

The following email was sent to Jon Roberts, manager of Boatfolk Conwy Marina on 8th September.

Good afternoon Jon,

The CMBHA committee has seen and agreed that I should send you this email.

I was at the marina yesterday and appreciated the work being put in to get ready for the Boatfolk special weekend. The name plates on each berth are also welcome. I really appreciate the automatic barrier for the boat park – I could never stop close enough to the swipe sensor, or my arms we never long enough to reach it!

We hope you can answer the following queries:

1. In our previous meeting, in the early days of Boatfolk, pre-Covid19 we had started to discuss a CMBHA winter lift-out package that would assist with your dredging plans. We realise that things may have changed in the meantime, but a package designed for the special circumstances in Conwy, rather than a company-wide policy may still have merits. Our members have already started contacting us as they try to plan for the winter.
2. As you know, CMBHA would like to reinstate the web camera situated in the marina control room. You offered in mid-August to enquire about this with Boatfolk. I did send a reminder, but probably to the wrong email address. Has there been any progress with either the CMBHA web-camera mounted in the marina office or Boatfolk web-camera(s) mounted near the marina traffic lights to warn of incoming boats, as discussed in our meeting pre-Covid?
3. John Day previously wrote to you about issues regarding the improvements at the marina. The committee would like John and I to meet you and Phil when you consider that the upgrades have been completed. There will no doubt be other issues to add to the agenda at the time. Please contact us when you are ready.

We would like to be able to send a CMBHA newsletter to our members this week, promoting a CMBHA lift-out package and the Boatfolk weekend; and possibly an imminent web-camera solution.

We look forward to hearing from you.

Best regards

Roger

On behalf of the CMBHA Committee

Roger Millward
Chairman
Conwy Marina Berth Holders Association

This is the reply received from Jon Roberts on 10th September

Roger,

Thank you for your email and I am pleased to hear you appreciated some of the new features on site.

In response to your three queries.

1. There are no plans to offer a CMBHA Winter lift out package this close season. As you will be aware we introduced a brand new and heavily discounted 1 hour sling wash as a thank you to all berth holders who had been unable to use their boats through the covid-19 crisis. Boatfolk may decide to introduce a marina Winter lift package for all berth holders and regardless of CMBHA membership and I will discuss this with them next week.
2. I haven't made any progress on this and to be honest I have had more pressing matters. We still need to investigate security and privacy issues and unfortunately I don't think there is a quick resolution to this.
3. To all intent and purposes the first phase of the pontoon reconfiguration and upgrade have now been completed. Additional electricity outlets will form part of other phases and generally there appears to be sufficient outlets to boats ratio. Happy to schedule a meeting as soon as practically possible and for you to suggest some dates.

Regards,

Jon Roberts etc.