of the Golf Club. We request that the status quo remain”.

The General Manager Leisure & Marketing indicated that the exact nature of the Club’s objections at this stage were unclear.

Discussion ensued regarding the intention to phase out the discounted rate received by the Gilnahirk Club.

He outlined that the GUI were due to meet with the Golf Club on Wednesday 24 November to discuss the matter further.

Alderman White suggested that further consideration of this matter be deferred until the outcome of that meeting was known.

The Director of Leisure Services indicated that the proposals had not as yet been communicated to all club members and had only been discussed at club council meetings.

Following discussion, it was

**RESOLVED** : That the Board agree that

- (a) A legal opinion be obtained on the status of the previous Minute relating to the Gilnahirk discounted rate
- (b) Officers await the outcome of the meeting between the GUI and Golf Club representatives, thereafter, the Club Secretary/Manager write to all golf club members informing them of any progress to date and seeking their views on the Licence Agreement

#### **GCB/2010/299 : JEFFERS RESTAURANT**

The Director of Leisure Services reported that correspondence had been received from one of the partners in the restaurant advising that, with effect from 9 November 2010, he was no longer a part of Jeffers at Castlereagh Hills Golf Club. He had asked the Council to make arrangements to withdraw his name from the lease.

Noted.

### **GCB/2010/300 : SECOND FAIRWAY**

The Director of Leisure Services reported that a short, medium and long term plan was being instigated to address the complaints received from neighbouring houses to the 2<sup>nd</sup> fairway. She referred Members to the short and medium term plans, as follows:

1. In the short term, the tee boxes have been moved forward (now 255 m and 225 m) in time for the start of the Winter league which commenced on Sat 30 Oct 10; Harris fencing has been placed around the old tee box to physically prevent golfers using this location; rope and signage to direct golfers to new tee locations and the removal of old signage has taken place; removed 15 trees at the new 2<sup>nd</sup> tee location so as to make the tee more visible to players on the 8<sup>th</sup> hole; new netting has been erected to direct the fall of shot; the Ranger has been relocated at the 2<sup>nd</sup> hole for the foreseeable future rather than on the 1<sup>st</sup> tee in order to record the fall of shot; liaison has taken place with the Club.
2. In the medium term, extra bunkers are to be constructed on the right of the fairway and one bunker on the left of the fairway will be removed. Quotations for this work have been sought in line with Fiscal Policy although it may be that the nature of the work is so specialised that a sole provider may be used. Work will take place between 22 - 24 Nov 10 and will cost approx £2,500.

The Director advised that the Council's solicitors had conveyed the above to the complainant's solicitor who had replied favourably. She added that the resident had indicated that if the proposal was to move the tee box forward and into the valley area of the fairway, he was prepared to consent to this measure on a trial period until the middle of December, on condition that the Council set out (on a without prejudice basis, if necessary) the measures recommended by the independent expert to cure the nuisance problem in the long term.”.

3. In the long term, further adjustments may be necessary elsewhere on the course to off-set any perceived reduction in the challenge being offered by the course.

The Director of Leisure Services outlined that in the course of investigating the second fairway, the independent expert engaged had indicated that he had found other potential defective aspects of its design. She added that, as a Council, she felt that there was no option but to investigate this further. She indicated that, legally the Council had three years from being notified of a defect to sue in negligence. She stated that, as these issues had just been brought to Officers' attention, she recommended that RPS be put on notice that this new defect was potentially due to their negligence, and as such, the Council would be endeavouring to recover the costs of rectifying these. To

this end, she recommended that the independent expert progress the full safety audit as a means of determining the extent of any defects, ascertaining if in his view, RPS has been negligent and confirming any additional works necessary to rectify it.

Following discussion, the Director of Leisure Services outlined that it was important that the safety audit report should differentiate between those potential areas deemed an actual design defect and those which could be considered a recommended practice.

She advised that the independent expert engaged supervisory costs of the construction of the bunkers and completion of the full safety audit was estimated to be £3960, exclusive of expenses and VAT.

The Director of Leisure Services advised that Chair of the Golf Club Board had been kept apprised throughout these developments and had given his approval at each stage.

Following discussion, Alderman White proposed to agree the recommendations outlined in the Director's report, and this was seconded by Alderman Norris.

