

YOUNG MEMBER FORUM MEETING
28th September in the Garden Room/ via Zoom

Forum: Peter Crocombe, Cameron Fraser, Graham Huntingford, Olivia Huxtable, Marc Newey, Emma Powell, Katy Preston, Joy Stevens

In attendance: Simon Baker, Dan Lott, Tristan McIlroy, Mariya Vlaykova

Apologies: Dominic Vincent, Emily Bacon, Justin Colver, Ricky Pharo

1. Minutes of the meeting on 8th June 2021/ Matters Arising

DL reported that they had organised a padel tennis taster session. He responded to a pre submitted question from EB regarding having the Padel Club Night on the same evening as 18-35 Tennis on Monday. DL explained that the Padel was on Monday as it did not clash with another tennis or squash Club Night/ activity, apart from Friday which seemed a quiet night all around. The padel evening had two options for signing (6pm to 7.30pm and 7.30pm to 9pm). Young Members can join the first padel session and then the tennis session from 7.30pm or alternate each week between the two offers. DL said that he had a database of 30 people who he contacted on Mondays to confirm if they were keen to play tennis. DL reported that they look to organise two tennis courts and two pickleball courts for Young Members, once a week. Consequently, they will incorporate padel tennis.

TMC confirmed that he had been in contact with KP and had discussed how to involve more young ladies in golf. From next year, they will create a programme of nine hole options plus events and social golf. He thought that subject how they deal with nine holes golf, Thursday may work better for nine hole competitions for Younger Members.

RP has contacted YMF Members, however, only a few of them have given him their feedback on what brands and offering they would like to see in the Sports Shop. **More feedback needed.**

**ALL
RP**

MN reported that the Board had discussed the guest fees for the next year. There will be a slight annual increase, however benchmarking the guest fees, for those under 25, the Club's fees were cheaper than the other Clubs.

PC commented that the Club's fees during the week were great value but on weekends were slightly expensive.

CF responded that there were better golf courts with cheaper guests' fees, but the location of Roehampton Club was very important and the biggest advantage – easily accessible.

KP queried if there was an intention to remove the no guest policy before noon considering that the golf course had been very quiet on Saturdays. TMC reported that the current Saturday

was quiet, but there were concerns about Members not being able to use the golf course, especially in the winter months. He was monitoring the bookings.

MN commented that Young Members were bringing guests before noon because they had not read the information sent by the Club.

KP proposed if on Friday there were availability, guests to be allowed before 12pm. MN responded that the Golf Committee would decide a policy which could not be changed weekly.

Regarding reduced guest fees when the courts were empty, DL reported that going into winter the courts would not be empty (from 28 courts going down to six indoors). In 2022 he can review when the grass courts are open. **MN agreed.**

KP clarified that the YMF proposal was to reduce the guest fee per guest when all guests play on one court and do not take extra courts.

DL responded that more than one guest may not have an impact on the tennis courts, but would impact the car park spaces, F&B and changing facilities. He considered that if guest fees became cheap and easily accessible it could take value away from Members.

EP proposed a package for Members (ten rounds for example) that they pre paid and then use. Considering that Young Members invited friends to show them their Club and socialise with them and could become Prospective Members, it was worth exploring the option further.

OH said that she liked to invite her friends and show them all activities. She considered that a whole day experience including different sports, F&B and Tulloch Clinic offer would be very popular. **MN liked the idea and promised to look at attractive offers for Young Members, one including golf and another for tennis.**

MN

TMC reported that they were working with PC on organising Croquet evenings. The trial was on Thursday that week when scratch golfers would play croquet in the evening under the lights and demonstrate that croquet could be played all year round. Croquet and drinks afterwards. If successful, TMC will look to organise more events in late October and from March next year.

DL confirmed that although they did not organise a Racketlon Event this year, it was part of the Club's diary and they will arrange one next year including padel tennis.

DL

SB reported that they were working with a Company called Edge (they have done the interior design in the Juice Bar and the Club Café). SB met with them to discuss proposals for business pods in the Reading Room for Members who would like to work from the Club. Potentially also for another area in the Clubhouse and if possible, in the gardens. The pods will be soundproof.

The YMF were very supportive of the idea and thought that individual, soundproof pods that the Club charges a small fee for would be in demand (£5 for a half day).

SB explained that Members can use their electronic devices in the Juice Bar for free and just book a pod for an hour or two when they have a call. SB suggested £5 per hour for the pod and a free coffee. SB will send the designs for the pods when ready to the YMF.

SB

GH queried if the Club was buying the pods or renting. MN responded that currently only buying option was available.

GH suggested setting limits on how long the pods can be booked for (maximum of two hours depending on the demand).

