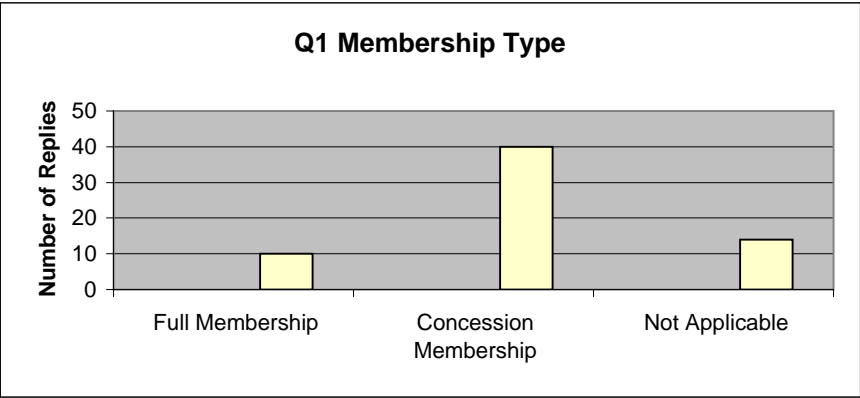


BENTRA SURVEY RESULTS

Question 1

If you hold a course membership what type is it?

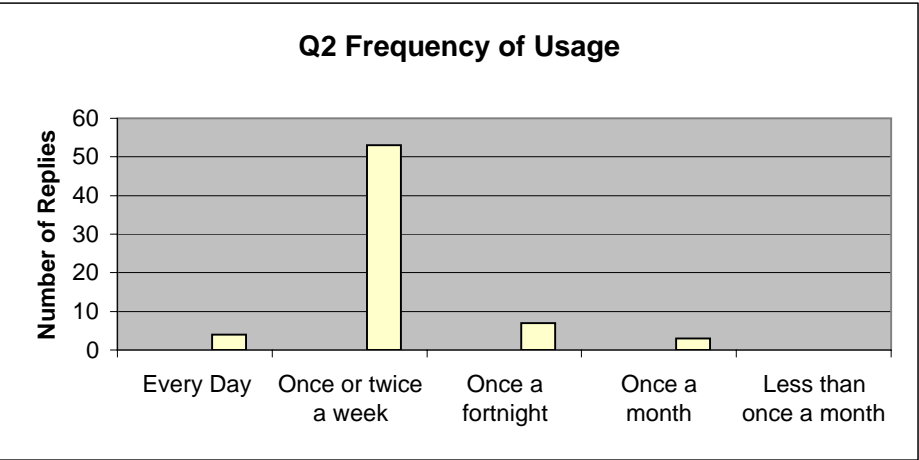
| TYPE | NUMBER OF REPLIES |
|-----------------------|-------------------|
| Full Membership | 10 |
| Concession Membership | 40 |
| Not Applicable | 14 |



Question 2

On average, how often do you use Bentra Golf Course?

| FREQUENCY | NUMBER OF REPLIES |
|------------------------|-------------------|
| Every Day | 4 |
| Once or twice a week | 53 |
| Once a fortnight | 7 |
| Once a month | 3 |
| Less than once a month | 0 |



Question 3

Do you consider Bentra Golf Course to be your main golfing venue?

| ANSWER | NUMBER OF REPLIES |
|---------------|--------------------------|
| Yes | 54 |
| No | 9 |

Alternative golfing venues stated as follows:

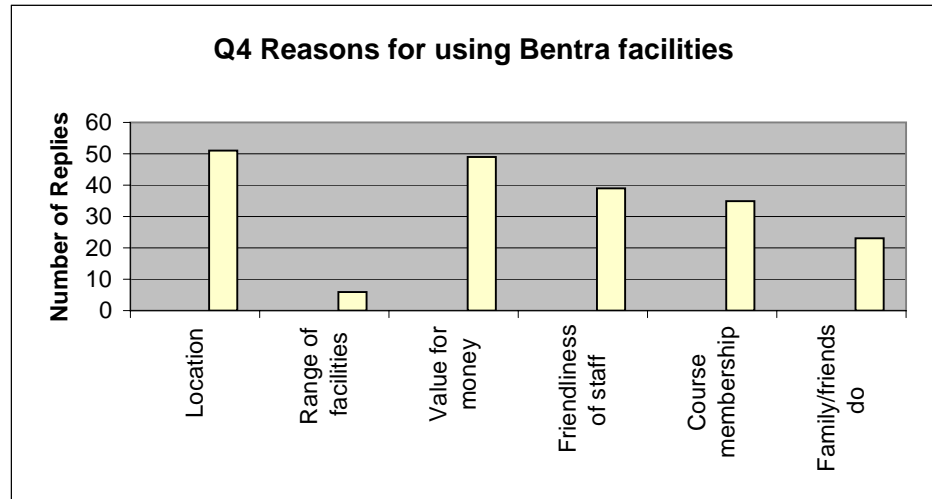
| | |
|---------------|---|
| Greenacres | 2 |
| Whitehead | 2 |
| Carrickfergus | 2 |
| Larne | 1 |
| Cairndhu | 1 |
| Various | 1 |