RESOLVED : That the Board agree

- (a) to grant retrospective approval for the short term works on the 2<sup>nd</sup> fairway
- (b) to grant retrospective approval for the medium term work regarding the bunkers on the 2<sup>nd</sup> fairway, at a cost of approximately £2,500
- (c) grant approval for commissioning of a full safety audit on the remainder of the course as a means of determining the extent of any defects, ascertaining if in his view, RPS had been negligent and confirming any additional works necessary to rectify it; including supervision of the bunker construction at an estimated cost of £3960, exclusive of expenses and VAT.
- (d) that subject to the outcome of the full safety audit, RPS be put on notice that any new defect was due to their negligence, and as such, the Council would be endeavouring to recover the costs of rectifying these.

## **REPORT FROM BUSINESS MANAGER**

### **GCB/2010/301 : FINANCIAL TRADING ACCOUNTS TO THE END OF PERIOD 7 (OCTOBER 2010)**

The Business Manager tabled the trading accounts to the end of October 2010 for Members' information. It was noted that there had been an underspend in expenditure and an overachievement in income, resulting in a

favourable variance compared to profiled budget. She advised that this had been the trend over recent months, and as a result, the facility was currently showing an overall favourable variance to date in relation to net cost.

With regard to income, the Business Manager advised that on course fees had achieved the annual budget at the end of period 7, but it had to be borne in mind that business usually decreased over the winter months. She indicated that Society income was continuing to rise.

With regard to expenditure, she reported that there had been a slight overspend in wages due to seasonality of business.

Councillor Copeland noted that pay and play appeared to have played a significant factor in achieving the annual budget in period 7.

The Club Secretary/Manager advised that there had been a focus placed on marketing pay and play and society bookings this year, and there were already approximately twelve societies booked in for next year.

In response to a query from Councillor Copeland, the Club Secretary/Manager advised that the first year that a Society Open Day had been organised had not proved particularly profitable. She added that it was therefore felt that promotional and marketing initiatives were the best way forward.

Noted.

### **REPORT FROM THE CLUB SECRETARY/MANAGER**

#### **GCB/2010/302 : JEFFERS BAR AND GRILL - CONFERENCE ROOM OPEN DAY**

The Club Secretary/Manager advised that, in partnership with Jeffers, a Conference Room Business Open Day was scheduled to be held on 1 December 2010. She outlined that letters and flyers had been issued to 350 companies, inviting two representatives to view the facilities and to dine free of charge in the restaurant. She added that to date 8 letters of acceptance had been received.

Noted.

#### **GCB/2010/303 : JEFFERS CHRISTMAS / NEW YEAR OPENING HOURS**

The Club Secretary/Manager reported the following:

	<b>MON</b>	<b>TUE</b>	<b>WED</b>	<b>THUR</b>	<b>FRI</b>	<b>SAT</b>	<b>SUN</b>
WC 29.11.10	Closed	Closed	√	√	√	Party Night	√
WC 06.12.10	Closed	√√	√	√	√	Party Night	√
WC	Closed	√√	√	√	√	√	√

13.12.10							
WC 20.12.10	Closed	√√	√	√	Lunch Only	Closed	Brunch Only
WC 27.12.10	Closed	√√	√	√	Gala Dinner	Closed	Closed
WC 03.01.11	Closed	Closed	Closed	Closed	√	√	√

(√ indicates normal opening hours, √√ indicates additional opening hours)

Open every day in December, except for:  
Monday 6<sup>th</sup>/13<sup>th</sup>/20<sup>th</sup> and Saturday 25<sup>th</sup> December  
(Christmas Dinner is available every day from Wednesday 1<sup>st</sup> to Thursday 30<sup>th</sup> December)

Christmas Party Nights – Saturday 4<sup>th</sup> & 11<sup>th</sup> December

Open on Christmas Eve for lunch only

Open Boxing Day (Sunday 26<sup>th</sup>) from 11am until 5pm for traditional Boxing Day Brunch (bar opens 12.30pm)

New Years Eve – open for lunch and a gala dinner

New Years Day – open

Closed from 2<sup>nd</sup> January and re-opening Friday 7<sup>th</sup> January for lunch and dinner

Noted.

### **OPERATIONAL UPDATE**

#### **GCB/2010/304 : PRICING REVIEW 2011**

The Club Secretary/Manager referred Members to the proposed pricing review which would be implemented from 1 January 2011. She asked Members to note that, as part of the review, market research had been conducted and it was being recommended that membership rates should remain the same, with an emphasis being placed on increased income from Pay and Play customers. She asked Members to note that the prices included the confirmed VAT increase and a recommended increases to maximise potential income to the facility from visitors.

