

Sent Thursday 4th June 2020

Good evening Jon,

The CMBHA committee has asked me to send you this email.

On Wednesday 27th May the CMBHA committee wrote requesting that you ask your directors to reconsider their change of heart regarding extension of the berthing discount into May.

As you know, the marina was in lock down for the whole of April and May.

To add fuel to the fire, it is now also likely that berth holders living further than 5 miles from the marina will be unable to visit or use their boats for much of June. These annual berth holders will not have had use of their boats for the 25% of the year which also accounts for 42% of the boating season. We are starting to get very negative feedback from berth holders expressing their concern about the unfairness of the situation and this could have serious reputational damage for the Boatfolk brand.

The local berth holders that have been able to visit their boats might also have been more forgiving of water problems at the marina if they had felt more fairly treated during May.

We understand that at least one official complaint has been made directly to you; and we note adverse comments are appearing on social media. Your customers are in effect paying for a key service - namely the convenient access to their boats - which the marina has obviously been unable to provide.

We don't think that berth holders are trying to be unreasonable, and we all recognise that these are unusual times. However, the strong consensus that we are hearing is that a 50% rebate for a further month - even if it can only be used against other Conwy Marina services would be seen as "fair and certainly the right thing to do."

Please advise whether we should write directly to the Board, although we think that it might be politic if you expressed these concerns directly to the board, pointing out clearly that the situation is different in Wales, compared to England.

Whilst we recognise your significant achievement in securing and managing the improvements at the marina, we must emphasise that we think our request is fair and measured.

We await your response.

Regards,

Roger

Roger Millward

Chairman

Conwy Marina Berth Holders Association

Received 5th June

Roger,

Thank you for your email.

At this stage there is no requirement to contact the board direct.

I am in talks with them already regarding a resolution to this and I am hoping to finalise something in the coming days given the First Ministers announcement last Friday and the extension of the lockdown to the majority of Conwy marina berth holders.

As soon as I receive an answer I will let everyone know and if you are unhappy with the decision you could then take it up with the board direct.

Regards,

Jon Roberts

Conwy Marina Manager

Received Tues 9th June 2020

Roger,

Paper article as discussed earlier.

<https://inews.co.uk/news/uk/wales-shut-tourists-summer-first-minister-mark-drakeford-434873>

Regards,

Jon Roberts

Conwy Marina Manager

Sent Tuesday 9th June 2020

Jon,

Thank you for the link. It's interesting how it can be interpreted and how County Councils have to rely on FAQ that are later published

I've updated the CMBHA committee with my recollections of our discussion on the pontoon today, but my memory is not what it used to be.

It's the consensus of the CMBHA committee that we would appreciate a formal response to our email of last week so that we can properly consider the way forward.

We look forward to hearing from you.

Regards,

Roger etc.

Received Thursday 11th June 2020

Roger,

Thank you for your email.

I think you have now exhausted progress with my level and your next course of action would be to contact a boatfolk director. Please find contact details for Simon Haigh, who is aware of your complaint.

Regards,

Jon Roberts

Conwy Marina Manager