Question 4

Why do you use the facilities at Bentra Golf Course?

Please tick as many as apply

| REASONS | NUMBER OF REPLIES |
|-----------------------|--------------------------|
| Location | 51 |
| Range of facilities | 6 |
| Value for money | 49 |
| Friendliness of staff | 39 |
| Course membership | 35 |
| Family/friends do | 23 |

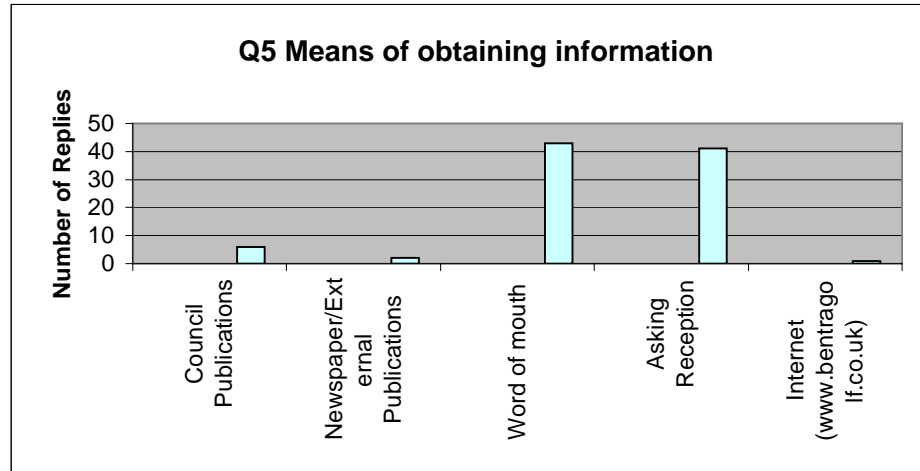


Question 5

By what means do you normally obtain information about Bentra Golf Course activities?

Please tick as many as apply

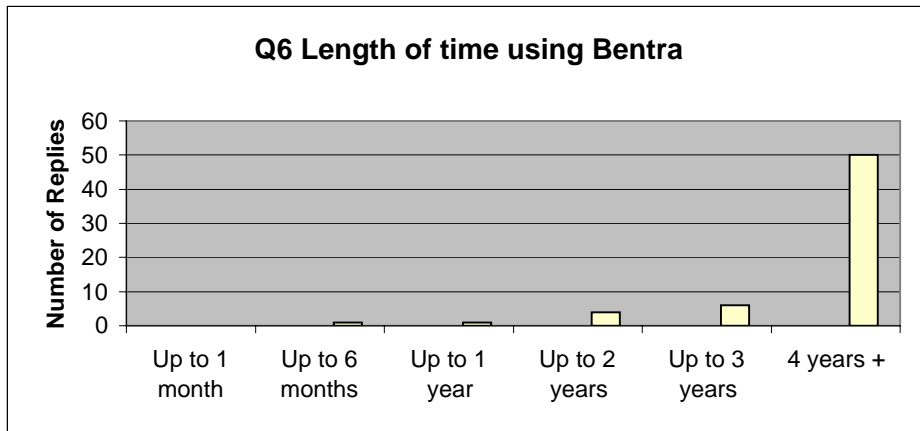
| INFORMATION | NUMBER OF REPLIES |
|---------------------------------|-------------------|
| Council Publications | 6 |
| Newspaper/External Publications | 2 |
| Word of mouth | 43 |
| Asking Reception | 41 |
| Internet (www.bentragolf.co.uk) | 1 |



Question 6

How long have you been using the Bentra Golf Course facilities?

