



BERTH HOLDERS CHARTER

RYA BERTH HOLDERS CHARTER FOR PREMIER MARINAS (BRIGHTON) LTD.

BRIGHTON MARINA

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COMPANY OUTLINE:

Situated to the East of the city of Brighton, Premier Marinas (Brighton) Ltd is the UK's largest marina development with over 1600 berths. It currently has around 1550 berth holders the majority of which are located in a tidal harbour and accessed by two floating structures described as the East and West Jetties.

The overall site is owned and operated by three different organisations, Premier Marinas Ltd operate the marina and associated services, all harbour structures such as harbour arms, wave walls, locks, quay walls, roads, pathways and residential areas are operated by Brighton Marina Estates Company and all restaurants/commercial areas are operated by X Leisure Plc.

Triple mitre lock gates provide access to an inner harbour which has additional moorings and access to the marinas boatyard. There is a large fuel pontoon available 24hrs a day, each Jetty comprises clean toilet and shower facilities, laundrette, fresh water and power to all berths. The West Jetty is also home to the marina operations and administration office.

Brighton Marina is successfully managed and operated by a team of well-qualified individuals committed to providing an extremely high quality service. The management of Brighton Marina place particular emphasis on:

- 1) Identifying our customers needs and expectations
- 2) Providing a friendly and efficient service that satisfies those expectations
- 3) Continue to improve and develop a high standard of service and safe environment for our customers.
- 4) To continue to foster good working relationships with each other, our customers and our tenants.
- 5) Develop and implement recycling initiatives and make efforts to reduce energy consumption across the site where possible.
- 6) To maximize use of the marina berths to achieve greater occupancy.
- 7) Improve efficiency and customer care in the Boat Yard
- 8) Keep equipment and facilities in a clean and well maintained condition.
- 9) Broadcast information more accurately to customers and staff

Our commitment to providing a high standard of service has been recognised with Brighton Marina retaining the Yacht Harbour Associations prestigious five gold anchor award for Quality, Management, Health and Safety, Standards of Service and Environmental Awareness

The management of Brighton Marina will use its best endeavours to provide the services below:

1.0 VALUE FOR MONEY

1.1 Facilities and services commensurate with fees

Brighton Marina is listed in the RYA Marina Guide; it offers value for money in comparison with other marinas in the locality and is comparable to other marinas along the South Coast. Prices are reviewed annually and all include VAT. Quotations for moorings are available on request and contain no 'hidden' extras.

1.1.1

Brighton Marina has a policy of strict compliance with competition laws. All prices are freely available and when dealing with competitors, we do not discuss, arrange or agree prices, share price information, cover pricing, discounts and similar arrangements, profit margins, market sharing or division.

Where we can be seen to be dominant, or have a market share, we do not impose unfair prices or terms or refuse to deal without good reason.

1.2 Written Management Policy of Customer Satisfaction

Brighton Marina has a written mission statement which includes its commitment to customer care and satisfaction which is posted on the staff marina office notice board.

A highly developed Customer Comments procedure is in place which gives the customer a rapid response to his/her comments, concerns or criticisms. Customers are asked to complete comment forms that require immediate action to be taken by the duty manager and then if necessary follow up action by the marina manager within seven working days. These forms are then circulated to all staff for information and changes to procedures where appropriate.

Brighton Marina has a philosophy of 'continuing the process of consultation'. Throughout the development and refurbishment of the marina we canvass the views of boat owners. This helps us to create a friendly and welcoming leisure marina that provides all that the discerning yachtsman could wish for.

As a continuation of this consultation we plan to carry out customer service questionnaires over the next twelve months.

2.0 SECURITY

2.1 Protection

The Marina office is manned 24 hours a day. Pontoons and secure areas are accessed with a security pass (max 6 per boat) allocated to each boat; these are re-issued occasionally to prevent lost or mislaid fobs falling into the wrong hands. Regular checks are carried out with over 30 CCTV, in the event of an incident security personnel and police are available to deal with any given situation. They are all independently controlled from the Brighton Marina Security Control Building and can be zoomed, panned and tilted to give a clear image of most areas of the site. All images captured are digitally recorded and records kept for three months.

2.2 Prevention of improper access

The security passes allocated to each boat can activate several gates including the vehicle barriers at the main entrance (where applicable) and the pontoon access gates. Car access is restricted to those berth-holders with a pass fob or as detailed on notices. An independent parking control firm may issue fixed penalty notices or tow away unauthorised vehicles.

Pontoon access gates have been arranged so they require pass fob to gain entry, other areas, such as the boatyard, are under review in 2008 for fencing or gates to restrict vehicle and public access these areas are also monitored at night with surveillance cameras.

