

**SENIOR MEMBER FORUM MEETING**  
**Thursday 16<sup>th</sup> April at 11am in the Polo Room**

Forum: Marc Newey (Chair), Anne Wilkinson, Penny Egan, David Blackburn, Sarah Owens, Jane Peel, Patricia Jamal, Caroline Jackson, Jan Klosok, Patricia Townley, Aerian Gray, Julian Bass.

Attending: Simon Baker, Debora Drago, Dan Lott, Stuart Reeks, and Carolyn Ward (Minutes)

Apologies: Matt Fidler, Helen Bolt

**1. Welcome**

*Marc Newey (MN) welcomed the new Forum members and introductions were made.*

MN explained that the most important purpose of the Forum Meeting was that Club members representing the views of older members' were listened to and members could get updates from staff of different sections.

MN informed the Forum that he concentrates on strategic matters whilst the General Manager, Simon Baker (SB) and Deputy General Manager, Debora Drago (DD) ran the day-to-day operations.

MN thought that the new Forum had a good blend of experience and usage of the Club.

**2. Review minutes from meeting held on 27<sup>th</sup> November 2025**

*Due to time constraints the actions were not reviewed.*

**The minutes were approved.**

**3. Health Club Update**

Stuart Reeks (SR) informed the Forum that since the last meeting they had refreshed the gym. They have worked with their suppliers, Technogym to increase the floor space to accommodate more members and if the weather is unpleasant then they can house the boot camps on the gym floor without impacting members have gym sessions. They are currently looking at the equipment to see if this is fit for purpose; the cardio equipment is due to expire and therefore Ricky is meeting other suppliers in Germany to see what is out there in the market and he will report back with his findings for SR to review.

**Staff** – SR advised that they have a new gym instructor, Suzanne Barret who is heavy into group exercises and spinning and she is female health trained and a medical coach, they will look to enhance her experience and knowledge. They also have Nicole who is another health specialist who is covering Sophia's maternity leave.

**Gym programmes** – these are still available, please speak to Ricky or Lucy and they can signpost you to the relevant instructor.

**Group exercises** – these are very popular between 8am – 1pm, back-to-back classes in studio 1 and 2, restricted to 8 or 9 people. Lucy is looking to increase the offering for Zumba classes.

**Yoga, Pilates and Reform classes** – members are asking for more holistic classes.

**Tai Chi** – Scheduled Monday and Wednesdays.

**Action APR26/01: If Forum members have any feedback regarding the Health Club please speak to either Stuart or Lucy.**

**125 Events** – Health Club have started their 125 events with a gym step challenge, all you need to do is record your steps, small prizes and freebies on offer weekly.

**Swim** – Aqua every day, have received great feedback regarding the instructors. Sessions are from Monday – Saturday in the indoor pool and can cater for 18 individuals, they could look to slightly increase the number as they do have 5 buoyancy aids.

**Hydro classes (bikes and treadmills)** – take place in the outdoor pool which is heated to 28 degrees and is fantastic for body injuries, sessions to place with either Susanne or Lucy on a Sunday.

**Outdoor pool** – Currently open from 6am – 7pm, hours will be increased from June where it will be 6am – 8pm, 7am – 7pm on the weekends.

**Indoor Pool Adult Sessions** – It was noted that the Health Club Committee has reinstated the 12pm – 1pm adult only sessions in February half term and the only time this will be removed will be during the Christmas period. They had trialled removing the sessions during February half-term but there was not much family uptake, and a decision was made by the HC Committee to reinstate the adult sessions. It was noted that adult only time at weekends would be removed as confirmed as policy.

**The Forum members all agreed that this was the correct decision to reinstate the adult sessions.**

**Soundbath** – there will be a regular class once per month on a Sunday at 5pm, class is for a maximum of 15 people, with a cost of £20 per person to cover the cost of the instructor.

**Learn to Lift** – They only had one attendee for February so a decision was made to take this of the programme for April, when Ricky is back they will look to relaunch this again which will be advertised through the Recorder.

