

## **BMBHA/Premier Meeting**

**Tuesday 16<sup>th</sup> December 2010**

Present: Phil Godfrey, Alan Turnbull, John Boyce, Laura Stephens & Dawn Allison

Also present for part of the meeting were Alex and Dave from Bright'n'Clean

### **Membership Secretary**

BMBHA now have a new membership secretary and new membership issuing system. Premier staff will be informed.

### **Cleaning**

Alex and Dave from Bright'n'Clean (BNC) joined the meeting.

Their company signs are now up informing users that they can call if they have any problems. They apologised for the fact that the first caller got a response that 'they only know about boat cleaning'. Apparently this will NOT happen again. They are keeping a message book which will be monitored by Premier. BNC will also be passing on details of necessary repairs to Premier.

New stainless steel toilet roll dispensers have now been installed. They were not refilled properly at first, but now this seems to be under control.

Toilet rolls, paper towels etc are purchased by BNC. Premier will be paying a fixed cost, which Phil says is a better deal than Ellis. Premier see the new contract as a 'win win' situation as cheaper for them and BNC have a vested interest in doing a good job as they already offer a variety of services to berth holders.

Recently BNC hired various industrial cleaners and tested them on the floor in the East Jetty. They have now ordered the equipment and plan doing a thorough clean of the floor every 6 to 8 weeks. Mats for the entrance have been ordered, but still haven't arrived. They did not realise there was such a long lead time.

They are still recruiting staff.

There are still some complaints about the mens' section.

The cleaning schedule has been revised so that they will not be unattended for more than 2 hours. The hours are now from 6am to 9pm everyday.

Premier have written to all the diving clubs and asked that divers remove their kit and/or hose themselves down before using the facilities.

The old silicone on the East Jetty is proving impossible to clean. BNC are quoting to remove and replace it..

BNC have been trying various products on the grout, but haven't been successful yet.

Premier have decided on a rope handle for shower doors. These will be easier to replace when they break.

New dispensers have been placed on the walls to the side of the sinks in the communal area and the old ones by the mirrors will soon be removed.

Premier are still trying to work out how to fix the new stainless steel stools into the cubicles.

The disable facilities in the ladies section of the East Jetty is still out of action as there is still a leak from the holiday home above them. This means that the baby changing facilities are also out of action. It was agreed that a temporary solution would be to move the baby changing facility to the vanity area in the ladies until this situation is resolved.

### **Trolleys**

Many have gone missing again. Premier have been continuing to find a system which will prevent so many being stolen. Another £6,000 worth are due to be ordered. The latest idea is riveting some signs onto them.

### **Boatwatch**

BMBHA have not yet worked out a system. It has been pointed out that there is barely any crime reported so why fix what's not broken. It's possible that such a scheme might actually put it into people's minds that there is something to be worried about. Neighbourhood Watch schemes are associated with preventing crime and the name Boatwatch might similarly become associated with crime prevention rather than a general 'watching out' for other berth holders as intended. BMBHA would like to put these thoughts to the committee before continuing.

Phil stated that there is still a perceived feeling that crime is a threat and is keen to lower levels of perception. According to surveys the level of perception is higher in Brighton than in other Premier marinas and he is keen to lower it. He would rather not do nothing.

### **Lock Refurbishment**

There is no further news as the owners of the lock have not yet given permission for work to go ahead. The annual replacement of anodes has taken place.

### **Reissuing of Fobs**

Staff continue to remove 'illegitimate' fobs from the database, but this is an ongoing and time consuming process.

## **Parking**

The situation has improved. After Christmas it is proposed to do some random fob checks at the car park barriers. BMBHA will help with this.

## **Maternity Leave**

Amanda Slim is going on maternity leave at the end of January for twelve months. Her position will be filled internally until she returns.

## **ISSUES RAISED BY BERTH HOLDERS:**

### **Loss of Hot Water on West Jetty**

There is an intermittent problem on the West Jetty whereby there will suddenly be no hot water during a shower. Premier have spent several thousand pounds trying to figure out what the problem is. The system is exactly the same as on the East Jetty where it works perfectly. New pumps and valves have been installed to no effect. Premier will continue to investigate.

### **Maintenance of pontoons - rotten planks and protruding screws have been reported.**

Premier do a pontoon check every month. Faults are graded and recorded depending on their severity. For example a fault which requires immediate attention is graded Red.

### **Leaking Hoses - leaking hoses have been reported and nothing is done.**

40 new elbows have been ordered and Premier will order some more hose.

### **Electricity earthing – excessive anode erosion**

Earthing is inspected and certified regularly. It is unlikely to be true and in the past most problems have been due to a fault on the boat in question.

### **Notice on washing machine which has been replaced. ‘You Said, We Did’. Comments that this is patronising and condescending. It took a long time to replace so why emphasise this fact as if it was something to ‘boast about’.**

There was surprise at this response and they will continue to put up these notices.

### **Gate beneath Marina Office bangs very loudly when closing**

Phil inspected mechanism and will order new part.