RESOLVED : That the Board approve the pricing structure for Castlereagh Hills Golf Course for 2011, effective from 4 January 2011.

#### **GCB/2010/305 : CHARITY EVENT IN AID OF 'BREAKTHROUGH BREAST CANCER' TO BE HELD ON 11<sup>TH</sup> MARCH 2011**

The Club Secretary/Manager advised that the above event was scheduled to be held at a quiet time of the year. She asked Members to consider the following:

- course to be honoured at a cost of £100 per hour between the hours of 9.00 a.m. and 1.00 p.m., as required
- organiser to control timesheet
- two weeks prior to the event, the organiser to confirm how many bookings and number of hours required and make payment in full
- members will be encouraged to participate in the event and a special rate will be agreed to encourage members to play.

She advised that the proposal was based on the following:

- income over a 5 week period relating to the same dates in 2009 for the full day was calculated as an average of £246.00
- it should be noted that the core of this income would be generated on a Friday afternoon
- competitors will be eating in the restaurant as part of the event
- The event will attract new customers and hopefully consider future membership
- maximum potential to raise money for charity and related press / advertising would promote the facility

Following discussion, it was

**RESOLVED** : That the Board grant approval for 'Breakthrough Breast Cancer' to hold a charity event at the golf course on 11 March 2011, in line with the terms outlined by the Club Secretary/Manager.

#### **GCB/2010/306 : BREAK-IN FOLLOW UP**

The Club Secretary/Manager referred Members to a copy of the insurance claim form that had been completed, following the break-in. She advised that as a result of the incident, a number of issues had been identified as areas of concern, as follows:

- Entrance door to restaurant
- Shutter at reception
- Upgrade CCTV system

The Club Secretary/Manager advised that on the basis of like for like, the amount being claimed in respect of the shutter was £2,500. She added that, in conjunction with the Technical Manager, quotations had been received to upgrade the shutters at the reception area that would provide better security than was currently in place. She referred Members to two quotations received in this respect.

Councillor Spratt expressed concern at the significant cost of this particular design and suggested that Officers attempt to source two stainless steel shutters, one for the reception area and one to protect the CCTV equipment in the Club Secretary/Manager's office.

With regard to the upgrade of the CCTV system, the Club Secretary/Manager outlined that a quotation had been received for this work in the sum of £1,750.00 plus VAT. She added that an additional cost of £500.00 was required to include the installation of PIR's.

Following further discussion, it was

**RESOLVED** : That the Board agree that

- (a) the quotation from Diamond Systems be accepted for the upgrade of the CCTV system and the installation of PIR's be noted and scheduled in next year's budget
- (b) Officers re-consider options for upgrading the shutters at the reception area, together with the costs involved, and report back to the next Board meeting
- (c) the Club Secretary/Manager be authorised to submit the insurance claim

#### **GCB/2010/308 : HILLMOUNT NURSERIES - ANNUAL REQUEST**

The Club Manager/Secretary outlined that Hillmount Nurseries had requested use of the Old Pro Shop Car Park on Saturday 27 November for additional parking due to the arrival of 'Santa'. She advised that a risk assessment had previously been conducted and a disclaimer signed by Hillmount Nurseries

**RESOLVED** : That the Board agree to grant use of the Old Pro Shop Car Park to Hillmount Nurseries on Saturday 27 November 2010 to be used for additional car parking for a Christmas event.

#### **GCB/2010/309 : ALARM CALL OUTS DURING THE MONTH OF OCTOBER**

The Club Manager/Secretary reported that there had been a total of three call outs, and following the two activations which had occurred on 10<sup>th</sup> October, a faulty sensor had been replaced.

Noted.

#### **GCB/2010/310 : CLUBHOUSE COMPLAINTS, RESPONSES, COMPLIMENTS**

The Club Manager/Secretary referred Members to a letter of thanks and advised that, following Board approval, complimentary tickets had been

issued to 'Help the Heroes' fundraising event. She advised that the event had taken place at Castlereagh Hills Golf Course and approximately 40 golfers had participated in the event and subsequently dined in Jeffers restaurant.

Noted.

### **GCB/2010/311 : REQUEST FOR COMPLIMENTARY TICKETS**

The Club Manager/Secretary advised that, since drawing up her report, a request for complimentary tickets had been received on 16 November 2010 for a charitable event being organised in aid of Sydenham Court Dementia Unit.