MN commented that the Health Club was one of the busiest areas in the Club and it would be the Health Club Committee who would make any decisions on different health club rules and policies not the Forum, but the Forum could put things forward for them to review.

*MN asked if the Forum members had any questions for Stuart.*

**Aqua & Hydro** – SR confirmed that they do link up with PSM and members can have ad-hoc sessions if they have an injury.

Ladies Changing Room – it was noted that the hand dryers were really loud, quite old fashioned so maybe they need to be replaced.

**Action APR26/02: SR to review the hand dryers with Maintenance to see if they can be either fixed or replaced.**

Patricia Townley (PT) commented that as a disabled person, she wanted to thank the Health Club team as someone always goes with her when she goes swimming, all the instructors and lifeguards make her feel very safe.

**Forever Fit Class** – SR was asked if they could put on another class for those who maybe not so fit.

**Action APR26/03: SR to look at alternative classes for those members who maybe struggling with their fitness.**

SR was asked if there was the right balance between machines and floor space. It was noted that machines usage is tracked but they will keep this under view.

**Action APR26/04: SR to review machine usage to see that floor space is justified.**

Caroline Jackson (CJ) asked why 3 days in advance for fitness classes that you had to book at 6.45am as this seemed early.

Simon Baker (SB) advised that they have different times for different sports on the system, 7am for Golf and 8am for Tennis. Fitness Classes were originally from 6am and they had looked at moving the booking time to 7.15am but members felt this was too late, so a

decision was made to change the booking time to 6.45am. It was noted that people do get frustrated getting up early on a Saturday morning to book classes for a Tuesday.

SB advised that they are looking at the overall booking system as the main ESP system is not good for tennis/padel bookings. They have recently met with different providers to improve the booking system and are down to the final two suppliers. An IT Working Group has been set up that consist of staff members, a couple of IT experts (top level in the IT industry) who are members and three Board Directors. They are hoping to be in a position where booking classes will be a much smoother process.

MN asked the Forum that if they know of any members with an IT background and interested in joining the IT Working Group as a volunteer to let him know.

Julian Bass (JB) asked if the IGC will be designed for golf fitness.

MN explained that they will only have 10 bays, three will be teaching bays and the remaining seven bays will be hitting bays.

It was noted that Roy is putting together some packages for golf fitness, with PSM keen to help.

**Action APR26/05: SR to follow up on the golf fitness package being offered by Roy.**

#### **4. Food and Beverage / Events**

Debora Drago (DD) informed the Forum that they have completed everything, and they have refreshed the salad menu and making it more seasonal. There will also be a 'special' of the day and making it different for every demographic. They have just launched their spring / summer menu.

**Bistro Evening** – This will be stopped from May for the summer period and will bring it back in September and instead they will be adding an extra steak night, so it will be twice per month.

**Upcoming Events** – Call My Bluff (May and June), only 14 spaces available. Magic Carvery (10<sup>th</sup> May) and 125 Concert, 14<sup>th</sup> May.

**125 Events** – 28<sup>th</sup> June, Family Day starting at 2pm, day before will be the Summer Party.

MN explained that they will be promoting it today in the Recorder. Full evening, ticket price covers everything except drink, apart from the welcome drink and will finish with Pat Cash and his band, he will be doing tennis clinics in the morning and then back in the evening, with a drone show at the end. They are trying to break even and not subsidise the party which is restricted to one guest per member but there maybe an opportunity for members to acquire more tickets later. Total number will be limited to 650 people. The 125

Committee requested that the party was not too formal so the dress code will be smart/casual. Family day is selling very well.

On Monday they will be launching the 125 merchandise where members will receive a voucher so they can choose what they want.

New tablets have been bought to use in the garden to take peoples orders from May. Members will see staff wearing earplugs for them to communicate with the kitchen.

New play area going under the Terrace will be open soon. Well fenced area for under 8s, drinks will be served down there for the parents. Members will be able to order food from the Piazza which will be produced from the BBQ area to take the pressure of the Club House kitchen.

