



The Committee has agreed that the next stage to the communication process was to look at those common themes in Enville Voice and to provide a response. Below is a selection of responses we felt would benefit most from answering. It has not been practicable to answer every response and we recognise that our answers will not please everyone, but by doing this we want to show we are willing to listen and be open and honest. If any member would like to discuss any point they raised in answering the survey, relevant sub committee members would be happy to oblige'

Thank you once again to those that took part in the survey.

Q	Toilet facilities on the course, Highgate are antiquated or non existent, on the back nine. Other local clubs have excellent toilet facilities on their courses, not just a wooden shed with walls dripping with water.
R	<i>We have one toilet by 6th tee Highgate one by 8th green Lodge and one half way (club house).</i>
Q	Changes to both courses over last 5/10 years. There are many instances of bad decisions, but filling in ditch on 8th Highgate and moving path from 10th tee Highgate take some beating. Inconsistent depths of sand in bunkers, unacceptable levels of debris in trees, too much rough built round bunkers, poor fairway grass on 6/9/12 Lodge. Also over the last couple of years we seem to have attracted more wildlife than Dudley Zoo.
R	<i>There will be no more changes to courses without an input from a qualified course architect</i>
Q	Cutting tee boxes too short. Bunkers not filled with good quality sand & not turned over. Members not consulted about large amounts of spending
R	<i>Tee boxes and bunkers have been and will continue to be improved. The committee will consult on spending where it is felt appropriate.</i>
Q	Course Wise. My biggest gripe would be 11 on The Lodge. Overall, I think the new green has strengthened the hole. However, I think 6+ more trees need to come down on the right side (after the old fairway and before the new green) just to widen the angle in to the back of the green. Additionally all of the bracken and bramble on the left hand side from about 100 yards short of the green and all the way to the back of the green needs to be destroyed. There is no bail out and all this does is slow down the game even more. And I have a Category One handicap. What do higher handicap golfers think? I just think it is a little unfair. As A Club. Improve the standards of etiquette. I'm all for everybody enjoying themselves but certain things need to be discouraged: - Is it really necessary to shout 100 yards to someone? Surely, a wave will do? There are people concentrating on their shots elsewhere. There are a number of other areas where etiquette could be improved. I hope that we will remain a golf club with bar facilities. Let's never become a drinking club with a golfing problem.

R	<i>There will be no more changes to courses without an input from a qualified course architect. Active bramble control methods have been adopted.</i>
Q	Don't cut down anymore trees! I understand the need to remove some trees but we have gone far enough, no more please. The courses had undergone quite a bit of change, mostly very good (still don't like the change to the 8th Highgate, should have left stream), lets not do change for change sake. Only other thing would be better range balls.
R	<i>Enville GC has a Tree Management Policy that can be found on the web site under the member section. There will be proactive measures to encourage heather growth and avoid heather loss so as to maintain our status as heathland across the courses. Tree management will also provide light and air to improve the greens turf density. Range balls are the responsibility of the Professional</i>
Q	Different coloured flags to denote position of pins. Same sand in all bunkers. Lovely signs we have pointing to car park, practice area etc. to be made readable for visitors. No societies before 9:30am. No societies on same course as Captains lottery competition. A little more colour on the courses. Y shaped rake holders.
R	<i>Different coloured flags are being considered but not a priority.</i>
Q	Although I am satisfied generally with the courses, I do find some of the carry difficult especially for high handicap players, I hope it is not going to become a course planned mainly for those low handicap players.
R	<i>A measured blue course together with score cards is available for Highgate.</i>
Q	Conditioning can be improved. Bunkers need plenty of work. Artificial grass area on the range for winter practice.
R	<i>No plans for artificial grass on the practice range.</i>
Q	The car park could do with improvement, I appreciate the cost implication but I would like to see the trees between the car park and the practice area cut down, the grassed area tarmacked with larger spaces for commercial vehicles and 4 x 4 cars provided. A specific traffic flow system would also make the parking facilities safer. This would really enhance the first impressions of visitors to the club and also really show off our practice facilities which with the trees and scruffy bushes are hidden away.
R	<i>Thank you for the suggestion but this is not a priority at the present.</i>
Q	Make it easier to get into competitions, cut long grass on mounds so that you don't have to look for your ball enabling play to be quicker.
R	<i>Grass on the mounds has been addressed and will be kept short.</i>
Q	There are a few aspects to how the course is maintained that would enhance everyone's experience. ALL the low branches of ALL the trees each side of the fairway should be cut away to circa 10 feet, low lying branches, even to the ground prohibit effective mowing, leaving the grass and rough too long, inhibiting the search for the ball, making general play slow down. Slow play is a modern day plague. I recently played at Ferndown which is a top quality course, and the place oozed quality, the tees were mown properly, with no bare patches where the mower has rounded corners and high points, generally because the green staff mow too quickly, you could see across 3 or 4 fairways under the branch canopy and it was straightforward to find an errant ball and play out of the trees, the trees being the penalty. Furthermore, having a bye-rule that allows stubborn, generally older members to not have to call through faster players, in 2's and 3's is against all logic, the etiquette of golf and against R&A principles and practice and gives golf a BAD NAME. This rule needs to be overturned immediately.
R	<i>Unfortunately several of our tee boxes are below the minimum recommended area and turning circles are non existent. - Tree work is and has been ongoing. Rules to be looked at.</i>
Q	Halfway house
R	<i>Not a priority at the moment.</i>

