

Minutes of meeting between Boatfolk and CMBHA held on Zoom at 15:30 on Monday 13th December 2021

Present: Jon Roberts and Phil Jones Boatfolk; Roger Millward CMBHA

Apologies: Ian Dickman, Don Quilliam

1. Dredging update, including dredging the areas for budget berth holders.
As described in recent Boatfolk newsletters, dredging is proceeding with 1st Area completed and now working on 2nd Area, despite difficulties with insufficient vacant berths. CMBHA queried the narrowing window when budget berth holders can leave the marina. Boatfolk said that dredging budget berths has been raised at director level, especially for the area at the corner where rocks further reduce access. Solutions are being investigated and this access issue will be addressed in another year.
2. Berthing fees for 2022-23 and visibility of fee structure
The 2022-23 fees have been signed off and 5 different letters will soon be sent to berth holders with relevant contract invitations this week. There will be an early-bird discount for January. The fee structure is available on the app/web site but its visibility could be improved.
3. Lighting on I leg – this will be investigated.
4. Availability of power sockets on pontoons
As each leg is upgraded additional power sockets/bollards will be installed with the aim of providing 100% power for every berth. In the meantime, the situation will be monitored to avoid hazards caused by cables crossing pontoons. Berth holders are invited to advise the marina of any significant shortfalls of outlets.
5. Boatyard – distribution of electricity and water outlets
This has been highlighted already by Boatfolk and a new feed into the yard is being organised to provide greater capacity. This will be terminated in the central raised bed and will be 'spidered' from there. The water distribution situation will also be monitored with an aim to cater for 25m hose pipe lengths. It was also noted that berth holders should inform Boatcare if they intend to carry out work on their boat that could influence the placement of their boat in the boatyard e.g. heavy sanding that might impact adjacent boats.
6. Communications with berth holders – web site, app and newsletters
CMBHA stated that the current Boatfolk web site and app have many issues including the identity of Boatcare. Boatfolk stated that the web site(s) and app are currently under review by Boatfolk marketing, so there was little discussion beyond a few detail. Boatcare is not yet available at all Boatfolk marinas, so it does not yet feature on the Boatfolk web site and searches on Google for Boatcare do not reveal any details – the domain name is 'parked' although an email address is used. Boatcare will eventually have its own web site.
The Boatfolk newsletters containing local information were praised – particularly the advice on preparation for winter storms. It was agreed that Phil/Jon would investigate the possibility of a local blog on the Boatfolk site so that CMBHA could link to particularly useful items. It was agreed that visibility of fee structure could be better. CMBHA reflected that berthing licenses run from April to March whereas tide/gate tables run January to December: the booklet of tide/gate times will be sent out this week. The

booklet of tide/gate times will be sent out this week. CMBHA expressed disappointment at not being used as a marketing asset to gather feedback on Boatfolk web/app development. Boatfolk marketing department had apparently carried out a customer survey.

7. Locking of toilet areas – is it necessary if only berth holders have access to the building?

Boatfolk started that at the request of Conwy County Council, the toilet areas have been kept unlocked to reduce Covid transmission by multiple use of the lock keypad. Whenever possible, Boatfolk would like open access to the Boatfolk office to welcome berthing enquiries. Many berth holders do not take their possessions into the showers and toilets: restricting access provides some measure of security in these situations.

8. Defibrillator registration progress

The defibrillator has been used a few times, at least once when the 999 operator has directed someone to the location of the defibrillator. This suggests that the defibrillator is properly registered. The ambulance service used to regularly check that the defibrillator is serviceable. It is unknown whether this still happens. However, Boatfolk do regularly check it. It was installed in January 2016, so it is possible that it now needs a new battery. This will be checked by Boatfolk and a replacement ordered. Also RM will forward correspondence regarding registration.

9. AOB: Boatfolk mentioned that many berth holders had not removed their sails or summer boat covers. There is also the hazard of untied webbing being very dangerous for Boatfolk staff when patrolling pontoons in very high winds. RM will remind CMBHA members about preparing their boats for winter: Boatfolk is happy for CMBHA to copy/paste such information from newsletters etc.

A new weather station will soon be available for the app at Conwy Marina. The software is already in place.

The meeting ended at 16:30.