

## **Brighton Marina Berth Holders Association**

### **Members Meeting**

Notes from the meeting held in the Master Mariner on Saturday 14<sup>th</sup> November 2009

This meeting followed the BMBHA AGM

The meeting was opened by John Boyce, Chair of the Association, who gave a brief overview of what topic would be covered.

Julie Dennison, Vice Chair, circulated notes from recent meetings with the management team at Premier Marinas. (Copy of this document at the end of these notes)

Key points from the above mentioned notes

#### **1. Vandalism**

As mentioned in the notes Premier is reluctant to put up notices regarding vandalism. They have asked if the Association could suggest ways forward. Julie suggested that notices from the Association to ask for acts of vandalism to be reported to Premier office and to generally discourage such acts be displayed.

By a show of hands this suggestion was agreed.

#### **2. Trolley's**

Despite Premier spending over £4k on trolleys each year there never seems to be enough. Suggestions from the floor included;

Coin mechanisms being fitted to each – either £1 coins or tokens/fobs which would be available to berth holders only. This would involve additional costs so would be discussed with Phil Godfrey later in the meeting. Several Berth holders indicated that they would be willing to pay five or ten pounds for a token/fob if it made the system work. Another suggestion was to put a notice on each of the trolleys saying property of Premier Marinas and that they are for Berth holder use only. There was a suggestion that these notices could have room for an advert which could pay/part pay for the additional cost involved.

Meanwhile Premier has requested that people do not hold the trolleys beside their boats. There have been several sightings of trolleys around Brighton.

#### **3. Vans**

Premier policy is to inform the council of untaxed vehicles in order that they can deal with them. They are aware that there are several vehicles that have not moved for a while and are investigating. In addition they have moved on some residential vehicles which were in berth holders spaces. They would like to discourage large commercial vehicles which take up more than one parking space.

There was a general agreement to this policy.

Julie introduced Phil Godfrey, Premier Marinas General Manager.

#### **I. Change of management within Premier Brighton**

Andrew Garland has now moved to Premier Head Office. Phil is General Manager of Premier Brighton. There are two Assistant Managers and several Duty Managers who cover all areas. Duty Managers are able to contact the General Manager if necessary at any time. Berth holders can call into the office to report any issues at any time which are entered in their communication book. To settle accounts and for general admin he asked berth holders to call in between 9am and 5pm when most of the admin team are working. To speak with a member of the management team book an appointment via the office. Communication working well between the management team and the Berth Holders Association.

#### **II. Overview of some of the projects Premier is currently working on.**

Brighton Marina is now over 35 years old and some bits are showing their age. In general though the marina is wearing well.

Whilst the recession has not escaped Premier causing them to be very careful with spending, they are not stopping investing in their Marinas and over 600k has been spent in Brighton this year on projects of improvement as well as general maintenance some of which are visible and include the dredging, refurbishment of the east jetty blocks and pontoon replacements, others are not so obvious like the replacement of water pumps. These sort of jobs take up a huge amount of financial resources.

#### **III. Security**

The Premier team are aware that this is a main concern for berth holders which was highlighted in the questionnaires sent out by them. Over 500 questionnaires were returned. In the questionnaires one third of responses rated security as good to very good. Premier urges berth holders to be vigilant and not to be afraid to challenge anyone who's behaviour catches their eye or to call the office if they would prefer. Tailgating at the main marina entrances on each jetty is still widely used and Phil asked for this practice to be stopped if berth holders do not know the person behind them. It seems polite to do this but this is how some non berth holders get onto the jetty and then they can easily get onto individual pontoons.

One means of stopping folk climbing around the gates which has been suggested is a rubber curtain secured the side panels on each side of the main gate on each jetty. Help was requested to see if anyone knows of a manufacturer of these.

If any berth holder forgets their fob they can go to the office where staff will help. Premier request that people do not take risks climbing around.

Key fobs in the possession of non berth holders were raised as an issue. It is suspected that most of these fobs get passed on by berth holders. Phil discussed a repeat of the fob cancellation and reinstatement programme as run last year which will begin in the New Year. Berth holders will be notified of dates, this was well received by the attendees at the

meeting who acknowledged the resources required to do this. Fobs will be limited to 3 per boat unless specifically requested by individuals.

With regards to boatyard security, plans are in place to secure the area with fencing.

#### **IV. Trolleys**

Julie (Vice Chair of BMBHA) updated Phil on the earlier discussion with the Beth holders. He was appreciative of the suggestions offered and will discuss the feasibility of them with the manufacturers of the trolleys.

