

Firstly, I would like to welcome all our new members who have made THBC their club of choice. Our team will continue to ensure that all our members and guests enjoy their club and all it has to offer.

Welcome, also to our new staff who have joined our team and a special thank you to **Our People** for your ongoing commitment to ensuring our customers are happy and comfortable at THBC.

With the festive season and our Annual General Meeting fast approaching, I thought a quick update on what is happening at your club is timely.

Soon you will receive the Notice of Meeting for the AGM which is on Sunday 3rd November at 10am (AEDT). The following dates have been scheduled so all members can ask questions about the AGM or the club generally:

Monday 28th October and Wednesday 30th October both at 10am at the club.

Projects which have been completed since my last update or new projects in-progress include:

- Installation of an external disabled toilet near green 3 (in-progress)
- Blue Room upgrade (completed)
- Installation of wheelchair lift from the bowler's lounge to the Indoor Green (in-progress)
- Planning Application to increase our "permissible uses" so we can use our internal and external real estate for revenue diversification opportunities (in-progress)
- Independent Liquor and Gaming Authority (ILGA) application to un-restrict the nineteen21 Lounge to allow families, including minors to utilise this space (completed)
- New TAB electronic wall sheets and an additional EBT will be installed (completed)
- Upgrade and renovation of the nineteen21 lounge, TAB and bowler's lounge areas (in-progress)
- New escalators at front reception (in-progress)
- Install new boom gates on the back carpark (in progress)
- Working with council regarding a suitable long-term car parking solution (in progress)
- Gaming Lounge upgrade (early stages and in-progress)
- Upgrade to Level One ladies' toilets, near The Glass (in-progress)

Regarding the above projects, I would like to update everybody on the front reception escalator specifically as this has now been prioritised due to a significant maintenance issue which requires immediate action. We had already obtained some quotes and engaged a consultant to assist with the necessary due diligence regarding our decision. It was important to consider both options which were replacement of escalators vs. installation of a lift. During the process we experienced a major maintenance concern which impacted the efficient and safe operation of the up escalator. Given the age (over 40 years) of these escalators it is very difficult to get certain parts etc and the labour costs to rectify issues is significant. In fact, the quote to repair the old escalator is approximately the same price to install a new escalator. After considering our options, including a lift, it has been decided to replace the two escalators now, as the cost and proposed timeline to consider a lift was not feasible as this option requires detailed engineer drawings, lodgement of a DA with council and the construction of a lift shaft by a separate building company who specialises in this construction type, before the lift company can even start with a lift installation. Ultimately it would have potentially delayed the project by at least six months compared to the escalator option.



Updates on this project and other club matters will be provided to members regularly and we apologise in advance for any inconvenience that the management of these projects may cause members and guests, however they remain priority projects which require immediate action and careful management.

I hope everybody has read the latest Tweed Life magazine as it highlights “what’s happening” at your club and includes Christmas Day information, entertainment, promotions, new menus in nineteen21 and Bistro16 plus much more. (click on links below)

[nineteen21 Spring menu](#)

[New Bistro16 menu](#)

[Bistro16 Xmas lunch](#)

[The Glass Xmas lunch](#)

[Upcoming Entertainment](#)

[New Year’s Eve](#)

I’m sure you have all heard about the recently completed renovation to The Blue Room, if not I can advise that the room has been re-named and branded as The Glass so please have a look when you have a chance and if you, your friends or family are looking for a function room then contact our functions department, particularly Christine Goodman or Brad Whittaker.

Gold Star Rewards has been re-launched and your member loyalty program has even more benefits now. If you require clarification or information regarding Gold Star Rewards, please ask any of our friendly staff. [Gold Star Rewards](#)

On behalf of ***Our People***, thank you for your continued support and we look forward to seeing you all at THBC soon. Again, if any member requires clarification on any club matter, please feel free to speak with any of our dedicated staff. If the question or concern can’t be answered or actioned immediately, we will ensure that a response is provided in a timely manner.

Our people, our community.

Gerard Robinson
CEO

A handwritten signature in black ink, appearing to read 'Gerard Robinson', written in a cursive style.