



Member Survey 2019 Comments

Expectations

- Course condition, machinery damage, drainage, lack of vision to become a more modern golf club
- Moyola park golf club reminds me of a place where I once worked, I loved the job but hated the place. I love golf but have issues with the club. I only stay because it's of its location. Some people around council and other departments should make everyone feel Welcome & Valued. The club needs new life injected into it, it needs new leadership. Ridiculous how it's always the same faces dictating how the club should be run. Get rid of the clicks, the bullies, the ill-mannered and the snobs. Golf is a game for all social classes & EVERY member deserves to be treated with respect. Manners cost nothing.
- Course drainage poor, communication with members poor
- Most tee areas are an embarrassment including playing off mat 364 days a year at 17th
- Course Advancement
- Could be better Council members
- Poor practice area facilities, no driving range
- Slow greens, bare areas around the greens, poor tee boxes.
- Over the past few years the greens have become very inconsistent good one week then not so good the next the rough has no semi you can be five inches off the fairway and your ball is buried the rough itself is long in one spot then a few inches away it is short there is no consistency parts of the course should be marked as GUR and the pins are never moved from Friday to Sunday so there is a lot of traffic on them around the greens the rough around the greens in some places it is very patchy it seems to me the only time the course is in really good shape is on captains day this is the way the course should be presented every day and especially at the weekends when the members are playing
- Would like to have been more involved with team events it seems that it is the same players every year
- Whilst I acknowledge that the course has improved in significant ways - such as improved grassing on the fairways, better drainage generally and rubbish cleared from undergrowth, new tees at 3 and 8, there have been a number of significant stagnations.



- The poor quality of the sand in our bunkers, the "Moyola mound" as members colloquially refer to it around the holes that cause balls to roll away from the hole due to the soil rising when the hole is cut, the persistent use of mats at the "signature 17th " and the persistent failure to amend the rule that there is relief from every path except the path alongside the 9th.
- As a family member I also share my wife's opinion that certain ladies tees are too tough for the average lady golfer Holes 15, 13 and 2 which ask for significant carries to open the corner or reach the fairway over the rough respectively come to mind.
- The actual narrowness and sloping nature of some of the tees is poor for all as is the poor state of pathways around the course but significantly the pathway from hole 17 to the 18th tee. It is often a muddy finish for members and visitors alike. The failure to routinely mark or address areas obviously as GUR unless the GUI has a competition on the course.
- Continual sub-standard Course condition
- Course conditions and its presentation, Toilets, showering area away below standard

Attracting New Members

- Increased practice facilities
- More weekday comps/opens
- Under 30/35 year old membership fees rate
- Tidy up around tee boxes and fix them in winter, keep all grass cut in amongst trees so you can actually find your ball, cut or trim trees where required, as some holes are pretty gruesome as the hazards themselves should be the penalty for being out of position, not the trees stopping you from getting back into position (i.e. the 17th back and side bunkers are a joke)
- Advertising
- More attention to detail
- Using social media
- Improve Course conditions to match potential of Course
- Encourage more ladies, that may result in them bring their children along



Recommendation to new members

- NO
- Good club friendly members
- The course is lovely but the facilities are not up to scratch. There has been a few times where I went for a shower to find the showers out of order and doors hanging off their hinges. The club needs an interior renovation.
- Club needs to be more transparent, honest and treat ALL members equal.
- Depends where they live ... there are other course to look at such as Galgorm, Roe Park or Killymoon that can possibly offer families a better overall experience.
- Reluctant to recommend due to continual poor Course conditions

Sense of value you get from being a member at Moyola

- Membership is fairly expensive comparative to other local courses.
- Competitions too expensive and prizes very unrewarding
- I get my monies worth only because I make sure I do!
- Course conditions generally very good
- Excellent course which has matured wonderfully over the years coupled with the improvements in the drainage which has helped the course enormously.
- Why should I have to enter competitions at weekends as this puts my membership up by Â£600 VERY UNFAIR
- As an associate I find it difficult to play at weekends as the course is rarely free on a Saturday afternoon or even Sunday.
- I enjoy the freedom of being able to play without needing to always enter a competition.
- It very disappointing when the course is closed due to greens flooding
- I refer to the course deficiencies above and add that recent experiences of dining at other courses often leaves me disappointed at the dining experience offered at Moyola. We could and should learn from places such as Galgorm, Rockmount, Belvoir Park and Massarene.
- Facilities need updated, course housekeeping need improved (bare patches around greens, keep being marked GUR instead of being repaired, no ball washers with water)



Course Pace of Play

- Starters could help look for balls on first tee off, also take a drive round the course speeding up slow play
- Starter moving around the course, marketing around the golf club to highlight speed of play
- Tee times should be 8 mins not 7 as in the past. Blaming slow play but course overloaded
- Having more checks on time by the ranger
- Reinforce necessity to keep up with those in front. Also trial a mobile number for a ranger/starter to sort out gaps of more than one complete hole which also provides anonymity for those who do not like to challenge guilty group.
- The Issue is not the pace of play; it is the number of golfers on the course at the same time. 7 min tee times means 2 groups on every hole, which means waiting on every shot, which is not enjoyable. 10 min tee times minimum is the only solution.
- Delays on 1st tee boxes could be improved by having a Marshall/volunteer to track tee shots.
- Presence of a Ranger
- Slow play on a Saturday is the scourge of the course. Every member knows who the culprits are and yet nothing seems to be done. It is putting me off playing on a Saturday. Something needs to be done, as a Round should not take 5.30hours, big comps like captains day and presidents day are a joke with members who don't play all year turning up and slowing the course down. Not enjoyable, but in no way a reflection on captain or president.
- Starters enforce the speed of play
- Maybe if the Starters at the 1st hole drive down to help find balls that went into the trees pace would improve!
- On course rangers monitoring every 3rd or 6th hole. Better info on ready golf and how to be ready to play supplied to members
- It depends, in the morning you can get around in 4hrs, after about an 8/9 tee time you're talking 5hrs a round, which is too long
- Happy with current pace of about 4 hours 15 minutes
- On course ranger, golfers instructed to lift ball when not scoring
- Ranger, Saturday, Sunday
- Don't have the tee off times as close together.
- The ranger to follow play around the course and speak to 4balls who have lost ground
- A ranger could do a loop of the course to make sure nobody is losing pace with group in front.
- Literature should initially be posted (and via email) to members. The starter should actively inform players that they need to push on. Education - many members are unaware (or ignore) the 'Golf ready' concept. Members need to take responsibility for any members of their four ball who are slow - they should encourage or instruct the slow player that they need to push on.



