



THE NEWSLETTER

Golf Course Superintendents Association OF NEW ENGLAND, INC.

OCTOBER, 1986

DATES TO REMEMBER

October 20

Superintendent - Pro Tournament
Brae Burn C.C.
Newtonville, MA

November 3

GCSANE Regular Meeting
Presidents G.C.
Quincy, MA

December 6

GCSANE Christmas Party
Needham G.C.

December 11-12

GCSAA/RIGCSA Seminar
Desease Identification*
Seekonk, MA

*Please note corrected program

April 7, 1987

USGA Regional Conference
The Country Club
Brookline, MA

—NEXT MEETING—

November 3, 1986

Meeting Presidents Golf Club
Quincy, MA

9:30 Directors Meeting
10:30 Regular Meeting
11:30 Lunch
12:00 Golf

Directions from South & West - 128 South to Rte. 3 North to Exit 9 - North Quincy Milton Exit - Follow to when it turns into a two way street and take a right on Squantum Street. Golf course is 1/2 mile on left.

From Boston & Points North - Take expressway to exit 10 - Squantum Street and Milton Exit - bear left off exit ramp onto Squantum Street go through lights and course is 1/2 mile on left.

Call Jim - 328-1776 for reservations
Jim Fitzroy - Host Superintendent

MUCH ADO ABOUT BUNKERS

Ron Kirkman

With apologies to Stratford Upon Avon's bard, a couple of Massachusetts courses have recently had much to do about bunkers.

At Worcester Country Club, Superintendent Mike Nagle was confronted by a set of bunkers in need of a good facelift. Grass faces had been over-edged, resulting in deteriorated sand faces and sand was contaminated with soil, discolored and firmly packed, with the resulting one-two punch being poor playability and aesthetics.

With the goal of restoring the rolling grass bunker faces characteristic of a Donald Ross course, Billy Drake was retained to clean the old sand out of 74 bunkers with a backhoe. The "hoe" was equipped with a boom extension and "wrist" that permitted the machine to clean an entire bunker from one position.

With the old sand removed, Mike and his crew fine graded bunker banks and floors. Tile was required in only two bunkers and Mike used a geo-textile liner in the two pot bunkers in front of his tenth green. A preponderance of crushed stone under these bunkers forced the use of the liner.

Mike's Green Committee members did their homework as far as bunker sand selection was concerned. By visiting other courses, they were able to select a double washed brick sand that other area courses were using successfully. The bunker sand was stockpiled in the lower parking lot adjacent to the clubhouse and moved out to the bunkers in small six wheel trucks. Use of a small bulldozer helped ease the sand spreading process. Sand depths averaged eight to ten inches.

Mike split the re-turfing around restored bunkers between seeding and sodding. Bunkers opened to rave reviews two months after the restoration process was completed, with free lifts being the rule prior to fully opening the new features.

If he had it to do over again, Mike would have a contractor do all of the work and would have sodded, rather than seeded, all affected areas. The price per bunker was a real bargain, coming in around \$1100. Just remember, when you play Worcester and end up in the double pot bunker in front of the par-3 tenth green, direct your comments to Mike Nagle, Central Massachusetts' Pete Dye!!!!

Down the road at Blue Hill, Dave Barber, Commander-In-Chief of the GCSANE, was asked by his Chairman to replenish the sand in the bunkers. Dave felt this wasn't the answer as the bunkers were suffering from a variety of maladies with some too shallow, others poorly drained, still others poorly positioned and all basically lacking the visual and strategic panache that a set of bunkers should lend to a course's character.

Tony Paganis was brought in to completely re-construct the bunkers at Blue Hill. Almost all of the work was done with a small bulldozer. Old sand was left in the bunkers and used as part of the fill needed during the bunker re-cutting process. In all, 16 new bunkers were added, 42 completely re-cut and another ten eliminated.

With the club interested in as clean and white a sand as possible, Holliston 00 was selected and moved out to the bunkers using a dump truck equipped with flotation tires. Sand was spread to an average depth of six inches and liners weren't placed in any bunkers.