*MN asked the Forum if they had any questions for Debora.*

JB asked if F&B staff turnover was high or low as a lot of members like to see continuity.

DD explained that in the café and juice bar staff turnover had been consistent as operating hours are different to a bar.

Bar turnover was very low considering with hospitality, they work with a lot of casuals which they get from the local University, have seen people leave because of issues with their visas. Challenge they have is how they rotate staff as they do not always know if the day is going to be busy or not.

MN advised that the turnover rate is under 20% which is very good as a club. Turnover rate for Greenkeepers is higher, but members may not necessarily see that.

MN explained that they work hard on retention by reward and recognition for their staff members who will receive little rewards and vouchers. If people are named in the comment card system, these are passed to HR and noted down.

CJ asked if there would be any coffee in the downstairs area.

It was noted that F&B could provide a coffee machine, but it would not be the kind of coffee that you could purchase upstairs.

PT asked why there was only one brand of gin in the Bar.

MN confirmed that on offer was the Roehampton Club Gin, obviously want to try and promote that but offered members an alternative of Sipsmith Gin or Bombay Sapphire Gin.

Patricia Jamal (PJ) mentioned that the terrace was too cold to eat, could anything be done to make the area warmer.

It was noted that they could look at putting some extra rugs down in the winter period, they do have infrared heaters, but you need to make sure you are sitting directly by them, and blankets were also provided for members.

JP asked if staff were allowed to go home over the Christmas period to visit their families abroad.

MN confirmed that staff members are allowed 3 weeks to be taken at one time with approval from him and then if staff wanted to take another 2 weeks off, one of those weeks would need to be unpaid as staff only get 4 weeks paid leave plus bank holidays unless they have been here over 5 years.

Anne Wilkinson (AW) explained to the Forum that she has a background in HR and the way HR is conducted here at the club was first rate. The club monitors how people are treated and are currently going through the Investors in People accreditation where they currently hold Gold.

Sarah Owens (SO) asked about the Bistro as she mentioned that the Choir would be looking to eat after the concert. **DD to follow up on arranging food after the concert for attendees.**

**Action APR26/06: DD to arrange for something special to eat for the members of the Choir – 14<sup>th</sup> May 2026.**

JB commented that a lot of RAC members are complimenting the lunches here at Roehampton.

Jan Klosok (JK) mentioned that in the winter months when eating in the restaurant, there was an incredible draft due to the door being constantly opened to the Terrace.

**The Forum would support to have the Terrace closed in the winter months.**

## **5. Golf & Games update**

### Golf update

- Ricky Pharo has got all of his 125 merchandise.
- 125 events last weekend went extremely well.
- Full calendar of events for golf and games later on in May and June.
- Extremely wet winter impacted members, but they are looking to improve the drainage and will from February next year have the Indoor Golf Centre. Tech will be in place to play the Roehampton Club course as well as other golf courses from around the world.
- ProAm was well run, have received a huge number of compliments.
- Have had problems with the grass by the 15<sup>th</sup> hole and have been overseeding in that area, if the grass does not take they may have to dig up and replace.

- In July they will be doing maintenance on four more greens 8 – 12 and at the same time replace the bunkers.

Aerian Gray (AG) asked about the driving practice.

It was noted that from Tuesday next week there will be a box golf container leased for one year from Awesome Golf which will have two bays. This will be installed in the short game practice area for Ricky's coaching, and they will also try and use for the juniors. Looking to have an all-weather green solution by the 18<sup>th</sup> hole so we can protect the SGPA in winter.

### Games update

*MN read through the report by Matt circulated in the morning prior to the meeting.*

**Croquet** – it was noted that since the death of Mike Pattison it was a great comfort to his wife to have a croquet cup dedicated in his name. The Pavilion by Croquet Lawn 4 has been refurbished and named in Tony Salem's memory.