| LENGTH OF TIME | NUMBER OF REPLIES |
|----------------|-------------------|
| Up to 1 month | 0 |
| Up to 6 months | 1 |
| Up to 1 year | 1 |
| Up to 2 years | 4 |
| Up to 3 years | 6 |
| 4 years + | 50 |



Question 7 What would be the main influence for you to increase your usage of the facilities at Bentra Golf Course – Comments Received

- Easy to get round
- Some more drainage needed from greens one to 2 and up to number 3
- 18 holes instead of 9
- Health
- Better membership, more competitions
- Better underfoot conditions in winter
- Raised tees at 1st, 2nd, 4th, 6th, 7th and 8th
- Better drainage around front of greens
- More course supervision
- Extended to 18 hole course
- Non paying players excluded from the course
- Ranger employed June-September
- If I could roll back the years!
- Better drainage on the course to allow more play during winter months. Recent drainage work has not obtained the desired results
- If I left Whitehead Golf Club
- Condition of the course
- Bad golf manners
- Pitch marks on greens
- Replacing divots
- Upgrade to 18 hole course
- *Satisfied*
- Better weather!
- Extend to 18 hole course
- Full cafeteria facility
- Health
- If it was a proper affiliated course to Golfing Union of Ireland
- Better maintenance of course ie bunkers, drains, tees and greens
- Substantial drainage scheme to eliminate very wet areas which restrict use in winter
- Better facilities in club house for committee meetings with table and chairs available
- Toilet areas are too big and seldom used
- Better drainage, better bunker maintenance
- Upgrade to 18 hole course
- Changes to club house
- Drain land at hole 2
- Regular cutting of fairways
- Regular clearing out of ditch drains on fairways 3, 7 and 9
- 18 hole facility
- Conditions of course
- No spare time on my hands!
- Made into 18 hole course
- Better course supervision
- Full time warden on course
- Better drainage during spring and autumn – even though much work has been done parts of the course still get soggy at these times.
- More time
- Better course management

- Better drainage and maintenance
- Fairways are needing cut – poor maintenance
- Better maintenance of fairways
- Taking membership – better course conditions
- Better course supervision to ensure players rake bunkers and repair plug marks and discourage slow play
- Fairways in better condition
- Being allowed to pay and play for 9 holes
- Reduce fees for seven day membership for OAP
- More time
- Cheaper at weekends
- Able to play and pay for 9

Question 8 What main improvement could be made to Bentra Golf Course – Comments Received

- Ditches and drains should be thoroughly cleaned out and maintained thereafter.
- Fairways need to be cut more frequently
- Improvement to bridges over shucks
- Do away with potholes on either side
- We need some more obstacles like more bunkers and some water ponds and a big line of conifer trees heading for dog-leg sixth
- Drainage along railway
- An 18 hole course
- Finer sand so that it doesn't compact
- Fairway bunker on the 2nd and or 3rd holes
- Level tee off areas
- Course management eg drainage
- Better drainage
- Rough and perimeter kept tidier
- Upgrade to 18 hole course
- Although the 1st tee box is at present being formed, the remaining tee boxes have remained the same for many years and it would not be difficult for the staff to construct and maintain the same without incurring high costs
- Extra drainage in the winter months during extended periods of rain as course is waterlogged and unplayable
- Paths over drains could be improved by filling hollows with hard core
- Fence erected from Road House to Club House to prevent persons avoiding payment of fees
- Tee off areas could be improved and require to be levelled off
- Better drainage
- Make 8th hole tee box level
- Provide a bell at the corner of the 6th hole and a notice to say the hole must be played as a dog leg for safety reasons
- Improved drainage especially along the 2nd hole beside the railway
- Generally improve the condition of the greens and tees
- A toilet in the car park to avoid going through reception in studded shoes

Question 9 What would be your main dislike about Bentra Golf Course – Comments Received