All striking areas were sodded and Blue Hill now boasts a striking set of cape and bay bunkers, with a pot bunker here and there for emphasis. The average cost for new and totally re-constructed bunkers came in at \$3000.

Dave expects slightly higher maintenance costs on the deeper and more intricately shaped bunkers and reports a membership happy with the results. If he were to do anything different, Dave would try to schedule all of the work in the fall

Much Ado con't. on pg. 4—

Golf Course Superintendents Association

— THE SUPER SPEAKS OUT —



LAST MEETING
September 16
Essex County Club

Those of you who couldn't make the meeting at Essex County Club missed out on playing one great golf course - Truly, a superb Donald Ross design. With the wind blowing at 30 MPH and gusts up to 45 MPH and the long meadow grass on sides of fairways and surrounding bunkers, one's skill was certainly tested. It seemed as though we were playing golf in Scotland. Tom Brodeur, Host Superintendent had the links in excellent condition. Our thanks to Tom and the entire staff at Essex County Club and the Board of Directors for allowing us to hold a meeting there. It was an enjoyable day for all those who attended.

Gold Results - Best Two out of Four
Golf Results - 1st Gross (152) Paul Miller, Doug Johnson, Dennis Friel, Bob Brown

1st Net (126) Ron Kirkman, Dave Barber, Tom Schofield, Tom Brodeur
Closest to Pin - (3'9") Bob Mucciarone w/a 3 wood

Longest Drive - (286 yds.) Rick Arzillo w/a cannon

2nd net (131) Steve Murphy, John Murphy, Paul Brooks, Al Singer
1st Reading for Membership: Thomas Brodeur - Essex County Club

(Welcome to The Super Speaks Out - a monthly feature which offers the golf course superintendent a forum to express views on topics and issues relating to his profession)

This month, Speaks Out deviates from the usual format and presents a round-table discussion among Cape Cod golf course superintendents who have been busy undoing the bad press emanating from a study that prematurely blamed golf courses for water contamination in the Cape Cod area.

The round-table supers include Steve Carr of Pocasset, Ed Nash of Bass River, Brian Cowan of Eastward Ho and Bob St. Thomas of Hyannisport.

Nash: "That was an amazing story, all right - a lot of noise over nothing more than a test that produced highly disputed results.

"It's strange that they would come up with supposed traces of chloradane, a pesticide that was banned 10 years ago. Our point is clear. The story was given to the press without credible substantiation and the people have been led to believe that all golf courses are ruining their water.

"As preposterous as it sounds, it has done harm to the sport and harm to the superintendent. People read something like this and the impression is there in stone. Now, it's up to us to tell our side which is simple. We've been following standards that are set by the EPA and our environment is all the better because of it."

St. Thomas: "That's right.
"Everything about the findings of that test point to one thing - that the

results are inconclusive. As far as we can learn, the test, itself, was conducted in an unscientific and unprofessional manner.

"The rub of the controversy is that all the courses taking part in the study did it on a voluntary basis. Surely, they had nothing to hide. My course was one and we cooperated 100 percent.

"However, the damage (the only damage) was done when an entirely premature press release turned the study into a condemnation of the golf course without just cause.

"As Ed said, why don't these people let the public know about some of the positive experiences in the use of pesticides - how we've made the use of chemicals in our work compatible with the preservation of the environment?"

Cowan: "As far as I can see, this whole thing is a classic example of thriving on sensationalism for the sake of picking up another grant or so from the government.

"I still can't get over all the flap over a product we haven't used for over 10 years. What are they trying to do to the superintendent, anyway?"

"Regardless of how much rebuttal we organize and the support we receive from the press now, I feel the damage has been done.

"We're pictured as the bad guys in a touchy scene about a very touchy subject. All it amounts to is throwing out an accusing finger at a sport and profession that have been anything but detrimental to the environment.

"Things have calmed down lately but everyone in our profession is upset over the press release and unsubstantiated findings. We've been treated unfairly. And where we go from here is anyone's guess.

"Someone blew the whistle when they should have kept it in their pocket."

Carr: "This has been the source of an awakening of sorts - an awakening by the public that the golf course superintendents of our area are organized and strong.