Q	Some of the rough area's around the course could be improved. An example would be the remodelled 3rd hole on Lodge, the mounds around the green should be cut in my opinion. This would improve the look of the hole and speed up play.
R	<i>Because of the severity of the slopes on the mounds they are difficult to mow- usually strimming is the only option, which is very labour intensive. The long-term goal will be to soften the mounds and mow regularly. We will continue to improve conditions and try to maintain in a manner fairer to the golfer. There will be no more changes to courses without an input from a qualified course architect</i>
Q	The continual removal of many trees. In reality we have 2 courses. 1 heathland and 1 woodland. Both require preservation as to their appearance and content. They need to be treated accordingly. The privacy of several holes seem to be being destroyed without reason.
R	<i>We have two courses of mixed diversity, not one healthland and one woodland. They will be treated as they require to be treated taking into consideration our tree management policy and increasing the growth and volume of heather.</i>
Q	All the unnecessary mounds
R	<i>Mounds will be retained at a level to make them efficient and cost effective to be managed.</i>
Q	I am generally always impressed with the speed and quality of changes to the course. However, the tree management policy has seemed a bit haphazard and disjointed - better communication of the reasons behind these changes would help. Also when tees are raised we end up with a halfway house - if we are going to raise tees to improve visibility then raise them far enough to achieve this.
R	<i>Please refer to the current policy that is on the website. There will be no more changes to courses without an input from a qualified course architect.</i>
Q	On some? improvements water retention appears to be a problem 5th Highgate one attempt failed to cure water retention in hollow not a problem before alterations
R	<i>Water retention problems do appear from time to time – 7th Highgate has just been corrected & this isn't the result of any alterations. It is important to address these issues in the winter work schedule. There are more to be done.</i>
Q	The light infill surfacing material used on the paths is not fit for purpose. It is dustbin the summer, making tracks across the fairways, it is just white mud in the wet and very slippery and icy in the winter. There are also some paths where exposed roots could cause problems to players and need attention i.e from 2nd to 3rd hole. Improve the blue course tees to encourage older players and beginners to use the course.
R	<i>We would like to address paths and materials in the future. Agreed regarding exposed tree roots on paths. 13th Highgate was addressed last year. The blue tee course could be improved but it needs to experience an increased volume of play before we commit to spend money on it</i>
Q	Some greens will eventually require replacement particularly on the Highgate. The greens are reasonably good at this time of the year but a plan of replacement would be much better in the long run instead of the proposed needless irrigation.
R	<i>There is no need to replace greens. Correct management techniques will continue to improve our greens to some of the best in the midlands. Irrigation is not needless. There are no golf clubs that don't have irrigation.</i>
Q	I played at http://www.ferndowngolfclub.co.uk/ please consider keeping the heather in same manner that they do, it is trimmed and although penal you can at least find your ball.
R	<i>Our heather will continue to be maintained in the same manner as present. There are different phases during the plants lifecycle and it needs to be managed accordingly. We are very successful at managing heather and supply brash to other golf clubs. Continued turf stripping will resume to encourage heather growth.</i>

