



BERTHOLDER QUESTIONS TO DAN HECKFORD AT THE MEET THE MARINA MANAGER MEETING ON 28 JUNE 2015 AT THE YACHT CLUB 10h00 – 12h00

1. DAY TO DAY MAINTENANCE

The turnaround time for day to day maintenance jobs is currently 4 days, with larger jobs that require contractors or specialist parts taking longer depending on the nature of the job.

Currently, the Duty Manger for the week reviews the maintenance log for the past 7 days during the Tuesday morning meeting and prioritises the jobs for the week ahead. Follow up is currently weak and Kevin and Elaine, as operational managers, will be responsible for ensuring that jobs are completed to standard to prevent the same jobs being done over and over again, wasting time and resources.

2. PONTOONS AND FINGERS

The pontoon and finger repair and replacement programme is set to begin again but is currently being held up by the new yacht club as Premier need that area to work on and store old pontoons and fingers. With the club set to move on 23 July 2015 this should see an increase in these works taking place.

There is a Marina Plan in the office and berth holders who would like to see it are welcome to do so by arrangement with Dan Heckford.

3. ACCESSIBILITY IN AND OUT OF CHANNEL

Dredging was expected to begin at the end of June but has had to be postponed until the end of July. The entrance and fairways are designated to be dredged this year.

The new dredger has been ordered and delivery is still expected for the end of the year. Once the yacht club has moved work will be able to commence on the outlet through the wall near the fuel bay so the dredger can expel waste directly. This new dredger will be based at Brighton for use by Brighton marina and several staff will be trained in its operation.

4. FACILITIES

The facilities on both jetties are earmarked for a complete renovation. The west jetty will be done at the end of the summer with the East jetty following next year. The renovation will include new toilet and shower units, and the laundries will also be included in the renovations.

5. BOAT YARD

Premier are still recruiting for the boatyard administrator position, with the team leader position being shared between Pingo and Tony. Both Pingo and Tony will continue actively working in the boatyard with Chris.

The boatyard will be shut down in September for 4 weeks and the lock drained – notice has already been sent to all berth holders and they are encouraged to contact the office should they be affected by this.

All the abandoned boats will be removed and the boatyard thoroughly cleaned with new facilities for rubbish and old oil collection. Security cameras will be installed and the access to the yard be more tightly controlled so only those who have boats in the boat yard being able to gain access.

New stands have arrived and a new tractor ordered. All other equipment will be stripped and serviced during the boatyard closure.

6. COMMUNICATION

Berth holders are encouraged to update and check their details with the office on a regular basis and to let them know of any changes as this can affect Premier's ability to contact berth holders.

Any berth holders who are not receiving e-mails from Premier should e-mail Dan and let him know so he can follow it up. danielh@premiermarinas.com

7. MOORING FEES & OTHER CHARGES

Apologies to berth holders for the poor communication on the change to the mooring fee structure – this year sees berth holders paying a one off deposit which is refunded when the contract is cancelled, instead of the previous system.

Dan will report back to us on where the deposit is being held and whether or not it will be paid back with interest when the contract is cancelled.

Electricity is charged at £0.11 per KW, a slight decrease in the previous rate. As rates rise and drop the price is adjusted to ensure that berth holders are paying for electricity at cost. Berthholders wanting an invoice can contact the office and they will print one.

8. SECURITY

Security gates on the West jetty were planned to be removed however it was decided this would not happen as the majority of berth holders at the meeting objected to this. It was decided that the gates be looked at the see whether they could be made lighter or easier to use.

Crime figures are low with 3 crimes reported in May and 0 in June. Additional security cameras are in place and foot patrols by marina security staff take place throughout the day.

If someone buzzes the office asking to be let in for any reason they should be asked for their surname, boat name and postcode before being given access. This applies to all individuals even if the office staff recognises them on the camera.

Dan confirmed that we do not fall under marine law.