2.3 Protection of boats

Once alongside their berth each vessel is within a 'secure' area accessed only via a gate activated with a pass. During periods of bad weather or forecasted bad weather, the pontoons may be checked in 'high wind checks' up to two or three times per 24 hours.

2.4 Readily available emergency help

With the boat hoist being owned and operated by the Marina 'rapid response' is available to cope with potential problems including sinking vessels. Staff can be on site within 30 minutes to deal with any potentially serious situation including, fire, sinking vessels, vessels requiring assistance outside the marina wave wall but inside the harbour arms, bad weather or mechanical/electrical failures on the locks, pontoons or access bridge.

With the marina office being manned 24 hours a day a member of duty staff can always be contacted on VHF Ch 80 or 37, or can be called direct on land line 01273 819919.

3.0 FACILITIES

Facility	Suitable for purpose & competently staffed	Adequate number or capacity & readily available
On Shore		
Toilets and Showers	<p>Cleaned daily during peak and low season.</p> <p>Male Shower = 12 Female Shower = 11 Disabled Shower = 3 Family/Unisex = 10</p>	<p>Available 24 hrs a day at no additional charge - quantity of facilities provided as per the Yacht Harbour Association Code of Practice</p>
Laundrette	<p>Operated by the marina - cleaned weekly. 4 token operated washing machines and 4 token operated tumble dryer.</p>	<p>Available 24 hrs</p>
Public Telephones	<p>Available shore side adjacent to East Jetty head on Strand Road and by pub opposite petrol station. Coin, phone card operated.</p>	<p>Available 24 hrs</p>
Boat Hoist	<p>60 tonne capacity machine, Hydraulic crane (6 tonne SWL). Available 6 days a week, with emergency call-out procedure in place if required promptly. All staff operating the hoist are trained and are subjected to a re-test every 3 years.</p>	<p>Available 7 days a week, although dedicated operator has Sundays off duty – availability of machine on these days is subject to resources. Available 0800hrs to 1630hrs daily.</p>
Boat Storage Areas	<p>Storage space available in boatyard for vessels up to 60t in weight with power and fresh water, security fencing and floodlighting. Vessels under 14t can be stored elsewhere on the top deck of the Eastern car park.</p>	<p>150 storage spaces available in varying sizes, subject to booking during winter months.</p>
Yacht Club	<p>Operated by the Club Members - open 5 days a week during all year round.</p>	

Car Parking Areas	Multi-storey car park available FOC 24 hours. Depending on the location of the vessel other areas are available. Eastern Jetty berth holders have access to the Eastern car park subject to availability. Each Jetty has limited spaces adjacent to the 1/2 hour loading ramps. Customers may park cars (not vans) in V bays on the strand road from Mon – Midnight Friday, all available at no charge. PML does not own this area and the terms are subject to change without notice – signage should always be read before parking.	During busy summer months car parking is at a premium. All new berth holders are advised of this during their welcome induction. Brighton Marina Estates Company has historically excluded commercial vehicles and vans from parking at the marina in order to satisfy local restrictive planning covenants at the marina. The parking of vans and high vehicles at the marina is therefore extremely restricted.
Refuse	Recycling facilities for paper, card, glass, cans, plastic, cardboard and general refuse are available on both Jetties in three locations on the jetties, emptied three times a week during the summer, twice a week during the winter.	
Weather Forecasts	The Inshore shipping forecast and two-day pressure chart & forecast is provided daily in the Harbour Office.	The forecast is updated at 0800 each morning.
Waste Oil / Used Batteries	Waste oil tank and hazardous waste bins are available on the Jetties and in the boat yard, staff will decant oil from containers to monitor that waste is transferred.	Oil tanks and hazardous waste bins are available and emptied when required by the Harbour Management
Trolleys	To be found at the Jetty bridgehead areas, Eastern car park and on the lower levels of the Jetties.	Trolleys are regularly collected from around the marina and redistributed to the Jetty and at the Eastern car park
Trailer/Cradle Storage	Limited storage to annual berth-holders within storage area.	Chargeable, subject to availability, on application and trailers must be clearly identified with boat name

On Pontoons		
Power	Either a 32amp or 16amp supply is available 24 hrs - customers are charged by the unit consumed or by inserting a pre-payment card charged with units of power	Most berths have their own separate metered supply.
Fresh Water	Fresh potable water is available all year round,	Each berth holder has access to fresh potable water with mains pressure.
Safety Equipment	Each Pontoon has easy access to an Emergency Station which is fully fitted with a fire extinguisher, life ring, first aid kit and thermal blanket. Each pontoon has emergency access ladders that are cleaned twice annually.	Emergency Stations are set out over and above the THYA guidelines