Q	I think the pathway right of the ladies tee on the ninth hole should be reinstated as the fairway is suffering because of the alteration.
R	<i>There will be some winter work to improve this hole but it will not be changed without the advice of a Course Architect</i>
Q	Put the ditch back on no 8 and remove the mounds
R	<i>Will not be changed without the advice of a Course Architect</i>
Q	Raise tees/sculpt fairways rather than add bells. Remove ditch from trees to right of 12th.
R	<i>Consideration is being given to pipe the ditch as it is seen as a double penalty.</i>
Q	Increase the course budget! We have 900 members that have joined a golf club, surely the courses should always be the priority.
R	<i>The course budget has been increased significantly this year as it was last year and will continue to increase to meet the needs of the course.</i>
Q	Thin the trees out to improve greens and fairways, remove the tree right by the bunker on the 7th. Improve all greens.
R	<i>No plan to remove the tree on the 7th. See Tree Management Policy.</i>
Q	Create a path from the 12th green, going around the back of the rhododendrons, meeting the 13th tee from the right hand side. This would speed up the game and stop golfers leaving the green, walking into traffic coming down the 12th.
R	<i>This comment has some merit but it is not one we will be pursuing. Whilst it would assist by clearing the green without walking back into the 'line of fire' our current arrangement does make sure we know the green is clear. By adopting this suggestion we would need a bell and that is not something members are in favour of.</i>
Q	Some bells for safety on the holes above, consistency of the speeds of the greens, tee boxes cut lower
R	<i>As a result of this survey most members voted against having additional bells so this wont be pursued.</i>
Q	A large carefully considered project of tree removal to reinstate the heritage heather that has been lost. This would entail member engagement consultation and approval.
R	<i>Agreed. There is too much emphasis on the trees on the course and not enough on the heather. Heather is the natural environment and needs to be protected against self-setting trees.</i>
Q	Raise and clean around the tree trunks that line the fairways so that balls can be found. Most great courses provide that if you are in the trees you should be able to find your ball and be able to play a shot (back into play) we have far too many areas that are covered in brambles and rubbish.
R	<i>Ongoing work</i>
Q	2nd -The left hand side of the top level was designated to be heath. This clearly has not worked and it is an awful area to get into, it is supposed to be a flat area. Can we have it marked as GUR or made to how it was originally with grass there. It is unfair to be on what is supposed to be flat fairway, yet you can have a worse lie than actually being in the rough.7th - Conifer on R/H side of fairway removed and the grass bunker made to be a proper fairway bunker. 8th - Trim the slope in front of the Men's white Tee Box. There is an oak tree starting to grow (about 3 feet tall) and broom which blocks the tee shot. 13th - Grass bunker IR/H side nearly at the top of the hill looks terrible and seems pointless, can it be made a true bunker or made fairway
R	<i>The 2nd on Lodge was turf stripped a number of years ago to encourage heather that was dying back. This turf stripping has been a complete success where one can see small pockets of new heather growing. Work around both courses will be ongoing to ensure the regeneration of the heather.</i>

Q	A long shot but have you ever considered making the 4th a par 5 utilising the old green from the 11th?!
R	<i>A good comment. We have looked at this but the distance that we were able to gain would be insufficient for it to be a viable par 5. The green is also of more use as a winter green. We would not consider altering any of the course in future without consulting a Course Architect.</i>
Q	Stroke indices need revision. New tees need to improve 2, 5,12 in particular. Bunkers need to be more consistent in terms of depth of sand. Greens same as Highgate. Improve drainage on 11 approach to green (ditch?). Could tee be taken back on 18?
R	<i>We are currently waiting for a Stroke Index review to be conducted in line with the slope index format being adopted.</i>
Q	More robust paths that don't wash away when it rains.
R	<i>The greens committee together with the Course Manager will consider how best to improve this going forward.</i>
Q	Remove more trees to improve the playing surfaces on the holes over the road. Sort out the 5th green
R	<i>Agreed. No alterations to the green without consulting with a Course Architect.</i>
Q	Drainage or small pond to the 11th green
R	<i>Work will be carried out to improve this. This may entail raising the lower part of the flooded area and installing drainage pipes into the culvert to the left. At the moment this flooded area is lower than the culvert.</i>
Q	Communication from the office in particular is not good.
R	<i>An emphasis has been placed on email communication over the last 12 months. Any members not receiving regular emails from the office should contact H. Mulley immediately and every effort will be made to rectify any problems. Newsletters have also been regularly distributed. There has always been an "open door" policy with the office and any member is free to contact the manager or office staff with any concerns on a daily basis.</i>
Q	Have less people paying and playing
R	<i>Guests, visitors and societies are an essential part of the fabric of the club and its finances. With two courses every care is taken to ensure the members needs are not compromised. This will continually be monitored by working closely with our Pro Shop and Green staff to monitor members concerns.</i>
Q	Give the ladies locker room a thorough clean more regularly. Put the honours boards for the ladies on the way up the players' entrance stairway.
R	<i>The Ladies Honours boards have now been hung in the Players entrance and will be updated in the usual way in late October 2017. The Ladies Locker rooms are regularly inspected. Should you feel, at any time, that an area needs special cleaning attention and this appears to have gone unnoticed please feel free to contact the Manager H. Mulley.</i>
Q	The changing room areas are in my view of a lower standard than clubs of a similar standing and need improvement. However the "after round" facilities in the handwashing area leave even more to be desired. The improvements to the showers etc are all excellent but are let down massively by the inadequate hand washing facilities. There is often water from only one sink, no proper soap and entirely unsatisfactory hand drying procedures. It would be possible at little expense to have more traditional taps, proper soaps, attached to the wall if necessary and at the very least paper towels which one can access easily. I have been lucky enough to visit changing rooms at Hoylake, the R&A etc, none have extravagant facilities , but they are much more personal than those currently on offer at Enville. Modest changes in this area would enhance the experience of members and visitors alike.
R	<i>This is being addressed and soap dispensers and towel hangers are now on order and</i>