## **6. Racquets update**

### 125 Events

- Wednesday 10<sup>th</sup> June – 125 Racquets Club Night
- Thursday 11<sup>th</sup> June – Grand Slam Winners Exhibition Match, will try and mic up the players.
- Saturday 27<sup>th</sup> June – Live Ball Event and Master Class from Pat Cash.
- Saturday 4<sup>th</sup> July – Member and Guest Event, 28 members and guests have signed up so far, on the day they will be running tennis, padel and squash events and will have a big screen showing Wimbledon and have a bar set up with BBQ, this event will be free for guests.
- Trying to get Louis Laville back to do a Pickleball event.

### Tennis update

- Dan Lott (DL) advised that he has got the next three dates out for the Ladies morning which are scheduled Thursday mornings 9.30am – 11am with coffee afterwards.
- Airhalls are now down with courts 12 – 14 now open to play. The other airhall is up for testing purposes but will be down by the weekend with courts 7 – 10 open.
- Club Champs final will be 20<sup>th</sup> June.
- Grass courts will be open 1<sup>st</sup> weekend in May.
- Hosting the Nationals 22<sup>nd</sup> – 25<sup>th</sup> May, if members want to see some elite tennis.

### Pickleball

- Paul Lindsay doing a great job, two lady sessions on a Thursday, introduction session at 1pm if you have not played before, club night in the evening.
- Friday session is now in the afternoon as Tennis use the court in the morning.

- Paul is looking to do some more coaching.
- Throughout the Summer Pickleball will stay on a Thursday.

### Padel

- Over 60s on Fridays at 11am, limited to 8 spaces.

*MN asked the Forum if they had any questions for Dan.*

JB said that there were a lot of people who have their 4 people groups, how can we improve the offering for people who would like to play tennis better but are not part of a 4 group as a new member playing tennis.

DL suggested that JB came to an introduction session so he can then direct them to what would be best for him and suggested he came along to the 'Liveball' sessions which take place 6 days a week apart from Thursdays.

It was noted that there used to be a drop-in session, equivalent would be the Wednesday Club. Matching playing levels is much harder for tennis players than for padel or pickleball.

## **7. Masterplan 2035 update**

*MN talked through what projects were coming up.*

**Padel** – 95% occupancy from 8am – 9pm. Next priority is to get more padel courts, have approached Wandsworth Council and have had a pre-app meeting with a written report.

Wandsworth Council will consider 5 courts where they currently have the three clay courts. Impact on MOL is modest. Would like to cover those courts, which would sit between the ITC and Airhall 2 in the Winter. Main concern by the planners is the noise but the courts would be 60 metres from Working Close which is double the distance from Fairacres where the current Padel courts are. Biggest problem is noise as legislation has changed, so would need to put in some noise abatement (glass panelling) to keep the noise down to an acceptable decibel.

Grass courts occupancy is 22% when open so looking to change some of the courts surfaces to clay.

MN explained that they do not want noise to affect Woking Close and the Board will confirm on the 30<sup>th</sup> April if they want to go ahead and will discuss where the three replacement clay courts can go.

Tennis programme is so full that taking away three courts with floodlights would be a big hole in the programme.

Grass Courts 19 – 21 are the least used courts but may not getting planning permission as Council will probably say no to floodlights and to changing the surface because of the added noise.

Tennis Committee are keen to keep courts 25 – 28.

Board are considering looking at courts 25 – 28, would give Tennis 4 clay courts and room to put down 2 pickleball courts, with markings for netball and basketball for families and trim trail and play area for the families.

Tennis do not want indoor pickleball, having it outside reduces the noise impact.

Board need to make a decision; Chair committed to doing a member survey for consultation. Does not stop the drive to get Padel now, get permission in the Autumn, then will have 3 years to start the project.

Health Club would like an extra area for sunlounges.

MN believes that the trend for pickleball will increase, and provision will need to be made.

*MN asked the Forum if they had any questions for him.*

**Terrace door** – door always slams, can this be changed to a slow release. It was noted that they do have somebody looking at this.

**Bar Policy** – SMF wanted the Bar to be for adults and children over 16 years old and questioned what evidence was the new Club rule based on?