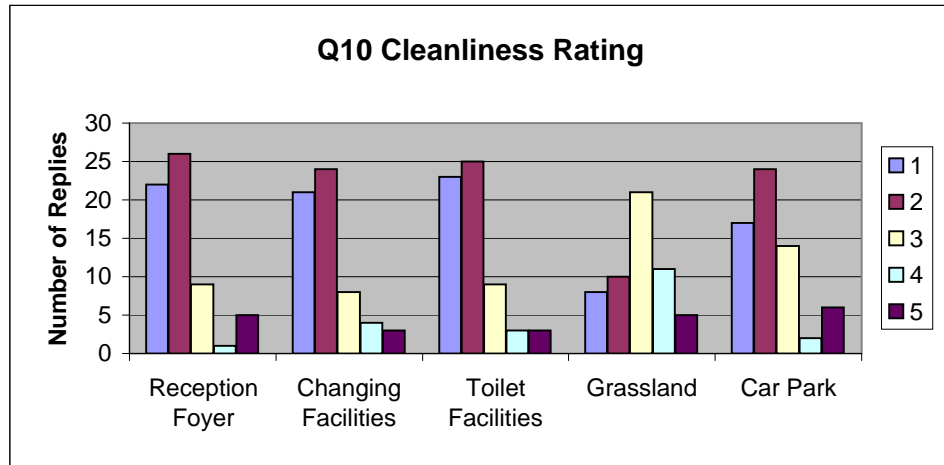
- Closed too many days
- Nor drained enough
- Football tops and sometimes in the summer no tops on some of the players
- People using it for practice, chipping and putting on the 5th and 9th holes or even trying to start at the 5th hole when the course is already full
- Wet course
- Fairways sometimes a bit long
- Poor conditions under foot in winter
- Very mucky in wet weather – better drainage system
- Litter bins are insufficient and those that are there are not emptied on a regular basis
- The grounds men could have more of a ranger role to ensure fees are paid and the facilities not vandalised
- Golf balls are driven daily off the 1st tee into the Slaughterford and Riverforde apartments and housing. It is only a matter of time before a serious accident or injury occurs. Damage has been caused to 100s of tiles. Letters to the Chief Executive have been completely ignored
- Price of a cup of coffee
- Coffee shop is too expensive
- The lack of a dress code especially in the summer
- The number of poor players who tend to be very slow and who can lack golfing etiquette
- Condition of course
- Very wet in winter months
- Loosing balls in overgrown brooks
- Unplayable in poor weather
- Muddy fairways during winter
- Weeds in ditches
- Lack of social atmosphere in Club House
- *I like it as it is*
- Not being able to acquire proper handicap as Bentra is not recognised with Golfing Union of Ireland

Question 10

Please rate the cleanliness of various parts of Bentra Golf Course

Please rate using the scale: 1 = excellent to 5 = very poor

| AREA | RATING | | | | |
|---------------------|--------|----|----|----|---|
| | 1 | 2 | 3 | 4 | 5 |
| Reception Foyer | 22 | 26 | 9 | 1 | 5 |
| Changing Facilities | 21 | 24 | 8 | 4 | 3 |
| Toilet Facilities | 23 | 25 | 9 | 3 | 3 |
| Grassland | 8 | 10 | 21 | 11 | 5 |
| Car Park | 17 | 24 | 14 | 2 | 6 |

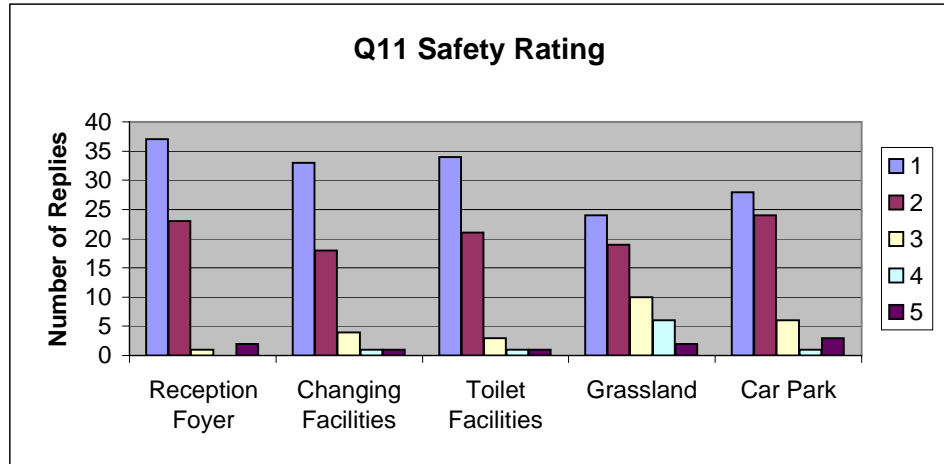


Question 11

How safe do you feel in the various parts of Bentra Golf Course?