	<i>should be in place by late November 2017.</i>
Q	Fix the stinking drains
R	<i>A full camera assessment of our drainage system has been carried out. No blockage or obvious cause has been identified. This will continue to be monitored.</i>
Q	The pace of play during competitions is painfully slow. Members seem to show little respect for the basic etiquette when using the practice facilities. There are far too many fourball and Texas scramble events at the club
R	<i>We would expect pace of play during any competition to be marginally slower than general play but not so as to cause difficulties to other competitors. The idea of having a Course Marshall for this and other reasons has been muted but as yet no decision has been made.</i>
Q	The number of times at weekends that there are course restrictions due to competitions. I work hard all week and have limited times to play, so when I play at weekends I don't want to turn up to find one of the courses has a completion on. This is usually followed by a long wait on the alternative course and a long round due to waiting. Also been occasions when the diary didn't accurately reflect competitions.
R	<i>Holding competitions is regular business for the club and an expectation of many members. Having two courses provides an opportunity to at least play unlike those clubs with only one course.</i>
Q	I find it difficult to participate in competitions due to the booking system. It seems to be the same old faces in the same time slots so is it a case of who you know?
R	<i>We are looking at adopting new methods of entry to prevent this from happening No one gets prior notification of competitions going online. The ability to sign in 'friends' to a competition, and using social media tools means that certain members who are persistent and determined are legitimately getting an edge on others. The competitions committee are currently examining how best to book into competitions with an option of removing the ability to book a friend being considered.</i>
Q	The Captains lottery draw winners name should get the prize whether they are in the club house or not. Some people work shifts and have family commitments which prevent them from being at the club on a Wednesday night and because of this they are victimised from receiving the winners money should their name be drawn. Every member present or not should get the winners money.
R	<i>There is a misunderstanding surrounding this social and fund raising event. It is the purchasing of cloakroom raffle tickets that add the funds to the Captains Lottery. The money raised on the night is sub divided into instant cash prizes, the Captains Lottery Draw and the Captains Charity. If it were not for the members that present themselves on the night to purchase the raffle tickets the Captains Lottery Draw could not exist. It is unfortunate for those members who cannot attend but it cannot operate any other way.</i>
Q	Organise a members roll up on at least 1 day of the week or otherwise encourage/facilitate more mixing
R	<i>The green staff are unable to prepare or maintain courses to competition standard at all times therefore a roll up could be played but not on a prepared course - if members are happy with this then we can agree to roll up style entry.</i>
Q	Booking competitions at weekends is very difficult, limiting any computer to booking only one tee time could improve this!! System is being abused I think!!
R	<i>As stated in a previous answer nobody gets prior notification of competitions going online. Consideration for more comps to be single member entry only and other measures currently being considered.</i>
Q	Better communication with a more professional approach to the way the club is managed
R	<i>The board has increased their communications with the members and recognize more can be done. Enville Voice and the follow up work will ensure that members have a say and common themes are addressed. This year saw the start of a regular newsletter that</i>

	<i>has received widespread praise. We are currently designing a new web site to enhance both the visitor and member experience. Copies of the Management Board minutes can be found in the members' section of our web site and of course all board members will be only too happy to discuss face to face any issues that members have providing its not confidential.</i>
Q	Improve changing room facilities, shower facilities and toilets.
R	<i>Deep cleaning of the members' shower area has been undertaken. A new water heating system has been installed which has improved reliability. Shower gel dispensers are being added to provide a better experience for our members when using this facility.</i>
Q	Earlier Start Times in Competitions
R	<i>Whilst starting earlier may seem plausible we are limited to both the opening time of the pro shop and the work being carried out on the competition course. Early starters catching up ground staff who are preparing the course for the competition would slow down the pace and play. If there are any ideas to resolve this the committee would be happy to listen.</i>
Q	I think the spike bar should be made larger, the other bar is under utilised compared to the spike bar.
R	<i>Unfortunately it is not possible to extend the spike bar and it continues to be a most popular area within the club. We are looking at schemes to increase seating in this area.</i>
Q	As a full paying lady member who works full time. I would like to see more weekend non-gender golf competitions (stableford and medal) so I can play at a weekend with friends and family. Such as invitation day was on a Thursday so I couldn't bring any of my friends to show off our course and attract new lady members as we all work. Although there is an alternative date to play ladies comps. There is no social aspect to it as you have to simply arrange for someone to mark a card for you. Unfortunately the lack of open comps at a weekend has deterred my friends and other working ladies joining the club.
R	<i>This issue has been addressed by the ladies committee</i>
Q	Refurbishment of lounge including furniture, and furniture in spike bar
R	<i>Refurbishment of the club lounge is under discussion and budget allowing may take place in early 2018. The main objective will be to create a more contemporary, welcoming look to the lounge area and once more make it a popular space with members and visitors alike. Representatives from all sections of the club will be involved in the design selection process together with a design consultant.</i>
Q	Need greater attention to detail. Just small things e.g. Competitions on a Wednesday - No 4 balls so why do people persist in playing in a 4 ball. Why not place a notice on 1st tee. Also visitors playing the comp course often as a 4 ball could this be incorporated in the notice to ensure preference to members playing in the comp.
R	<i>Considering options, one being to place a sign on the tee ' Competition in progress – maximum three balls only.'</i>
Q	Consider family memberships
R	<i>This is not a priority for the committee at the moment.</i>
Q	Provide me with lockers for my clubs and clothes
R	<i>We have a number of small and medium lockers available and we do audit them regularly. However there is a long waiting list for large lockers. Please apply to the office.</i>
Q	The one minor issue I have is getting to know about competitions as they become live... I've always wondered whether there is a Facebook group or Twitter feed that I don't know about where these competitions are announced first...
R	<i>Competition live times are known by one person only. The persistence of some members</i>