- 4 Ball should not be taking longer than 4 hours to go round. 4 balls need to be reminded to keep up with the 4 ball in front and that means on their heels and not half a hole behind, need to keep the pressure on. The new golf rules have helped where can putt with flag in.
- A course ranger that actually puts players on the clock and has them stand aside if pace is too slow
- The 6th hole requires a better means of knowing when safe to tee off
- Being ready to play. Moving faster between shots. Putt if you're ready
- A Ranger which we still don't have. Why do we need a starter????
- Certain groups continue to be slow with no action taken. No obvious interest from Course Marshalls to improve.
- Some days it is good others it is horribly slow. Sometime I wait on the tee box for 5 to 10 min. shouldn't be acceptable.
- More sanctions placed on repeatedly slow players
- Greater awareness of what's in front and behind
- Ranger on the course with no affiliation to any members so able to move everyone on at a reasonable rate.
- Groups tee off at 10 minute intervals during competition (trial basis). If a group is then slow to complete a hole (e.g. lost ball) there should not be a knock-on/domino effect as subsequent group should be a couple of minutes behind. The group that was delayed should then endeavour to make up for lost time at the next hole. If play is still slow, it is easy to identify who is causing the problem.
Also, there is currently a lot of text and video available about "ready golf". Some of the videos are really concise and informative. Send an email about "ready golf" to everybody (maybe not just once, but at start of each season) and put a "ready golf" section on website to drive the message.
- Advise members of the need to think about others when taking too long. Develop a code of good practice
- Rangers need to be out on the course, where possible, to establish any slow play and people not replacing hideously large divots
- Adhere to rules on time searching for a ball. A 3/4 ball holding up a 2 ball is quite rude
- Players need to be reminded that they should keep up with the group in front of them and allow others to play through if their group loses a hole
- I play most weekends average time is 4.5hrs per round which is too long everybody knows who the slow players are but no action is taken
- Identify and work with slow players to improve pace. Need to be stronger promoting ready golf, still too many waiting for furthest away or honour when playing would improve pace



Encourage you to play in more competitions

- 9 hole qualifiers
- I am finding Moyola Park increasingly difficult as I advance in years
- Less stroke events and if so tees. Should reflect course conditions and weather.
- Cheaper entry, better prizes
- Seeing more council members getting involved in club competitions. Being seen, mixing & playing with all members, leading by example! This club is drowning in apathy.
- Better pay outs.
- Happy with singles all the time. Scrambles and alike are a waste of time. Most groups play a four ball in any case. Maybe draw for playing partners one weekend a month or so.
- High cost of entry puts people off.
- More opens. Weekly opens.
- More team competition
- A better understanding of what competitions are actually available especially to members that are not full 7day members.
- Ability to withhold scores
- More Scrambles
- More team matches. (4 ball or 2 ball)
- Need to push competition times, with those not wishing to play competition playing outside competition times and less unorthodox competitions that confuse players!
- Already is a good mix of competitions



Website

- Use BRS App
- Only for internal comps
- When required
- I use it on rare occasions and get most information from Howdidido website
- Hardly ever as it's never up to date
- Don't use it, social media only, Club news etc.
- Don't like new website homepage.

How could communications be improved?

- Email to its members, minutes from the council have started being sent out which is good but for example, the price increase in completion was not communicated but was introduced, followed by an email to make us aware.
- Everyone should be emailed about course developments, what is new at the club, info on meetings; everything that goes on in council seems to be a big secret.
- Consider the new/newer members in all communications. There are some aspects of club life which may not be familiar to new members or new golfers in fact. A regular bi-annual fixture should be an introductory evening for new/newer members with Q&A facilitated by committee.
- Has improved in last year.
- Email better use
- Would love to see the results out a bit quicker at the weekend.
- More use of email as newsletter
- Better use of email , whats app
- Having a social media site that all members can access and which is up to date. I am not on Facebook so I can't access latest news and website is not kept up to date.
- Council meeting minutes were to be distributed via email but this has not consistently happened.
- Better promotion of events / sponsors on social media / LED screen
- Like me a lot of members don't have social media. Twitter or Facebook I think text or WhatsApp would help



- The club website should be used to update members on a daily basis. Even on an actual real time basis with info on teams, performance, course conditions, good news or reviews etc.
- Not everyone uses Facebook, Instagram etc. so email, texts etc. could be used
- A big area where we could improve communication with members. Should have a regular rules, standards, behaviours message from Seamus G or Gareth e.g. Clarity of the penalty area at the river, relief from path at 16th, don't take trolley between green side bunkers and green etc.
- More useful Info on Notice board
- Direct communications between & for Junior members

Thank you to all our members who participated in the member's survey.
All comments have provided invaluable research to move the club forward in the right direction for all our membership.