MN explained that they had trialled Children of 12 years old and above being in the bar and received very few complaints of behaviour of the children. The objections have come more from a cultural point of view. Adult members feel they have a limited number of spaces in the Bar to eat and drink which when taken up by families with younger children causes an issue. Families can eat everywhere else in the Club. Adults should have an area which acts as a sanctuary from families. It worked well before why change it?

SMF had asked why this decision had not gone to a Member vote when so many feel so strongly?

AW explained that the Board cannot vote on everything operational, will only normally consult members when they are spending millions of pounds.

MN informed the Forum that this was the decision for now, which was needed for clarity for staff to operate to. Other Clubs do have dedicated areas for their adults and other areas for the families.

**Action APR26/07: SMF members wanted to express their views on the new rule so best they send an email to Carolyn Ward who will forward it onto House Committee.**

## **8. Terms of Reference (TOR)**

Penny Egan (PE) explained that she had redrafted the TOR and changed the quorum so that there is at least 1 director in attendance at the Senior Member Forum (SMF).

**SMF agreed the new changes to the TOR.**

## **9. AOB**

David Blackburn (DB) on behalf of the SMF thanked Marc for everything that he had done at the Club.

MN thanked the new members for all their great feedback.

## **10. Date of next meeting**

30<sup>th</sup> July 2026.

## ACTION SUMMARY

NO.	ACTION	BY
APR25/03	MN asked for SMF to give priority days and times for Chair Pilates to Ricky via email so this can be set up and sent out in a targeted form – <b>In Progress.</b>	<b>MN</b>
APR25/07	Rehab Hydro to be readvertised and linked up with PSM so they can also promote. <b>HB to speak to Adam at PSM.</b>	<b>HB</b>
APR25/12	Club Foundation details to be shared with the Forum once this has been established – <b>In Progress.</b>	<b>AW/PE</b>
JUL25/02	RA to liaise with Ricky on when the Chair Pilates class could be run and set up.	<b>RA</b>
JUL25/04	SR to speak to Florence from PSM to do another nutrition talk in the afternoon.	<b>SR</b>
JUL25/05	RA to speak to the instructors about the new Spin Classes timings.	<b>RA</b>
NOV25/01	Repeat 'Fitness for the Future' event – Plan 3 for next year starting on January	<b>NC</b>
NOV25/02	Looking into offering weekly weight classes for seniors only	<b>RA</b>
NOV25/03	Refresh the salad bar menu in the Club cafe	<b>DD</b>
NOV25/04	Use tablets to take food orders on terrace – Tablets to be purchased and introduced	<b>DD</b>
NOV25/05	Decision to be made regarding Thursday morning ladies' tennis session – keep or reduce number	<b>DL</b>
NOV25/06	Investigate and organise a barn dance (possibly to utilise the marquee)	<b>NC</b>
NOV25/07	Speak to Rosslyn Park about installing charging points	<b>MN</b>
NOV25/08	Survey of members to be done sooner rather than later regarding The age limit in the bar. MN o speak to the house committee & board	<b>MN</b>
<b>APR26/01</b>	<b>If Forum members have any feedback regarding the Health Club please speak to either Stuart or Lucy.</b>	<b>All</b>
<b>APR26/02</b>	<b>Ladies Changing Room - SR to review the hand dryers with Maintenance to see if they can be either fixed or replaced.</b>	<b>SR</b>
<b>APR26/03</b>	<b>SR to look at alternative classes for those members who maybe struggling with their fitness.</b>	<b>SR</b>
<b>APR26/04</b>	<b>SR to review machine usage to see that floor space is justified.</b>	<b>SR</b>
<b>APR26/05</b>	<b>SR to follow up on the golf fitness package being offered by Roy.</b>	<b>SR</b>
<b>APR26/06</b>	<b>MN to arrange for something special to eat for the members of the Choir – 14/5/26.</b>	<b>DD</b>
<b>APR26/07</b>	<b>SMF members wanted to express their views on the new rule so best they send an email to Carolyn Ward who will forward it onto House Committee.</b>	<b>All</b>