"I'm not trying to offer this as a threat. However, the published reports

Super Speaks con't. on pg. 4—

POSITION OPENINGS

Golf Course Superintendent

Foxborough Country Club
Foxborough, MA
(Position available at end of
1987 Season)
Please contact:
Mr. Tom O'Leary
5 Walnut Street
Foxborough, MA 02035
Tel. (617) 543-8239

Golf Course Superintendent

Waterville CC
Waterville, ME
Please Contact:
Mr. Ron LaVoie (207) 465-7773
or
Mr. Rick Leslie (207) 873-5407

PRESIDENT

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145 Dedham St.
Canton, Mass. 02021
Home Phone 828-7266
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Club Affiliation
Blue Hills C.C.

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Northbridge, MA 01534
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Club Affiliation
Whitinsville G.C.

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Marblehead, Mass. 01945
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Tedesco C.C.

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Office Phone 532-2236
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Salem C.C.

TRUSTEE

Stephen A. Chiavaroli, CGCS
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Worcester, MA 01602
Home Phone 752-0031
Office Phone 791-5373
Club Affiliation
Tatnuck C.C.

TRUSTEE

Mark J. Klimm
P.O. Box 480
Mashpee, MA 02649
Home Phone 477-3516
Office Phone 477-0919
Club Affiliation
C.C. of New Seabury

Golf Course Superintendents Association

OF NEW ENGLAND, INC.

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—N.H. con't. from pg. 5
security system."

In those early days of Eastman, Curran wore a number of hats. He was there for the construction of a championship golf course as well as for the layout of a community that has 1,700 single family homes and 400 condominiums as its ultimate goal.

"It's coming right along, right on schedule," Tom disclosed. "There are from eight to nine hundred homes already in use and 325 condos have been built. In the meantime, the golf course has become so busy I've had to cut back on other things."

Actually, Curran returned to a full load of overseeing the golf course in 1981 when it was sold to the Eastman Community Association. The change also slipped him back into the country club style and work arrangement of reporting to green committees and the like.

"Oh, I don't mind that at all," Tom commented. "I never had any serious problems on any of my other jobs, so I wasn't about to encounter any here. As a matter of fact, everything on the course is just great. Crowded maybe, but that goes with a successful operation."

Indeed, Eastman has become the talk of the 19th holes throughout New Hampshire and parts beyond.

Recently, it was named the No. 1 course in New Hampshire by Golf Digest and the number of players making their rounds is testimony to that lofty rating.

"Well, we must be doing something right," Curran laughed. "We have 200 active members - and we're still a public course. Most of the time the first tee is flooded with reservations. That means I have to be on the ball."

That's old hat for Tom, though.

He's been at the front of the superintendent's pack almost from the moment old pal, Bob Grant of Brae Burn, got him interested in the profession shortly after he came out of the Air Force in 1954.

A two-year jaunt through the turf management school at the University of Massachusetts triggered entry into the heated-kitchen of the superintendent when Tom took on an 18-hole course (Saginaw, Michigan) as his first job.

When he and his wife, Nancy, decided

they wanted to come home to New England (1960), Tom was welcomed with open arms at Fitchburg's Oak Hill Golf Club. Eight years later, The Country Club called and he put some spit and polish into that operation until the wide open spaces of New Hampshire beckoned in 1972.

It was just about that time that Tom was up to his interest and input heights in New England Golf Course Superintendents Association involvement. And, while he was trying to put things together at Eastman, he served two terms as its president.

"Those were happy, learning days for me," Tom recalled. "We had some good people, like Leon St. Pierre and Dick Blake, who gave the rest of us strong roots in the profession. Now, the group is winging along and the superintendent's stature is a solid one."

Curran, who says his toughest job comes after the making of birds and bogeys (he's responsible for 50 miles of road-plowing in winter), likes his new life at Eastman and being part of the up-country gentry.

"I'm still a superintendent at heart," he concluded. "You never lose your enthusiasm for wanting to give golfers the best possible playing conditions. I've dedicated my life to that theory."

And been an unqualified success at it, too.