Regarding the career network, MN reported that the Board has decided for the first time to allow Members to recommend friends or relatives to work in the Club. However, those Members will be expected to sign a Code of Conduct and behave as employees in the Club. YMF liked the idea.

CF clarified that DV's idea was to introduce Young Members to Club Members who have their businesses. MN responded that they had tried this three years ago, but only one Member had turned up. He was happy to try again.

TMC reported that the water fountains around the Club were working for Members to fill up their bottles.

2. Health Club

SB informed the YMF that they were looking at the outdoor pool space and how to use it in the evening. Potentially install an Outdoor Bar and organise theme nights. The project should be ready for next April.

Many of the Young Members were doing classes only on weekends and were not aware that could access online classes or watch recorded on the website.

HB/SB

OH considered that with staff closing at 9pm, she could not make the most of the outdoor facilities in the evening. SB said that a couple of years ago they were keeping the facilities until 10 pm, but no one was using them.

MN queried the Young Members how he could communicate/ target Members who were interested, for example, in having the outdoor pool open until late.

OH responded that for her it was an email with keywords in the subject line (extended hours/ gym open late).

YMF preferred shorter and sharper emails. The top ten things under 30s should know. The Forum considered that groups by interests should be identified and targeted with emails that contain the information rather than asking them to click here to view the information.

SB

GH thought that it was probably the most practical way to communicate with the whole membership – any new events, top ten for this week and so on. GH considered that should be focused on social. Even there was a tennis event, to advertise the social gathering after the event.

JS queried how often Young Members were using the Club's website. Most of the Young Members did not use the Club's website to gather information or check for opening hours of the facilities.

JS considered that the website was underutilised and important updates and top ten should be published on the website.

OH felt that the website was orientated more towards Prospective Members than the current Members. MN wanted to confirm that OH was using the Member Club's website and not just the Roehampton website.

TMC said that there was a lot of information on the website, but then no one was looking at the website. TMC and his team were sending emails to convey the information.

MN asked Young Members if he could ask Helen Bolt or her assistant, Lottie Jane, to contact them and find out more about how they use the website. **It was agreed.**

3. Food and Beverage

SB reported that they were working with Edge again on designs to convert the current Club Café to a Sports Bar in the evening. Some of the current equipment had to be changed, add beer taps and additional screens, put some pool tables, table tennis tables and pizza oven. To create a more casual environment for Young Members to socialise. To be able to host events as Curry and Quiz Night or Pizza Nights.

SB reported that they were looking at the décor and the ambience of the Member Bar, Piano Bar and Garden Restaurant. The plan was to keep the set up in the Garden Restaurant, install bigger screens in the Member Bar and keep the function rooms for Member events.

The design will be presented to the House Committee at the end of October and then SB will circulate to YMF for feedback.

SB

SB informed the YMF that they had to close the Club Café for the installation of the new equipment. The considered options were during Christmas or Easter holidays.

MN talked about the results from the Survey and Member feedback. The Club was on the right track with food presentation but had to look at the décor and the ambience of the rooms plus resolve some staff/ poor service issues.

MN considered that it would be beneficial if YMF had a presentation from Edge about the refurbishment and they invite other Young Members.

SB

JS queried if Young Members considered the Club as a dining destination. Most of the Young Members considered it as a post sports destination, but it was not a dining destination. They would prefer to meet their friends in Central London.

KP fed back her experience with the F&B service. It took 45 minutes for a sandwich order to be delivered to her. On another occasion she heard how staff complained to each other in front of other Members about the previous customer.

SB responded that they were working on staff service and providing consistency.

SB

OH fed back that she had a lovely experience with the quality of the food and staff service after a squash match.

4 Sports

Golf

TMC reported that the golf section was in a good health. There were managing numbers, but the biggest test would be when the time changed. The Golf Committee was working on updated regulations from 1st November how Members could book tee times. The information will be published to Members the following week.

TMI left the meeting.

Rackets Sports

DL talked about how game changing would be to get the four synthetic grass courts covered for the winter period. He informed the Young Members that Airhall 1 would be erected middle of October and will have a chandelier lighting and new skin. It will be almost like indoor courts.

Airhall 2, the planning meeting was moved to October, and they were hoping the Airhall 2 to be in place with a new courts surface for October 2022.

5. Social Events

As previously discussed.

6. AOB

CF queried about the joining fee for over 30 years old, almost doubling. He was concerned that it was very expensive for young families with young children. It was a massive jump.

PC added that if anyone was on the waiting list and move to a higher age bracket (higher joining fee), they should not be charged the higher fee.

MN responded that the Board could look at it, however, they were offering the opportunity to New Members to pay the joining fee over two years.

PC queried how many 30 to 35 and 35-40 years old were joining? MN said that this could be checked.

MN/HB

7. Date of next meeting: January 2022