Please rate using the scale: 1 = excellent to 5 = very poor

| AREA | RATING | | | | |
|---------------------|--------|----|----|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| Reception Foyer | 37 | 23 | 1 | 0 | 2 |
| Changing Facilities | 33 | 18 | 4 | 1 | 1 |
| Toilet Facilities | 34 | 21 | 3 | 1 | 1 |
| Grassland | 24 | 19 | 10 | 6 | 2 |
| Car Park | 28 | 24 | 6 | 1 | 3 |

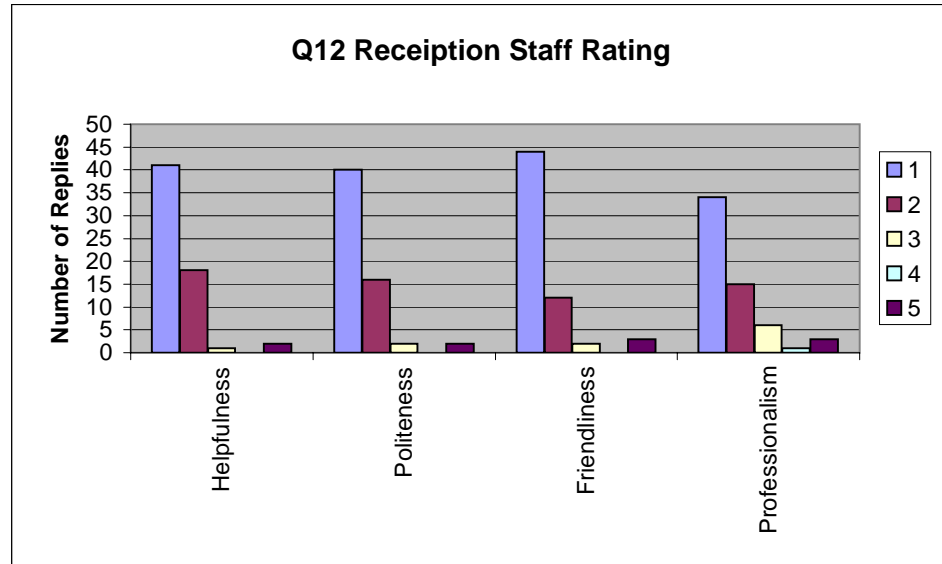


Question 12

How satisfied are you with the reception staff?

Please rate using the scale: 1 = excellent to 5 = very poor

| QUALITY | RATING | | | | |
|-----------------|--------|----|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| Helpfulness | 41 | 18 | 1 | 0 | 2 |
| Politeness | 40 | 16 | 2 | 0 | 2 |
| Friendliness | 44 | 12 | 2 | 0 | 3 |
| Professionalism | 34 | 15 | 6 | 1 | 3 |

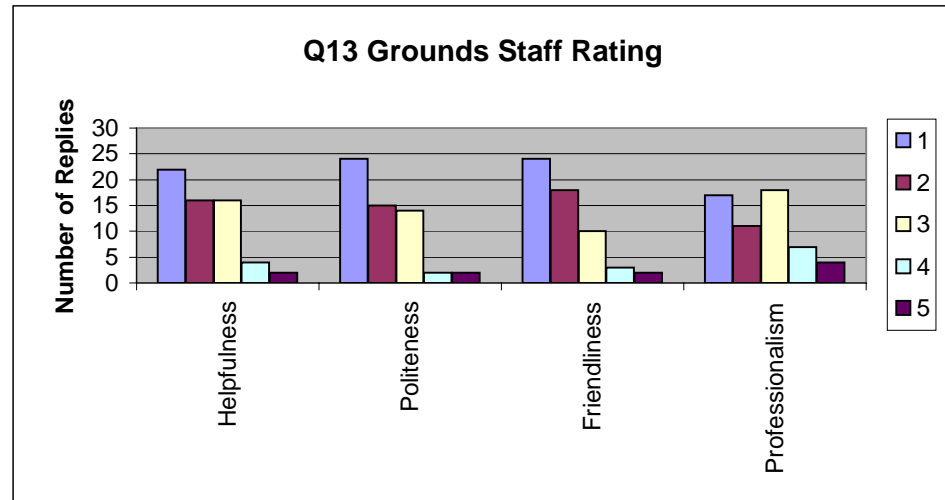


Question 13

How satisfied are you with the grounds staff?

