

**Minutes of the CGLMC Ltd Greens Meeting held in the Boardroom of Links House on
Wednesday 6th March 2019**

Present: J Gilbert (Greens Convener), P Sawers (Chairman), C Yule (Vice-Chairman), L Gordon, I Wilson, I Frier

In Attendance: M Wells (Chief Executive), C Boath (Links Superintendent), S Mitchell (Course Manager Buddon & Burnside), K McNicoll

Meeting began at 1400 hours.

1. Apologies

A McArtney

2. Declaration of Interest

None

3. Greenkeeping Structure

J Gilbert wished to raise this point for information purposes and asked M Wells to go over the recent appointments within the Greenkeeping Department.

M Wells appraised the sub-committee on organisational reviews that had been taking place and that a proposal to full board was now due.

M Wells confirmed that C Boath has been appointed to the role of Links Superintendent, K Stott was now Course Manager of the Championship / Deputy Links Superintendent and S Mitchell would take the role of Course Manager of both the Buddon and Burnside.

M Wells said that the new management structure in Greens would be measured over the next year through STRI agronomy reports. J Gilbert said he feels one year is not long enough and should be over the next 2/3 years.

4. Action Points from the Last Greens Meeting

Visitor Experience

C Boath said that a group had now been established and would be discussing all matters surrounding the visitor experience. C Boath did however highlight that this would not all be complete for the beginning of the 2019 summer season. M Wells communicated we are looking at 2020 season for any implementation of new processes or changes.

Out of Bounds Proposal

S Mitchell talked the committee through his Out of Bounds proposal.

J Gilbert said he felt the proposal was too extreme and was not the only area on the courses that have this problem. I Wilson also highlighted that it might have an impact on pace of play. After discussion it was agreed that S Mitchell would control the situation through maintenance and if problem persists, could raise again at a future meeting.

Bream

J Gilbert asked if we were any further forward with the Bream report of Links House as this would be required for GEO. M Wells said this was still ongoing with Ogilvies.

Fence 16th Tee Championship

After discussions it was agreed that no decision be made on this until next year, until the mound had been lowered. In the interim for health and safety the fence should be replaced at the earliest convenience.

Landscape Character Assessment (LCA)

M Wells said the LCA was a valuable exercise for CGLMC to undertake, adding value. M Wells had been in contact with Abertay University to understand if any external support could be provided to the organisation and also used as a useful engagement piece with the local community. Discussions were ongoing, and Abertay felt this would be a great piece for a postgraduate to be involved in.

5. Links Superintendent Report

I Frier asked C Boath if there was any feedback from the R&A visit, specifically with regards to spectator routing. C Boath said the visit focused mainly on creating more room round the course, bridges and changes to roads, he confirmed they would be producing a report.

J Gilbert asked if we still had a licence from SEPA to use glysohate. C Boath confirmed that we do.

6. Projected Maintenance Forecasts

Championship

J Gilbert asked when sanding of the fairways was to take place. C Boath said they are hoping to do this next week, this week they have been concentrating on solid tineing.

J Gilbert enquired if all the penalty areas were marked off as suggested by the R&A. C Boath said that they will be marked off before the start of the season to make these areas stand out to golfers.

Burnside

S Mitchell said there was nothing to report. S Mitchell commented that it was still early days for him with regards to the Burnside and he would just be managing the course in the same way K Stott has been, before adopting new methods.

P Sawers commented that there appeared to be a lot of work going on at the bridge at the 17th. S Mitchell said they were tidying it up to make it more pleasing on the eye.

S Mitchell asked if it would be possible to return the boxes back on the 1st and 18th Tees. J Gilbert agreed this would be fine and to put them out at the earliest convenience.

I Frier commented that there appears to be a good deal of evidence of rabbits on the courses. C Boath agreed and said he was looking into a company to help maintain this.

Buddon

J Gilbert said was a very good report and there were no issues.

7. Summer Golf Changeover

New Scorecards

J Gilbert asked that all preferred lies and drop zones for all courses be communicated to season ticket holders as soon as possible.

J Gilbert mentioned that we have new scorecards and asked K McNicoll to demonstrate the new layout to the greens committee.

K McNicoll indicated the new scorecards contained local rules which had been produced in consultation with the R&A, rule 4 being the biggest change. K McNicoll also highlighted that the cards now contained a new pace of play section and that the bench mark for a 4 ball was 4 hours 35 minutes per round. K McNicoll stated that the same layout was applied to all three courses, except an extra black line was added to Buddon and Burnside cards for Juniors.

M Wells said he welcomed the introduction of the pace of play section as we want to promote ready golf. This was supported by the sub-committee.

J Gilbert said the new scorecards look very smart and were a vast improvement on the old ones and we would review them again next year.

L Gordon asked if they would be ready in time for the summer season. K McNicoll said they would.

Tagmarshall / Rangers

C Yule asked if Tagmarshall was enough to help with the pace of play or do we require Rangers who would not only help with pace of play but also on course etiquette or “free golf”.

M Wells said that after a full review of customer experience and associated costs we had decided not to employ rangers, however opportunities to manage this indirectly had been identified.

- In the past it was discovered that Tagmarshall had been underutilised, therefore information/training days have been set up.
- Tagmarshall will now be administered by the CaddieMaster and all the tech will be fitted accordingly.
- We are in the middle of upgrading our Tagmarshall hardware to the new 2-way interactive system
- We will identify a new introduction piece to the tee-head starter that will set expectation around Carnoustie’s support of quick and ready golf and how we are looking to manage everyone’s experience and that we are empowering our caddies to ensure pace of play is aligned.
- In the event of a situation that requires attendance on course, someone for the concierge team will facilitate.

The sub-committee discussed the perceived issue of “free-golf” including policing this issue customer care on the course and the Health & Safety benefits of on-course personnel. After discussion, it was agreed to review on-course issues in June.

I Frier asked if we had looked any further into CCTV on the course, especially in further away areas. M Wells said that he had asked Boston Networks to provide options for on-course CCTV, and they are awaited.

Portacabin

J Gilbert asked if the area where the portacabins used to sit would be ready for the start of the season. C Boath said it should be.

Practice Nets

J Gilbert asked if the practice nets would be ready for the new season. C Boath said they would be.

8. Environmental Business

J Gilbert highlighted that we are due to renew our GEO status in October/November and that this time it would include Links House. C Boath said that we need to get on top of this

J Gilbert asked if there were any environmental plans in the pipeline and if not, could he suggest looking at doing something at the 10th tee of the Buddon, to mitigate effects of the TV compound adjacent to the tee.

9. Any Other Competent Business

Front of Links House

I Frier asked if there was to be any upgrading of the tarmac before the start of the season at the front of Links House. M Wells said that nothing would be happening in the immediate future, as discussions with Ogilvies with regards to this are ongoing.

I Wilson asked if it would be possible to have some sort of covered area for golf bags sitting outside the Caddie Master's office. M Wells said this was being looked at as part of the customer experience review.

Road Signage

C Boath confirmed that road signage for 2nd, 4th and 17th had been ordered.

There being no other business, the meeting closed at 1700 hours.