RESOLVED : That the Board agree to provide complimentary tickets, on the basis of a four ball, for the charity event being held in aid of Sydenham Court Dementia Unit.

### **GCB/2010/312 : REQUEST FROM A MEMBER RE: MONTHLY DIRECT DEBIT REPAYMENTS**

The Club Manager/Secretary advised that she had received a request from a club member who had recently been made redundant and was finding it difficult to meet his monthly direct debit payments. She asked if the Board would consider either freezing his direct debit payments for a number of months, or reducing the monthly payment and spread them over a longer period.

Whilst Members were very sympathetic, they were of the view that in this difficult economic climate that in addition to redundancy there would be other reasons for an individual to be in financial difficulties. Members felt that if further similar requests came before the Board, it would be difficult to make a decision based on an individual's personal financial circumstances. Members were of the view that in agreeing to this particular request would therefore be setting a precedent.

RESOLVED : That the Club Secretary/Manager contact the club member advising him that, whilst the Board was sympathetic, it was not in a position to agree to his request in respect of his monthly direct debits as it would be setting a precedent.

### **GCB/2010/313 : UPDATE ON MEMBERSHIP STATISTICS**

The Club Manager/Secretary attached to her report a copy of the above for Members' information.

Noted.

### **GCB/2010/314 : REVIEW EXIT FORMS FOR THE MONTH OF OCTOBER**

The Club Manager/Secretary presented the results of review exit forms for Members' information.

Noted.

**GCB/2010/315 : BUGGY & TROLLEY HIRE**

The Club Manager/Secretary presented the income in respect of buggy and trolley hire for the month of October.

Noted.

**GCB/2010/316 : NUMBER OF STAFF USING THE COURSE**

The Club Manager/Secretary provided Members with an update on staff using the Course during the month of October.

Noted.

**REPORT FROM GOLF PROFESSIONAL  
(presented in his absence by the Club Secretary/Manager)**

**GCB/2010/317 : PREVIOUS MONTH'S LESSONS PROGRAMME/INCOME REVIEW**

The Board was presented with a detailed report on income generated by golf lessons in October 2010.

Noted.

**GCB/2010/318 : OVER 60'S COACHING PROGRAMME**

The Club Secretary/Manager advised that, following an initiative to increase this section of the Club, an Over 60's four-week coaching programme had been promoted through the Council's Marketing Department. She reported that to date 17 people had enrolled for lessons during October and November 2010. She added that it was hoped to develop this initiative in the New Year, in conjunction with the CSAW Project, and she would keep Members updated on progress.

Noted.

**GCB/2010/319 : SCHOOLS PROGRAMME**

The Club Secretary/Manager outlined that, following the success of the schools coaching programme, 23 letters had been sent to local Primary Schools offering 3 free Tri Golf and Fitness sessions, together with entry into the Annual Primary Schools Competition. She advised that to date the

following schools had availed of the coaching sessions and had confirmed entry to the Schools Competition scheduled for June 2011:

Knockbreda PS  
Sullivan Upper Prep  
Carryduff PS  
Gilnahirk PS  
Strandtown PS  
Leadhill PS  
St Joseph's PS  
Lishnasharragh PS  
St Ita's PS  
Forge Integrated PS

The Club Secretary/Manager advised that the Golf Professional had made a number of approaches to Dundonald Primary School to get involved in the schools coaching programme. various initiatives, without success. She advised that the location of this school offered a prime opportunity to develop golf within Castlereagh, and to this end, the Golf Professional had asked if any Member with a contact within the school would contact him.

Noted.

#### **GCB/2010/320 : JUVENILE CHRISTMAS PARTY**

The Club Manager/Secretary that the Juvenile Convenor and the Golf Professional was proposing to hold a Christmas Party for the Juvenile members on Friday 10<sup>th</sup> December 2010. Whilst it had been hoped that the Golf Club would meet the cost of the party in the sum of approximately £100, due to financial circumstances it was not in a position to provide financial support. She advised that, whilst this was the responsibility of the club, it was felt the event would maintain the momentum and social element to the Juvenile Club, the Board was being asked to consider covering the cost of the event.

RESOLVED : That the Board agree to provide £100 for the costs involved in a Christmas party for the Juvenile Club being held on 10 December 2010.

There being no further business, the meeting ended at 12.00 noon.

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**CHAIRMAN**

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**CHIEF EXECUTIVE**