#### **Questions from the floor.**

**Q. Could there be an intercom on the east jetty to contact the office?**

*A. This would be a hugely expensive thing to do as most folk carry a mobile seems an unnecessary spend.*

*By a show of hands installing an intercom was deemed to be unnecessary.*

**Q. Could there be some staff dedicated to security, possibly to man the main gates for a period of time each day?**

*A. Again a huge expense which would be end up being passed on to the berth holders.*

*By a show of hands the majority of attendees deem this unnecessary at this time.*

**Q. Could a cage of some similar device be fitted by the fisherman's ladder as security to the surrounding pontoons could be compromised via this route?**

*A. Some ideas have already been considered for this area but nothing has been found which works for all parties involved. Any suggestions would be welcome – contact Phil via the office. A similar solution may be able to be extended to the pontoons on the west jetty which have commercial units on.*

**Q. Rubbish bins seem fewer and the centre jetty ones overflow at peak times. Can there be additional bins or bins taken from the lesser used areas in the middle of the jetties?**

*A. Several ways tried but in general people won't walk very far to find a bin that may have room in. Will take on board suggestions and try to manage the situation in order rubbish does not end up in the sea.*

*Request to all that only recycling is put into the recycling bins as these have to be hand sorted by the staff.*

**Q. Regarding the dredging this summer, the entrance channel seems to be narrower than in the past and more shallow. Why? Berth holders concerned that there could be an accident as well as groundings.**

- A. *There was no change to instructions re dredging so the channel should be the same.  
Phil will check the dredging plans when he returns to the office.*

John Boyce thanked Phil for taking the time to attend especially in view of the fact it was a busy day on the marina due to the adverse weather conditions.

Meeting closed at 4.45pm.

Insert 1 – Notes from meetings with Premier management team

**BMBHA/Premier meeting. 11<sup>th</sup> Nov 2009 – Notes from Julie Dennison**

Present: Phil Godfrey, Neill Winter, John Boyce, Julie Dennison

**Premier;**

PG ;-

- **Premier Ltd** are feeling the recession but Premier Brighton is holding it's own. Berthing has dropped off but not overly so due to time of year.
- Premier are trying to make the cost of boating easier with new offers coming out (PG will explain Sat)
- **Summer + winter rates** combined ARE more expensive than an annual contract.
- **Annual contracts:**
  - Any deals are offered at the start of a contract and cannot be arranged half way through.
  - Due to recession, berths are not being filled as readily & therefore not replacing your contract so the current 'Get out clause' of 1 months notice + £50 (which is local and unofficial) will end.
  - Annual contracts ARE transferable to a new boat owner.
  - READ the small print of the contract or arrange a meeting with Premier management for explanation.
- **'Refer a friend'** - terms and conditions are at the managers discretion. (NW to explain sat)
- **New management structure** within Premier (PG to explain Sat)  
No longer a specific boat yard manager.
- **Training:** PG & NW attending an 'Oil Spill Commanders' course over the winter.  
NW doing IOSH over winter  
  
PG doing IOSH NVQ over winter.
- **Computer Operating System** is being changed over 7<sup>th</sup>-8<sup>th</sup> December. The system will not be fully up & running for a week-10 days so please be patient. Should all be sorted by xmas!
- **Dolphin Guides** on west jetty north have been grit blasted, primed & epoxy-resined. WJ south are next and the east jetty next year.
- **Ablution blocks:** Floor in east is being investigated for ways to keep it looking clean. It is a commercially approved floor.
  - Phil's been on his hands & knees with a scrubbing brush cleaning the joints himself – but no joy!!
  - Seats are about to be ordered at £7k.
  - NO clothes exchange please, (very unsightly) books only.
  - New lighting is being looked with as the current lights blow frequently.
  - Floor in each shower cubicle on west will be repaired over winter – some disruption expected.
- **Vandalism** in the east block: please come forward if anyone has proof of such.

Manufacturers have stopped helping, they cannot insure against vandalism only heavy use. Repairs involve massive expense, which we pay for out of our mooring fees.

'Warning' notices against vandalism have been considered but head office is reluctant. (have to be careful with wording).

BMBHA suggest putting one up/ on emails etc from BMBHA not Premier. Need to CC Phil first. Include examples e.g. mahogany shelf trim, shower door handles x 7, waste bins, etc.

Seats will go in once the vandalism stops...any suggestions?