Please rate using the scale: 1 = excellent to 5 = very poor

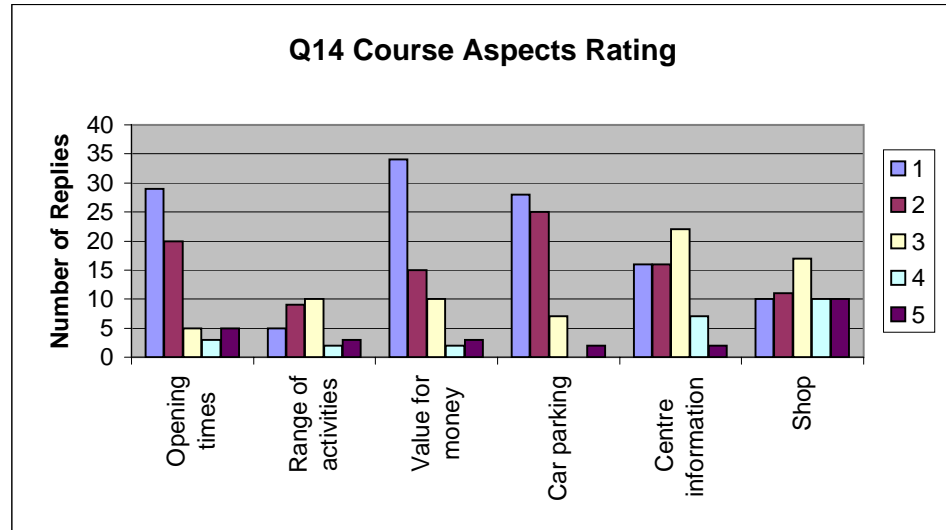
| QUALITY | RATING | | | | |
|-----------------|--------|----|----|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| Helpfulness | 22 | 16 | 16 | 4 | 2 |
| Politeness | 24 | 15 | 14 | 2 | 2 |
| Friendliness | 24 | 18 | 10 | 3 | 2 |
| Professionalism | 17 | 11 | 18 | 7 | 4 |



Question 14

How satisfied are you with these aspects of Bentra Golf Course?
 Please rate using the scale: 1 = excellent to 5 = very poor

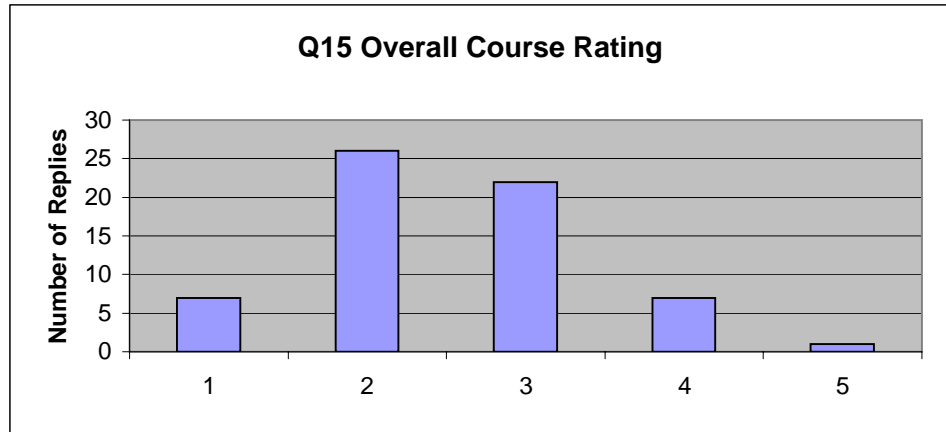
| ASPECT | RATING | | | | |
|---------------------|--------|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 |
| Opening times | 29 | 20 | 5 | 3 | 5 |
| Range of activities | 5 | 9 | 10 | 2 | 3 |
| Value for money | 34 | 15 | 10 | 2 | 3 |
| Car parking | 28 | 25 | 7 | 0 | 2 |
| Centre information | 16 | 16 | 22 | 7 | 2 |
| Shop | 10 | 11 | 17 | 10 | 10 |



Question 15

Overall, how satisfied are you with Bentra Golf Course?
 Please rate using the scale: 1 = excellent to 5 = very poor

| OVERALL | RATING | | | | |
|---------|--------|----|----|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| | 7 | 26 | 22 | 7 | 1 |