	<i>and the use of social media to inform friends will always give them the edge over others. Amongst many changes being considered by the comps committee is removing the ability to sign a friend into a competition.</i>
Q	I would relax dress code in the spike bar, and also at social functions.
R	<i>There is already a relaxed dress code and this will not be altered any further.</i>
Q	More feed back to members prior to big expenditure projects and general feedback favourable or otherwise before committing to expenditure.
R	<i>The Treasurer operates an open door policy and will answer any questions asked of him. The new web site will contain a section where all members will be able to look at the running accounts of the club month by month.</i>
Q	Competitions need to be run more like the try out period which mixed who you play with.
R	<i>This was trialed at the start of the season. The booking slots filled up very quickly but on the day of the competition the pro shop were inundated with requests to juggle the start sheet so friends could be in same 3 ball at the time. The pro shop was very stretched. This will be revisited amongst other changes being considered by the comps committee.</i>
Q	Reduce the number and frequency of competitions at weekends. Ensure that all competitions are accurately reflected in the diary.
R	<i>The diary is printed in February. Depending upon demand comps can be slotted in on free days to accommodate the needs of members.</i>
Q	WEB SITE / SOCIAL MEDIA - 1. An easy to access course condition on each day rather than having to phone in. 2. Weekly update email containing information such as planned course work for the next week, upcoming events, news from the club and results from our elite / professional competitors. Keep us "over" informed.
R	<i>A new website is under construction which will address a number of these issues. Over the summer all course works have been notified by email prior to their commencement.</i>
Q	Do not close the two courses and practise area to members to host a competition of which I have no interest in. Then try and blackmail members to help with the competition by way of arranging tee times at other venues. This is in reference to the British Girls Open Championship.
R	<i>Being chosen by the R&A to host any event is a great honour for Enville which brings about many benefits. Hosting the Girls British Amateur Championships in August raised the profile of both the club and ladies golf. Enville will always seize any opportunity to raise its profile and standard for the benefit of all members. First choice of any courtesy rounds was given to those who kindly volunteered to help with this event. However there was an abundance of courtesy rounds on offer many of which were not taken up and went unused.</i>
Q	Add more targets/greens on the range. I feel the driving range could be improved by adding more flags/basic greens with bunkers and distance markers.
R	<i>It is not feasible to put more accurate targets on the practice range. The overall length of the teeing area is such that there would be too much variance in the distances.</i>
Q	I feel that we should have more singles competitions through Oct-Mar as not everyone wants to play team events. Also a few roll-up competitions through the year especially on Sundays as most individual comps seem to be on a Saturday.
R	<i>There should be a balance between team and single events. Winter golf promotes team spirit and these events bring a buzz around the club house especially with a shotgun start</i>
Q	Drawing for competition would enable new members to get to know others and promote a club atmosphere
R	<i>Removing the ability to sign a friend into competitions being considered by the comps committee should address this issue.</i>