GERRY FINN

CHIP SHOTS

...The Father/Daughter combination of Mel and Beth O'Kelly won the State Father/Daughter tournament for the 3rd consecutive year at the Pembroke CC this past August and were given a super write-up in the Boston Herald by sports writer Karen Guregian...our sympathy is extended to member Doug Johnson after the sudden death of his mother...congratulations to Bob DeRico for becoming a member of the GCSAA...voted into the GCSANE as Regular Members in August were Barrie Robertson, Sky Meadow G.C. Merrimac, NH, and Bob Bernier, D.W. Field G.C., Brockton, MA - our congratulations to both new members and hope to see you at the next meeting!

The Complaint Letter That Works

How well you craft your complaint letter can mean the difference between fulfillment and frustration. Here are some tips on letter writing that have worked for us:

- **Your letter should be in standard business form;** it is a detail, like shaking hands, that only matters when you do not do it. If possible, use expensive, letterhead stationery and type your letter. If not, use white paper, making sure your writing is neat and easy to read.

- **State exactly what you want done about the problem,** at the very beginning of your letter. This gets attention. Be reasonable.

- **Make your letter brief**—one page is best—and to the point. Mention that you are a customer of long standing; if you have friends who are, mention that too. Include all important facts about the product or service you purchased, and the date and place where you made the purchase. Note any information about the product such as brand name and serial or model numbers. Mention the service provider by name. Also, list any steps you have already taken to remedy the problem, so they don't run you around the not-so-merry-go-round. Be sure to include your name, address and telephone number.

- **Set a time-frame for resolution.** Two weeks is usually fair. Indicate your determination, and if this is your second or third letter to the recalcitrant company, detail what steps you intend to take if your demand is not met (e.g. contact the Attorney General's office, sue in small claims court).

- **Include copies of relevant documents regarding your problem.** Remember to save the originals and a copy of your letter (once you have composed a few winning letters, you will have an arsenal of models to choose from the next time you need one).

- **Note at the end where you are sending copies of the letter.** Author Ralph Charell advises that you "carbon the western world" by sending copies to your local, state and federal elected officials, the Federal Trade Commission, your state Attorney General, all relevant state and federal agencies,

—Complaint con't. on pg. 4

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GCSAA Potential Seminars September 1987-May 1988

TECHNICAL SUBJECTS

	Length (in days)
Basic Horticultural Methods	1 or 2
*Basic Turfgrass Botany & Physiology	2
*Disease Identification & Control	2
*Fundamentals of Ecology (1)	2
Golf Car Fleet Operations	2
Golf Course Construction & Project Management	2
Golf Course Design Principles	2
Golf Course Management Strategies (1)	2
*Insect Pests of Turf & Ornamentals: Introduction to the Principles of Control	2
*Introduction to Computers in Golf Course Management (1)	1
*Introduction to Soil Science	2
*Introduction to Surveying	2
*Irrigation Part I: Equipment and Technology	2
*Irrigation Part II: System Design and Management	2
*Landscape Plant Materials	2
*Plant Nutrition and Fertilizers	2
Ornamental Pest Management	2
Turfgrasses: Qualities, Uses & Sources	2
*USGA Intermediate Rules of Golf	1
Wastewater Technology (1)	?
*Weed Identification & Control	2

MANAGEMENT SUBJECTS

*The Assistant Superintendent: Functions & Responsibilities	1
*Budgeting & Forecasting	1
Business Communication & Assertiveness Techniques	1 or 2
*Cardiopulmonary Resuscitation (CPR)	1
Club Management: Food & Beverage Operations	2
Effective Business Writing	1 or 2
*Employee Training (1)	1
*Familiarization with Accounting Procedures	1
*History & Function of GCSAA	1
Managerial Productivity	1 or 2
Negotiating	1 or 2
Newsletters Editors Techniques	1
Personal Financial Planning	1
Union Labor Relations & NLRB Regulations	2

An asterisk (*) indicates Division I seminars.

(1) indicates seminars that are in the developmental stage. They may or may not be available as regional seminars, depending upon the anticipated date of presentation.

NOTE TO LOCAL ASSOCIATIONS: We will consider custom designing a seminar to meet the needs of your members.