Within Marina		
Lock and Reception	Staffed by 5 duty berthing masters, fully trained in operation of locks and bridges, including emergency procedures. Seasonal staff assist with the operation of locks during peak times	High capacity triple gated lock available 24 hours a day, operated on request via VHF Ch. 80 or 37. – Availability subject to weather and maintenance.
Entrance Channel	Surveyed at least twice annually and maintenance dredging carried out in early Spring in accordance with the DEFRA Disposal Licence.	
Navigational Equipment	Entrance channel adequately marked, breakwaters have night only lights, and Sector light and fog horn operate 24 hrs a day/as required respectively.	
Calor Gas Supplies	A large stock held on site at all times with regular deliveries during peak periods.	Available 24 hrs from the Fuel Bay.
Marina Fuel Pontoon	Pontoon has three gasoil pumps and two unleaded pumps.	
Holding Tank Pump	Located beneath marina reception and available free of charge to BH.	Open 7 days a week all year round.

Chandlers	One on site chandlers	Available 7 days a week.
Boat Repair Yard	Full boat building and repair services available on site.	
On Site Contractors	<p>Felton Marine Engineering, T Pachol, Europe Marine, Mick West & Son, Garth GRP, SMR Rigging all offer a full boat repair facility within the large boatshed.</p> <p>An approved list of alternative contractors is available on request</p>	Available from the Harbour Office
Brokerage	Five boat sales companies operate new boat sales and Brokerage with dealerships for various craft, along with second hand sales or part exchanges.	Open 7 days a week.
Tourist Information	All staff have extensive knowledge of local tourism information within the area.	<p>Harbour Office is open 24hrs a day, 7 days a week.</p> <p>Tourist information and leaflets available from the security office.</p>
Shops, Restaurants and other services	A range of over 30 bars, restaurants, shops and offices	Mostl open 7 days a week

4 MAINTENANCE & CLEANING

Facility	Maintained in good working order	Safe, clean & tidy
<p>On Shore</p> <p>Jetties</p> <p>Marina Plant</p> <p>Boatyard Areas</p> <p>Safety Equipment</p>	<p>Maintained by team of one full time employee and one seasonal with strict maintenance regime including regular stability and freeboard checks.</p> <p>Maintained as per operations manuals with service inspections by qualified engineers. Lifting strops and crane subject to six monthly inspection by insurance company</p> <p>Regular rubbish clearing and the safe disposal of anti-fouling cans and waste oil is carried out by the Marina staff</p> <p>Subject to regular inspections during night rounds. Any damage to safety equipment is logged and replaced.</p>	<p>Safety inspections carried out regularly by Premier management, safety advisor and insurance company.</p> <p>All staff operating Marina Plant are trained to do so in a safe and professional manner.</p> <p>Vessels laid up in accordance with TYHA Code of Practice. Safety signs in place</p> <p>Equipment placed in prominent locations accessible 24 hours.</p>

Off Shore		
Navigation Marks	Subject to severe damage during winter storms however, spare temporary marks are always available.	Navigation marks are checked nightly and lifted once a year, prior to dredging when they receive a full overhaul.
Entrance Channel	Subject to regular maintenance dredging, usually once a year during the Summer. When dredged channel is cleared to at least 2.0m below CD	Channel depths are checked regularly by professional Hydrographic surveyors (usually twice a year). Any alterations to published Channel Depths will be declared in Notice to Mariners issued by the Marina Manager

Within Marina		
Pontoons/Water Supply/Electricity Supply	Pontoons and services are subject to regular maintenance inspection regime and cleaning. Any faults are rectified in house. Electrical system is tested annually by an NIEIC Qualified electrician.	Pontoon safety equipment also inspected monthly. Fire extinguishers tested annually and a certificate issued. Pontoon lighting checked by night staff and lamps replaced thereafter
Fuel Pontoon	Subject to review every year by the Petroleum Officer of the Fire Dept. Annual inspections of the electrical system is carried out by an NICEIC Qualified Electrician.	Fire Extinguishers checked annually, lighting checked every night, signage and pumps cleaned fortnightly
	Waste water Interceptors cleared 6 monthly	

5 SUGGESTIONS & COMPLAINTS

5.1 A readily available procedure for receiving both suggestions and complaints

Suggestions or Complaints are dealt with in a number of ways:

5.1.1 Formal notification via the 'Customer Comment Form' which will be followed up by the Duty Manager or Marina Manager, usually in writing detailing action or decisions taken

5.1.2 Personal notification to the Duty Staff

5.1.3 Telephone call to the marina office on 01273 819919 as soon after the incident as possible.

5.2 Prompt and effective response and feed back of results

5.2.1 Brighton Marina welcomes suggestions as another means of supporting its continuation of the process of consultation. The Duty Staff will deal with any complaint or suggestion as soon as possible with a response from the marina manager within 7 days.