Q	I am dissatisfied with how few singles competitions are run at weekends. I feel strongly that there should be a singles comp on one day every weekend during the qualifying season.
R	<i>More competitions are required to accommodate members needs. This is subject to diary entry and course maintenance requirements.</i>
Q	Club weekend competition entry system. All members entered in previous competition should be restricted from entry on the first day of booking of the subsequent competition to give more members a chance to play at a time convenient to them.
R	<i>Rather than have a policy that restricts members and possibly breach our equality policy we would rather trial new methods of booking comps to provide increased inclusivity.</i>
Q	When sending emails they always apply to full members, communications never apply to restricted members, so we never know what we cannot play in. Minutes to meetings are posted months after the meeting, they are so abbreviated they are meaningless.
R	<i>Meetings have open and closed discussions. Minutes will be posted within one month of a meeting date. Minutes are concise and to the point, but at the same time, they do not leave out critical information. Full open minutes will always be posted whereas closed discussions are never disclosed due to the confidential nature of some matters in the best interests of the successful management of the club.</i>
Q	The increased demand for societies and events which impact on members. Although we have two courses 900 members don't fit on to one course
R	<i>The booking of society golf and events are constantly monitored and the impact on members given every priority. We do not have any evidence that providing a paid service to others has any detrimental effect on our members.</i>
Q	Toilet / wash areas -- Poor choices in wash basins / taps, very often no soap, poor hot water, no face cloths, no where to hang towels
R	<i>This is being addressed and soap dispensers and towel hangers are now on order and should be in place by late November 2017.</i>
Q	Method of recording winnings in shop seems poor and random?
R	<i>All results are published following a competition and a full list of results are supplied to the Professional shop.</i>
Q	Furniture / room decoration - furniture not appropriate for spike bar and overall decoration needs updating.
R	<i>Refurbishment of the club lounge is under discussion and budget allowing may take place in early 2018. The main objective will be to create a more contemporary, welcoming look to the lounge area and once more make it a popular space with members and visitors alike. Representatives from all sections of the club will be involved in the design selection process together with a design consultant.</i>
Q	A lack of leadership perhaps recent changes might correct this. However it appears that certain members are aware when comps are going up and able to book in for themselves and friends.
R	<i>See previous answers regarding friends booking. Trialling new booking methods.</i>
Q	Furnishing and decor needs to be done by professional interior designer and not someone's personal choice.
R	<i>Refurbishment of the club lounge is under discussion and budget allowing may take place in early 2018. The main objective will be to create a more contemporary, welcoming look to the lounge area and once more make it a popular space with members and visitors alike. Representatives from all sections of the club will be involved in the design selection process</i>
Q	I think this may be a recurring theme, but for the reported cost of the toilet refurb I think

	we massively overpaid. I personally feel id the job had been put out to tender to the members a much cheaper and better job would have been accomplished. the urinals continue to smell of urine and a nice smelling pee shield will not solve the issue.
R	<i>All major projects are now put out to tender and three quotations received before a decision is made.</i>
Q	I drive a car derived van, so it is smaller than the average members' car. When I joined I could park anywhere, now, I am unloading in mud and puddles through the winter, while visitors park on tarmac. It was communicated it was to save damage to members cars. I still have cars parked close to me on the grass. A loss of privilege for the type of vehicle I drive? A premier club?
R	<i>It is a management decision that all commercial vehicles should be parked either on the practice ground over flow car park or visitors car park where a tarmac surface is available.</i>
Q	I am very disappointed that there is no ability to change the temperature in the members' showers. Having such a fantastic new shower facility for visitors it seems strange for the members to have to put up with very hot water and no way of adjusting it.
R	<i>A new water boiler has been installed. Temperatures cannot be adjusted due to health and safety issues however these shower facilities should now work at a more constant temperature.</i>
Q	Gentlemen members should encourage their wives and daughters to take up golf. Family members would be offered a reduced entry fee. Ensure ladies retain their `Thursday competition times. Set up an academy as per the Hankley Common model proposed by Heather.
R	<i>A ladies academy has been agreed by the Management board and further details will be released in due course.</i>
Q	Incentives such as - reduction in subscription or entry fee, as was very successful at Stourbridge. Advertising and a course of free lessons or some sort of taster offer.
R	<i>A ladies academy has been agreed by the Management Board. The intake of new members to our men's section is greatly higher than the national average and therefore no reduction in fees or entry fee would be considered. Positive discrimination may be used to promote ladies golf at the club and this has been clearly identified as an area of concern.</i>
Q	The answer here has to be youth - link with schools and colleges to promote club. Maybe offer free lessons for wives and girlfriends of members on selected days. Has the girls open been marketed locally - a few articles in local press could help.
R	<i>This is ongoing. The club has aligned itself with the Invictus Trust - 5 schools in the area who are sending students to experience golf and possibly take up junior membership</i>
Q	Extend the joining fee over 3 years to pay it off, as most ladies will join with their husbands.
R	<i>This is not an option being considered at the moment.</i>
Q	Less use of weed killer spraying. More wild flowers in some parts. Harebell and wild orchids daffodils.
R	<i>Selective weed killers are necessary to reduce non-native invasive species the most common being Himalayan Balsam. Himalayan balsam is listed under Schedule 9 to the Wildlife and Countryside Act 1981 with respect to England and Wales. As such, it is an offence to plant or otherwise allow this species to grow in the wild. Regrettably control will have an impact on other species.</i>
Q	To get away from the feeling that Enville is becoming more like a corporate golf club. Less societies. Better communication so I can find out when societies are likely to be affecting members access to the course.
R	<i>Enville is constituted as a Private Members Club and not as a Corporate enterprise. The sustainability of a premier club will always rely on promoting and selling its business. As</i>