8/86



—*Super Speaks con't. from pg. 2*

of that original test are absurd. One of the opinions expressed talked about traces of 2-4-D. They're talking about the presence of one part per billion when 70 parts per billion is the breakoff point in acceptance. And they call that 'hard data'?

"Whatever the outcome of this controversy, we, the superintendents, have been given a bad name in an area (environmental awareness and preservation) where we've been as dedicated as any profession in the world.

"The public has been given bad information. No good will ever come of it. We have to have our side told. Give us the headlines, for a change."

—GERRY FINN

—*Complaint con't. from pg. 3*

consumer groups and your local newspaper (if this is your first complaint letter, you should give the company a chance to resolve your problem before you notify other groups or agencies).

Send your complaint letter by registered mail for proof that it was received (or, in some cases, consider a telegram). A photograph of the defective product or shoddy repair job will often help your case.

—*Much Ado con't. from pg. 1*

in order to ease the newly placed sod's irrigation requirements. Bunkers were opened for play about two weeks ago after sodding. If beautiful bunkers are your goal, get hold of Dave Barber and his magic paint gun.

Relative to playing surfaces like greens and trees, bunkers lead a neglected life. Other than raking, some mowing, and, all too often, too much edging, bunkers fall low on the maintenance priority list. The years take a toll and Dave Barber and Mike Nagle convinced their clubs to take the steps necessary to bring their bunkers up to match the fine conditions of the rest of the playing surfaces at Blue Hill and Worcester.

The specific conditions and goals of their clubs resulted in each following a different approach in getting the job done. However, all agree that they got it right, regardless.

Much ado about your bunkers?

Random Thoughts That Surfaced While Changing Cups

By William B. Stevens, CGSC

After changing cups on the same greens for over 15 years, the mind starts to wander...

I HATE CHANGING CUPS!

Why is the number of rocks encountered while changing cups in direct proportion to how close the golfers are?

What law of nature states the number of no-shows and tardy employees is related to the importance of the tournament and the earlier tee-off time?

Why is it when you borrow or lend equipment it inevitably breaks down?

What law is it that makes the severity of machinery breakdown in direct proportion to the importance of the job and the time limit allowed?

How does equipment and pump house know when it is a weekend?

How does disease know when it is the first day of a three-day weekend?

WHY ARE THESE GREENS SO HARD?

How come there are so many ball marks on the greens when every golfer swears that he repairs his and two other ball marks?

Ever notice that it is usually the same golfer who complains about poor playing conditions and who complains that the course is closed due to wet conditions or renovations?

Would reverse psychology work on this same golfer, for example a cart sign "PLEASE DRIVE CARTS THROUGH WET AREAS?"

I wonder how many golfers would hit a ball at an unaware worker, if that worker was his son or daughter?

Ever notice when mowing fairways, golfers will never hit a ball when you drive towards them, they wait until your back is turned and driving away?

Why do golfers feel the need to walk or drive in front of maintenance equipment?

THERE MUST BE AN EASIER WAY TO CHANGE CUPS!

Due to budgetary restrictions, the brakes on maintenance equipment are usually the last thing repaired, much to the surprise of the above golfer.

Why is it usually easier to get clubs to

spend \$500 to repair an old piece of equipment, when a new one costs only \$1000? (This is hypothetical as there are no machines for \$1000!)

Most members join a golf club for golf, otherwise they would join a social club; so why is it when money gets scarce, the golf course budget is the first to get cut? We have streamlined our operation enough so that April 1, we are only 6 months behind our regular yearly maintenance!

Why is it you can search for something you need and after you finally buy one, many others become available?

WHY CAN'T SOMEONE INVENT A HYDRAULIC CUP CUTTER TO FIT ON THE BACK OF A CUSHMAN?

Ever notice early in the morning while going to work, a traffic light will turn red on you for no reason and will remain red until another car approaches the green light from the other direction?

Ever realize the Catch-22 we are in? We try to pay some of our help what they are worth so we can help them and as soon as we do, they realize that they aren't starving and have lives besides work, so they don't want to work overtime?