Question 16

Are you: **MALE** 63
 FEMALE 1

Question 17

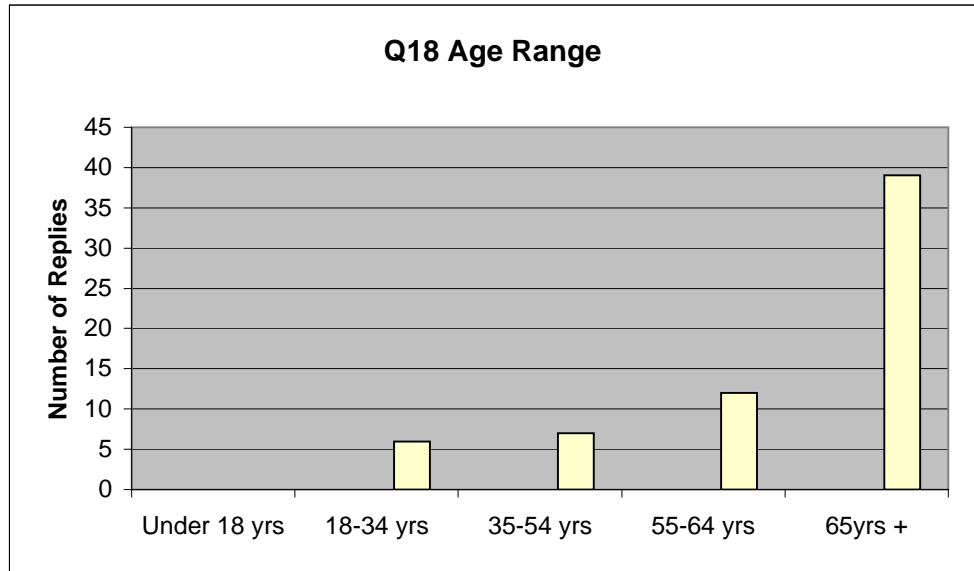
Do you have a long-standing illness or disability?

YES 12
NO 52

Question 18

What is your age range?

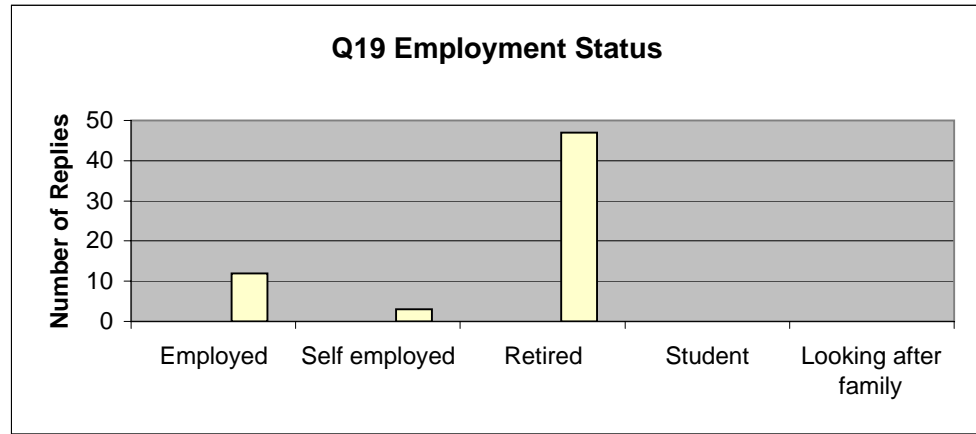
| RANGE | NUMBER OF REPLIES |
|--------------|--------------------------|
| Under 18 yrs | 0 |
| 18-34 yrs | 6 |
| 35-54 yrs | 7 |
| 55-64 yrs | 12 |
| 65yrs + | 39 |



Question 19

What is your current employment status?

| STATUS | NUMBER OF REPLIES |
|----------------------|--------------------------|
| Employed | 12 |
| Self employed | 3 |
| Retired | 47 |
| Student | 0 |
| Looking after family | 0 |



Question 20

Please state your home town

| TOWN | NUMBER OF REPLIES |
|---------------|--------------------------|
| Whitehead | 14 |
| Carrickfergus | 22 |
| Larne | 8 |
| Newtownabbey | 12 |
| Islandmagee | 3 |
| Whiteabbey | 1 |
| Glencoe | 1 |
| Ballymena | 1 |
| Greenisland | 2 |
| Ballycarry | 2 |