	<i>we have two courses societies and visitors are actively encouraged in line with most clubs of our stature. An improved diary system will be incorporated into the new website which will clearly identify society bookings.</i>
Q	The `lady captain being invited onto the Board. It is a good step that Isobel has been invited onto the greens committee and Madam Captain onto social and house.
R	<i>No one will be invited onto the board. Board membership is open to anyone who wishes to stand for election. The board welcomes and is grateful to those members who give their time and energy to become involved in board matters.</i>
Q	A way of getting from lessons to full membership. Maybe FOC membership for Son's and Daughters for 6 months after completing a number of lessons. This will give new junior the bug. Lessons can be deemed as 'dull'
R	<i>Thanks to the dedicated hard work of both the junior organiser and the junior coaching pro we have an increasing and thriving Junior section which continues to develop with a varied coaching programme.</i>
Q	Recognition of competitions by boards in clubhouse
R	<i>Boards do exist in the clubhouse for competitions</i>
Q	Not being able to start on multi tees for matches. This would improve the waiting time to start the meal after the match.
R	<i>This is dependant on which course and start time of competition but this is something that the sections Captain needs to address.</i>
Q	More Senior comps midweek off yellow tees pleas
R	<i>This is depending upon diary, but this is something that needs to be directed to the Seniors Captain. Seniors can enter all competitions including the lottery competition on Wednesdays.</i>
Q	Courses set up mainly for low handicap players
R	<i>The courses are set up to the highest standard as possible this will continue to maintain our reputation as a quality establishment.</i>
Q	A large number of members are Seniors, who tend to play during the week and who provide a steady stream of revenue into the club. I feel the current thinking of the committee seems to revolve around making the course for younger fitter 'big hitters' longer course etc. i would like to see less effort being put in to make us a 'Premier' club and more towards a 'members' club.
R	<i>This is not the case. We do have the 'Blue Course' for those that wish to use it.</i>
Q	Well there's no comps for 60+ members
R	<i>All competitions are open to all category of member</i>
Q	Ability to sign in fairly for comps when they appear to go online to individuals before general notification.
R	<i>No one gets prior notification of competitions going online. The ability to sign in 'buddies' to a competition, and using social media tools means that certain members who are persistent and determined are legitimately getting an edge on others.</i>
Q	Only 2 official senior competitions (Vets trophy and Abe Naylor Trophy). The rest are social golf competitions arranged by the Seniors Captain.
R	<i>Unless a 5 day member ,seniors are eligible to enter all competitions.</i>
Q	Members discount /concessions for Senior Opens
R	<i>We are a business with a great product therefore we can command the best price. Discounts and concessions will not be considered at this stage of our development.</i>
Q	Captains day used to include 5 day members
R	<i>This is under consideration by the Captain and Vice Captain.</i>