5.3 Regular Liaison with User Groups and Individuals

5.3.1 Brighton Marina management regularly meet with, Brighton Marina Estates and harbour board, Brighton Marina users committee (RNLI, Fishing Warden, Premier, Brighton Marina Estates & X Leisure) Brighton Marina Residents Associations, Brighton Marina Security and Safety managers, Commercial tenants, emergency services and members of the Brighton Marina Berth-holders Association during which points of interest or concern to both parties are discussed and recorded.

5.3.2 Questionnaires are sent out to encourage feedback, thoughts and views of berth-holders (last questionnaire late '06 early '07, summer of 08' will see planned repeat).

6 STAFF

6.1 Available, competent and helpful staff with authority to act quickly

The marina office is manned 24-hours a day by selected staff all of whom have a working knowledge of boats

All Brighton Marina staff have annual appraisals and development reviews which help to identify specific training needs.

All Duty Staff are trained in First Aid, Fire Fighting, and the Emergency Procedures of the marina.

The Duty Staff have authority to act quickly in response to customers requirements. Should the Duty Staff be unable to make a decision, then the Marina Manager (or Duty Manager) is contactable via mobile telephone 24hrs a day.

7 PEACEFUL ENJOYMENT

7.1 Freedom from rowdy elements, harassment and nuisances

The duty staff are keen to keep the marina and surrounding areas free from any public nuisance and as such are able to act quickly and effectively against any person causing a disturbance.

Any person causing a public nuisance will be dealt with via the recognised Company procedure.

8 COMMUNICATION

8.1 Advance communication on changes to facilities, conditions, and services

Brighton Marina undertakes to advise all berth-holders of significant changes to the operation of the marina by the following means:

- a) Posting of 'Notice to Mariners/Berth-holders' at key points around the marina.
- b) Regular Managers Notices are placed in and around the marina
- c) Newsletters 'Masthead' mailed direct to home addresses with details of group news.
- d) Annual production of the Marina information sheets.
- e) Regular liaison with Berth-Holders Association
- f) Customers are advised of price and contractual changes three months prior to the renewal of their contracts.

Caveat – As Brighton Marina is the largest marina in the UK and whilst working closely with neighbouring land owners, it is not always possible to notify berth-holders well in advance of sudden changes (access arrangements, closure of footpaths etc) particularly when dictated by developers or third party land-owners.

9 SAFETY

9.1 Effective action for the safety of persons and property

Brighton Marina has a recognised Health and Safety policy Information and advice is made available in marina publications. We carry out all work in such a way that it promotes and provides a safe and healthy environment.

The overall responsibility for Health and Safety rests at the highest level, Premier Marinas director signing off the companies policy statement. The General Manager on site has attended the four day IOSH Managing Safely course and completed the HSE recognised NVQ Level III in Health and Safety. In addition to this the marina manager has also attended the IOSH Managing Safely Course. All employees understand that they have very important individual responsibilities and must participate in carrying out the company policy and follow any safety as laid down by the Company. Appropriate training, information and supervision is provided to encourage and enable employees to carry out their duties safely.

Health and safety considerations are integrated into all our operations and regular monitoring of the workplace ensures on-going improvements to work practices and subsequent risk reduction. Risk Assessments, Standard Operating Procedures, COSHH Assessments, NICEIC electrical test records, lifting equipment, accident reports (including reportable incidents) and environmental transfer notes are all held on file at the marina office.

Safety of staff, customers, all visitors and third parties on and around the marina complex is an item on all management meeting agendas and is discussed at the highest level within the Company.

Customers are encouraged to report any issues that they feel may compromise safety on site.

9.2 Implementation of the requirements of Health and Safety Legislation

Being part of a large company we have excellent resources available to us in respect of Health and Safety and utilise the services of the Royal Society for the Prevention of Accidents. Belonging to the BMF also enables us to learn of any likely changes in legislation that may effect the marina operation early and put in place the legislation that may be passed.

10 AGREED BY:

For Brighton Marina Management

Name:
Title:
Date:

For Brighton Marina Berth Holders Association

Name:
Title:
Date:

Date of Next Review - January 2010