Why don't we take summer vacations? I took a week this year, and probably lost less turf than if I had been on the job. Are we irresponsible if we take time off? Should our jobs be in jeopardy if we take time off? Would members tolerate being told when they could take their vacations? This is too touchy a subject to be discussed here.

The most original excuse by an employee for taking time off was used twice by the same person within a five-year period. He probably doesn't think I've caught so I expect to hear it again soon. He needed time off because his wife was three months pregnant and had six months to live. (Please note the woman is healthy and too old to have children.)

Why is it that the practice green, which has the most holes, is usually the hardest and rockiest (is that a word?) green when changing cups?

New Hampshire, Tom Curran a Good Mix

Tom Curran remembers, it was almost like breaking through a new frontier - maybe even becoming a pathfinder.

Why not?

Deep in the heart of a burgeoning career as golf course superintendent at posh and prestigious The Country Club, Curran up and left it all for a piece of up-country life - all the way to New London, New Hampshire where the beginnings of a new and exciting recreational venture was taking place.

"That's how I got here," Curran informed from his office at Eastman, a four-season recreation community that's caught on with unarguable success since ground was broken way back in 1971. "I was perfectly happy at The Country Club. I had a good relationship with the members there.

"But I saw this as a challenge, an opportunity to branch out and test some other skills. I was here almost from the inception. So, I was in on the ground floor, so to speak. And on that floor, I was expected to do everything. Which I did, by the way - everything from seeding fairways to setting up a

N.H. con't. on pg. 3—

OH MY ACHING BACK!

Why is vandalism in direct proportion to the desire of showing off a good course?

Ever notice salespeople seem to come in groups? No one for weeks, then everyone at the same time. It is almost like they have a secret meeting to decide who they are going to see. (Please don't take offense guys.) This is a fill in the blank. Did you ever notice a is like a policeman, never around when you need one? Why does the boss always show up when something goes wrong that you don't want him to see?

Ever notice how things come back to haunt you? I instituted the policy that each Director write an article for the **Collaborator**, now I'm paying for it! **THE HECK WITH IT, I'LL LET MY ASSISTANT CHANGE CUPS FROM NOW ON!**

Information contained in this publication may be used freely, in whole or in part, without special permission as long as the true context is maintained. We would appreciate a credit line.

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Weston Golf Club

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617-563-2264

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Sand, White Silica for Traps,
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617-861-1111

Greenway Irrigation
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John Murphy: Tel. #595-2382
Stephen Murphy: Tel. #598-6917

The Charles C. Hart Seed Co.
Weathersfield, Conn.
Bob Kennedy, Rep.
Roy Sibley, Rep.

Holliston Sand Co. Inc.
Lowland St.
Holliston, Mass. 01746
Sand For Topdressing & Bunkers

I & E Supply, Inc.
Cranberry Highway (Rt. 28)
W. Wareham, MA 02576
(617) 295-2362

International Golf Const. Co.
Antonios Paganis, Rep.
5 Purcell Rd., Arlington, Ma 02174
Golf Course Construction
(617) 648-2351 or 428-3022

***Tom Irwin, Inc.**
11 B A St., Burlington, Mass.
Jack Peterson
Dennis Friel Phone # 617-938-1751
Wayne Ripley

Larchmont Eng. & Irrig. Co.
Larchmont Lane
Lexington, Mass. 02173
617-862-2550

***Lesco, Inc.**
20005 Lake Rd.
Rocky River, OH 44116
Ron Tumiski, Rep.
Mike Donahue, Rep.
(800) 321-5325

***Lott's Seed**
20 Beck Rd.
Arlington, Mass. 02174
Victoria Wallace, Rep.

The Magovern Co., Inc
27 Lawnacre Rd.
Windsor Locks, Conn. 06096
Tel. 1-800-243-7718 or
1-203-623-2508

***D.L. Maher**
Box 127, Concord St.
N. Reading, Mass. 01864

Mobay Chemical Co.
Gregory Pagano
50 Coburn Woods
Nashua, N.H. 03063

R.F. Morse & Sons Inc.
W. Wareham, Mass. 02576
Tel. 617-295-1553
J. Wilen Roell, Rep.

***Nardone Sand & Gravel Co. Inc**
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Specializing in Topdressing
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