Q	I am strongly in favour of supporting lady golfers but we need more flexibility on a Thursday morning. If the tee is clear and there is no sign of lady golfers we should be allowed to tee off. I am strongly in favour of supporting lady golfers but we need more flexibility on a Thursday morning. If the tee is clear and there is no sign of lady golfers we should be allowed to tee off.
R	<i>This requires communication with the pro shop. The ladies always inform the pro shop of the last tee time so the course can be opened to all. Please check with the pro shop to find out the latest information.</i>
Q	Why are seniors over 60, many other clubs are 55 plus
R	<i>The volume of members normally eligible at 55 is too great for our club. Raising the age ensures that members have a meaningful and fair representation in inter club matches and that the section is managed well.</i>
Q	AS ONE WHO IS RELIANT ON BUGGIES BECAUSE OF A MEDICAL CONDITION, PLEASE KEEP BUGGIE BANS TO AN ABSOLUTE MINIMUM.
R	<i>Buggy bans will be kept to an absolute minimum for golfers with a medical condition.</i>
Q	Give an employee of the club the responsibility to update the website on a daily basis. Redesign the site to include more welcoming images particularly for ladies and was access to ladies section. New to golf heading to help encourage younger golfers to enquire about membership, lessons etc.
R	<i>Website is being redeveloped and a new website launched in early 2018.</i>
Q	Newsletter, should only contain appropriate information, e.g. Course information, golf results, golf events taking place, any social activities etc and only produced when there is information, don't produce just because there is one due and you are struggling to find information to put into it. Also what is the cost to the club of producing this newsletter?
R	<i>Having been criticised for our poor communications the introduction of the Newsletter has received widespread praise. We feel that all the content is relevant, informative and up to date. There is no cost to the club, Mr. Vice provides the service from, and at a cost to his own business.</i>
Q	Longer season for qualifying comps
R	<i>We are restricted by several factors light, weather, and essential course maintenance. However by introducing more qualifying comps during the playing season which is under consideration, may help together with extending the Captains Lottery competition which will run until the end of October from next year.</i>
Q	Notify the members in advance when a comp is going live as we used to
R	<i>Competitions will go live approximately two weeks before the event. Notification is not given to any members of exact times and dates in an effort to make a fair for all system.</i>
Q	On whole the ladies section get a minimum of one competition per week, working men playing on a weekend do not get this privilege is this equality, when they do go live on HDID they seem to fill up very fast and by the same people at the same times each week. some form of restriction should be put on members entering after e.g. 5/6 comps around the same time per season unless there is a cancellation 2 days prior to the comp on the weekend.
R	<i>Other than single member entry we are open to suggestions please feel free to send any possible solutions into the committee</i>
Q	Most competitions feel like they are on Saturdays although I have not checked this point statistically. There is too much emphasis on Saturday competitions and not enough on Sunday competitions - I work Saturdays!
R	<i>We do try to spread the comps over both days but if more comps were made available(which is under consideration) this would resolve this issue.</i>
Q	We need roll ups where members can meet with other members and play in competitions

R	<i>This is currently subject to debate by the competitions committee. At the moment they don't see it as a problem but the competition will have to be played on an unprepared course without any disruption to social players and the number of players per team determined by the committee and strictly enforced.</i>
Q	More mixed ladies, men and junior comps for members at the weekend. So families, partners and friends can play together.
R	<i>We are working with a member who has volunteered his time to actively promote mixed golf within the club.</i>
Q	There seems to be a mismatch of rules among the various sections, could we standardise these among all sections? e.g. The members diary/hand book states that your membership number should be shown on the scorecard - Men get disqualified but Ladies do not! Why? If a Lady member hasn't entered a set amount of competition cards during a year then they are not allowed to win any prizes on Lady Captains day. This rule in my opinion is a very good rule so why doesn't it apply to the men's section? Further to this rule could we implement it to accommodate it in the knockouts, Team Am-Am's and Texas scrambles too. There are far too many gents who protect their handicap but using the supplementary card rule, there was indeed a case a few years ago when a gent won a knockout final and never played a competition but kept his handicap by using supplementary cards. Allow them to play by all means but not win prizes.
R	<i>The Competitions committee are currently looking at many aspects of competitions. These will include the booking system, the number of obligatory qualifying competitions in a year, roll up competitions, summer/ winter golf competitions, competitions open to both men and women etc. Meanwhile all members should adhere to the club rules and rules of golf at all times.</i>
Q	Whose responsibility are the diseased trees on the course? Several Larch are affected, probably, by phytophthora and should be removed to try and reduce infecting healthy tree.
R	<i>The Greens Committee and Course Manager are aware of the trees in question. We don't think it is phytophthora rather we believe it is a larch beetle. We are seeking advice on how to manage this but inevitably we believe the trees will have to be felled for health and safety reasons and to stop the spread of the beetle.</i>
Q	I've spoken to you about the marketing of any day at Enville, on bigger days of visitors we need a greeter on big opens we need something to promote the club for someone to take away. We need spot checks on the course because I'm sure people are 'sneaking' on the course. going back to society days and corporate days it would not hurt to ask someone to greet the party and start, I'll do it if you want. It all helps for a good day out at Enville and positive vibes from visitors.
R	<i>This is being progressed with the member concerned.</i>
Q	PLEASE lets have a strategic plan to spending last year we would have traded at a deficit without the HMRC rebate on VAT given our turnover that is very poor. More transparency is vital tighter and tendering processes a must
R	<i>If the author of this question would like to write a letter to the Treasurer he would be more than happy to explain the position.</i>
Q	Increase the number of Social events especially in the closed season Oct to April. Only major event so far in 2017 to date the summer Ball in June. Look at Sporting evenings, St Georges, Burns Night, St Patricks all successful in the past. Also look at Social events for members outside the Club, Ascot / Open / River boat Shuffle etc - All will help Camaraderie within the club.
R	<i>New events planned for next year. It's a shame the recent Halloween Night (which proved to be a great success) was so poorly attended.</i>
Q	I have concerns that there are numerous members including committee members that now seem to be employed by the golf club. This makes me feel slightly uncomfortable and I am surprised that the management haven't already addressed this