- **Air handling plant & boilers:** external company has been brought in = quicker repairs and cost saving.
- **Washing machines** on east: 1 brand new machine is on order with possibly a 2<sup>nd</sup> next year. Please appreciate the close proximity of the nearest machine when one is out of order.
- **'Walk On'** pontoon manufacturers will be replacing the pontoon by the Pagoda in January. Also 10 along p19. Some disruption expected to get the 'Wizard' in (25m x 11m barge)

New wall guides by the RNLI station at £40k

- **Lock refurb:** 1st phase complete & successful –replaced 1 hyd.ram on sw gate which will come back refurbished to replace another.

Hydraulics have all been checked & bridge refurbished.

Next shut is July 2010 for 4-6wks to accommodate quiet period in boat yard.

- **Dredging** was very successful this year, costing £250k
- **Buoys** all back on station.
- **Waste:-** Recycling; half of the recycle bin ends up with general waste in it..please use properly.

General waste; new + more bins on site in next few weeks.

New contractor will start with whom all waste goes to a recycle plant where 80% goes to recycle/ 20% to landfill.

This will free up some staff labour time which will be allocated to other duties which may include 'trolley hunting'.

- **Trolleys:-** £6k/yr spent on new trolleys. In the new year they will arrive with coin operated locks on.

Talks with X-Liesure to allocate space for trolley park in multi storey.

- **BoatYard fencing** with fob access only will be placed around the outside.
- **Boat Yard refurb** will close the yard for 3 weeks to refurb the yard & upgrade equipment.
- **Water pipes** on jetties will have the L joints from Main jetty to each jetty will be looked at

next year. Expect minimal disruption.

- **Fuel pontoon** had problems with the electric system which is nearly all sorted now except pump 4.

BIG THANKS from Phil to berth holders for their patience and co-operation.

- **CCTV** now on fuel bay + marina office.
- **Boat yard 'Frost Bite'** offer of 10% discount from Jan – March is getting full up so need to book asap. Still space left for 20% 'Early Bird' offer in December.
- **'NO WASH'** campaign....NOT 'don't wash your boat' (use triggers to save water)....but keep you speed down in the marina is now running and will be focused on next year.
- **Security:-** There are no visitor codes during the winter.  
Fob recall will be reviewed again over the winter but this will need assistance from berth holders.

Rubber guards are being considered around the entrance gates. (PG to discuss Sat)

- **Brighton Boat Show 2010:-** considering details at moment and will keep BMBHA posted (not for bmbha meeting)
- **Parking:-** New barriers on the top deck will be installed over the winter (£7-8k). A height restriction bar is being considered to prevent vans. This could be controversial so need feedback please.

#### **BMBHA:**

- **Parking:** attention brought to issues on last meeting minutes with no noticeable change;
  - PG: Ray Jackson of Btn & Hove Council deals with untaxed vehicles, but if the owner comes forward then it is at Premier's expense to chase it up and remove it at £50-£100 a time.
  - Untaxed vehicles in car park has reduced considerably from 38 in May
  - East jetty ramp parking barriers are permanently up...PG-"we will get it sorted"
- **Sub-letting of boats?-** NO. Also NO to any commercial operations from boats.
- **General lapse in attention** to parking, grot, trolleys etc. (anonymously quoted a members email). It looks like things are slipping and small issues are building up....

PG – "Btn Marina is 35 yrs old, Premier spend millions and are still spending. With only 21 staff = 3 managers/4 yard/ 3 admin/ 5 berthing/ 1 maintenance.... prioritising budget & staff allocation is down to what is more important- bringing in revenue or serving day to day needs? Also with the recession, the marina is at its lowest capacity for 4years."

- **Trolleys**...where are they all? Perhaps use tokens instead of £1coins to prevent non-berth holders using them.

PG – considering employing local youngsters next season to take a line/go trolley

Hunting.

- **Membership card distribution** 'shoe box' in the office please?..Yes, Neill ok'd it.

**Saturday's BMBHA meeting:**

3.30 Phil attend:- explain security/management/investments/  
questions from the floor...berthing fees?

**AOB:**

PG: East Marina commercial tenants are producing a flyer for on-site services. Can  
BMBHA help to promote?

BMBHA: Of course, they can advertise/insert in newsletter/ website in the usual way.

PG will put Malcolm of Eurotech in touch.

PG: BMBHA card????

BMBHA: We will get one/manager (x3) for the office.

PG will email over his 'Manager's Tips' for bmbha to put on notice boards.

**Next meeting: Weds 3<sup>rd</sup> March 10.30am**