

Minutes of 2025 Annual General Meeting (AGM) held at The Mulberry, Saturday 12th April

Agenda Items

1: Introduction

The meeting was opened by the chairman Roger Millward at 15:10 pm who welcomed everyone to the AGM.

Apologies for absence had been received from:

Ray Williams, Sarah Yates, Nigel Bailey, Gareth Head, David Pye, John Day, Paul Read and Ian Roberts.

The number of members in attendance was confirmed as 14 (see Annex A).

2: Approve minutes from 2024 AGM

Accuracy and completeness of the minutes from the 2024 AGM were confirmed without change. Chairman tabled motion inviting members to vote and approve the minutes.

Acceptance was:

Proposed by Eric Crowther

Seconded by John Burgess

The vote was carried unanimously with no objections or abstentions.

3: Matters arising

Three matters were raised and received substantive discussion.

I. 2023 Fire Incident

Members were surprised at the decision by authorities that no formal investigation was required due to it not involving a commercial vessel. Boatfolk had conducted its own lessons learned exercise and engaged local Fire Service over difficulties experienced by fire appliances accessing the marina and transporting fire-fighting equipment to the site of the fire. No formal reports were published.

The emergency alarm has been upgraded from a winding mechanism to an electric push-button local to the fuelling berth, but there is still no facility to activate the alarm from individual legs on the marina.

Members felt the marina should have a designated parking space solely for use by emergency services.

AP: 01/120425

CMBHA Committee to raise with Boat Folk the status of follow actions, and further improvements suggested by members

II. Wi-Fi Service.

Members reported differing experiences of connecting to and using the wi-fi on the marina. The general consensus was that the service is unreliable and poor, with some reservations about how complaints were being handled.

Boat Folk had intended to upgrade the wi-fi equipment and install additional access points in Autumn 2024, but work on this was suspended due to financial priorities.

AP: 02/120425 CMBHA Committee members to continue regular follow-up meetings with Boat Folk to monitor progress on matters important to its members including safety management, wi-fi service and power sockets.

AP: 03/120425 CMBHA Committee to remind members to submit formal complaints where the service they receive falls below their expectations.

AP: 04/120425 CMBHA Committee to review Boat Folk's complaints system to ensure there is a joint understanding of how it operates.

III. Marina Management Customer Service.

Members expressed some concerns about the general level of customer service, visibility of management and provision of basic services at Conwy that does not compare favourably with that provided at other Boat Folk marinas.

CMBHA Chairman had written to Boat Folk Managing Director for Operations inviting a statement about its financial position but had received no reply. He emphasized to the committee that any follow up correspondence needs to be clear on what is expected by way of response.

Marina users are not clear on what services they should expect to receive, or the standards of service. Chairman advised that no Service Level Agreement exists. Contracts and fees relate to berth rental only.

AP: 05/120425 CMBHA Committee to tactfully engage Boat Folk local management over concerns expressed by members, and to escalate to central management by way of support to the local management of the marina.

4: Correspondence received

The majority of correspondence received or issued has been published on the CMBHA website.

Topics included:

- Jan 2025 - Email to Boatfolk MD about financial position of Boatfolk – no response received.

- Oct 2024 – Email exchange regarding Boatfolk’s authorization of contractors. This includes checks on liability insurance, risk assessments etc.
- July 2024 – Email exchange regarding removal of bike rack from the car park. This did not seem to be a great concern to members and the rack was removed
- June 2024 – Exchanges with Marine Accident Investigation Bureau (MAIB) about the lack of a formal investigation into the September 2023 fire and explosion. MAIB stated that a preliminary assessment was carried out but since the incident occurred on a non-commercial craft, they were not obliged to conduct a formal investigation.

5: Reports from officers

a) Chairman’s Report

Roger Millward presented his reflections on the last year.

The weather hadn’t been particularly kind and hampered the Committee’s ability to arrange events for its members beyond a successful Start of Season event that was attended by 65 members.

Through regular engagements the CMBHA had kept Boatfolk informed of priority concerns of members and achieved a number of improvements.

The Committee had held fewer meetings but increased communications via email and through a dedicated ‘Whatsapp’ group for committee members. More widely, the ‘Whatsapp’ group for members has grown to around 107, and has demonstrated itself as a valuable and active medium for communication amongst our members.

The Committee issued 7 newsletters across the year, located on the website at <https://www.cmbha.net/newsletters>

During the year Rob Broughton had been an active member of the committee but regretfully left the marina and committee. Roger acknowledged Rob’s contribution.

Roger informed those present of his decision to not stand for re-election as Chairman. He reflected on how things have changed in his 12-year tenure as Chair of the Committee. Since COVID the focus of the Committee has been to represent the interest of berthholders. He noted that many of the successes and improvements secured during the year were a direct result of action and discussions progressed by Committee members, and he thanked them for their continued perseverance and tenacity. He added that the current Committee only has 8 members and invited more members to join the Committee and support their continued progress in securing improvements for its members.

Roger was thanked for his Chairmanship, and everyone present showed their appreciation through a well-deserved round of applause.

b) Treasurer’s Report

Jeff Wood presented his first report as Treasurer, thanking John Day for his support. Overall balance for the year to 31/12/2024 was a surplus of £438. This represented a slight reduction on the previous year (£614).

