

NOTES OF MEETING:

Conwy Quays Marina and CMBHA meeting.

29th October 2020

Present:

Jon Roberts Boatfolk Conwy
Philip Jones Boatfolk Conwy
John Day CMBHA
Roger Millward CMBHA

This meeting was held via Zoom

Boatfolk's view of the role of CMBHA going forward:-

"Not a lot has changed"

The main omission being there will no longer be CMBHA member's only benefits
Boatfolk will continue to support events, requests for charity donations etc.

New berth holders are made aware that a berth holder association exists on the marina but do not actively promote customers to join.

The ethos of Boatfolk's board of directors is to promote social and boating activities by getting together with local clubs and associations.

CMBHA have received an email from a manager at Haslar Marina to that effect
Boatfolk Conwy do have some issues with Conwy Mariners, the Facebook group of CMBHA, eg :-

- Membership is too diverse allowing members from anywhere to join.
- Biased criticism of Conwy Marina and its tenants causing strings of negative comments.
- Offsite commercially interested members allowed to promote their sales and services and post negative comments.
- Only vague reference that the group is the FB platform for CMBHA

CMBH explained that:

- Overt frequent advertising is not allowed.
- Members of CMBHA are automatically entitled to access Conwy Mariners but not necessarily the reverse

CMBHA Camera or access to Boatfolk CCTV

CMBHA have requested regularly this year for its own marina camera or access to one or more of the existing marina CCTV images.

Boatfolk stated that they cannot allow CMBHA to have access to live images of the marina either via the existing network or their on camera from a Boatfolk Office.

This restriction is because of their strict compliance with the General Data Protection Regulations.

CMBHA Camera (continued)

A compromise proposal will be put to the Boatfolk Board to put a camera which gives a panoramic view of the marina area, possibly mounted on the RH sill gate post when entering the marina. If allowed and costed CMBHA will probably be able to contribute towards the cost.

Images from the camera must not be able to identify an individual and be principally there to show a general view of conditions at the marina.

NB The expectation that images can be available to show individual berth holders details on their berth such as loose lines, displaced fenders, torn canopies and zips are unrealistic.

Checks involved when Boatfolk look after berth holder's boats, particularly during periods of lockdown

- All boats are checked multiple times, all times of the day and night shifts, extreme weather permitting.
- This means checking for secure lines, fenders in position, covers dislodged, cockpits flooded and loose sails.
- In the event of covers or sails needing attention, the owner will be informed
- Electricity meters are not routinely read.
- Owners can request a meter check and a top-up will be arranged by marina staff if required
- A photograph of corrections is often sent to the owner
- Boatfolk have recently purchased a portable high power water pump for emergencies

Firebreak and lockdown access to boats

Boatfolk confirmed that during the current Firebreak access to the pontoons is not allowed to leisure berth holders. The situation will be reviewed again when conditions are announced prior to Monday 9th November.

Dredging Programme

Dredging will begin shortly in the areas announced to berth holders which have now been cleared of craft and fingers are being removed. This year's campaign will be concentrating on developing a catchment hole around B and C pontoons to test the theory that deeper sections of the marina will catch silt entering the marina and therefore prevent it from reaching other sections of the marina. The areas will be dredged two or three times this year to establish a better and more consistent level on marina bed.

It was confirmed that the channel between I pontoon and the rock armour will not be dredged this time and it's probable that 'Little Orme' won't be able to operate in the now narrower space. Boatfolk agreed to look into being able to remove debris

Dredging Programme (continued)

and rocks by mechanical means in that area at low tide after completion of the winter programme.

General Feedback on new initiatives and improvements

CMBHA put out a request at short notice to members to comment on the next three agenda items. Some responses were received before the meeting and more will follow which will be forwarded to Boatfolk prior to a central meeting to be held in a couple of weeks and will be circulated in a summarised form with Boatfolk's responses to CMBHA members. Some of the early responses include:

- Compliments to the marina staff during these changes
- The new pontoon has been well appreciated
- Car park marking, number plate recognition, electric charging points are all well received

What do berth holders want to see introduced to site

Amongst the early replies from berth holders

- A restrained approach to next season's fees
- A sheltered indoor and outdoor facility on the marina for berth holders social events etc.
- More car parking spaces

How do berth holders see branding, name, style, comms etc

- The branding and name are generally taking a bit of getting used to
- Website and brochures are regularly commented as being too basic and short on detail.

New initiatives were announced by Boatfolk:-

- The bottom of the tarmacked car park area will be cleared of boats onto a new hard standing area achieved by clearing part of the overgrown adjacent area. 80 additional carpark spaces will be created
- Consideration is being given to a small redesign of G & H legs which could form part of the next phased redevelopment.
- The 8 weeks FOC ashore will continue this winter and now includes boat stands and/or cradle hire.
- The tide and gate opening document will be developed and will appear next season
- Yard prices for lifts, cradles, scrubs etc will be published in 2021.

Notes by John M Day 30th October 2020