Income in 2024 was down to £2,626 (from £3,208 in 2023) due to a reduction in membership from 196 down to 164. So far this year, 72 memberships have been renewed

AP: 06/120425 CMBHA Committee to issue 'renewal' reminder to users

Expenditure decreased to £991 driven primarily by the reduction in social events, and discontinuation of the paid-for 'Zoom' service. Insurance, RYA Affiliation, and website hosting and maintenance costs account for the main items of expenditure.

Treasurer invited questions from members present.

Eric Crowther noted that historically when CMBHA paid for the full Zoom service it allowed the Royal Yacht Club to use it for free. Now that the Royal Yacht Club is paying for its own service, should we request reciprocal use of their service?

AP: 07/11042025 CMBHA Committee to contact Royal Yacht Club and request free use of its full (paid-for) Zoom service

Eric also queried why no interest is being earned on monies held in the bank. Treasurer advised that monies are being held in a current account that does not pay interest (not a business account).

AP: 08/110425 Treasurer to explore whether monies can be held in an account that pays interest on balances

John Batty asked whether members would be entitled to any compensation from Boat Folk due to the problems experienced with the sill gate that frequently hindered/prevented members leaving the marina.

Chairman reiterated that there is no Service Level Agreement in existence. Through its affiliation with the RYA, CMBHA has access to their legal services and it might be worth enquiring what level of service marinas are required to provide, and whether there is any recourse to compensation. It was considered this would be unlikely but it is possible that the marina has insurance provision to meet compensation where services are impacted by the work of contractors.

AP: 09/110425 CMBHA Committee to contact RYA Legal Department and establish position regarding service provision and any recourse to compensation

6: Acceptance of 2024 Final Accounts

Motion tabled inviting members to vote and agree the accounts for the 2024 trading year (to 31/12/2024). Acceptance was:

Proposed by David Snape

Seconded by Ian Dickman

Vote carried unanimously with no objections or abstentions.

7: Setting Membership Fees for 2026-27

The committee recommended that the membership fee of £15.00 (and joint membership fee of £20) set for 2025/26 should be maintained for the 2026/27 season.

The tabled motion to accept this recommendation was:

Proposed by Eric Crowther

Seconded by Kevin Fear

Motion carried unanimously with no objections or abstentions.

8: Election of Committee Officers and Members for 2025-26

Members invited to vote and accept proposed, unopposed nominations for committee officers and members set out in the agenda.

Committee Chairman: Roger Stokes

Treasurer: Jeff Wood

Members: Roger Millward, Ian Dickman*, David Clayton,

Motion tabled inviting members to vote and accept proposed officers and members.

Acceptance:

Proposed by Ian Dickman

Seconded by Eric Crowther

Motion carried unanimously with no objections or abstentions.

* Note that since the meeting, Ian has decided not to stand although is pleased to help the committee organise social events.

Chair asked whether any other members present wished to join the committee.

David Snape, Kevin Fear and John Batty volunteered to join and were accepted onto the committee.

10: Proposals submitted in writing by members:

None

11. Any Other Business

No AOB was volunteered.

Chair closed the CMBHA Annual General Meeting 2025 at 16:09

Annex A

AGM Attendance

The following 14 members were in attendance

Roger Millward

Jeff Wood

David Clayton

David Snape

Alison Harris

Kevin Fear

Roger Stokes

Karen Luscombe

Chris Luscombe

John Broadhurst

Ian Dickman

Eric Crowther

Jane Crowther

John Batty

Embedded image of signatures

Roger Millward.

JEFF WOOD.

David Clayton

DAVID SNAPE

ALISON HARRIS

KEVIN FEAR

ROGER STORES

Karen Luscombe

Chris Luscombe

JBoskib

Ian Dickman

Eric Crowther

Jane Crowther

John: Betty.

Record of Action Points

AP: 01/120425	CMBHA Committee to raise with Boat Folk the status of follow actions, and further improvements proposed by members
AP: 02/120425	CMBHA Committee members to continue regular follow-up meetings with Boat Folk to monitor progress on matters important to its members including safety management, wi-fi service and power sockets
AP: 03/120425	CMBHA Committee to remind members to submit formal complaints where the service they receive falls below their expectations
AP: 04/120425	CMBHA Committee to request sight of outputs from Boat Folk's complain recording system (numbers of complaints recorded, reasons for complaint, responses to complaints and whether resolved to customer's satisfaction) to assure members of recording compliance and effectiveness of complaint handling
AP: 05/120425	CMBHA Committee to tactfully engage Boat Folk local management over concerns expressed by members, and to escalate to central management if no improvement agreed/seen
AP: 06/120425	CMBHA Committee to issue 'renewal' reminder to users
AP: 07/11042025	CMBHA Committee to contact Royal Yacht Club and request free use of its full (paid-for) Zoom service
AP: 08/110425	Treasurer to explore whether monies can be held in an account that pays interest on balances
AP: 09/110425	CMBHA Committee to contact RYA Legal Department and establish position regarding service provision and any recourse to compensation