

# MARLBOROUGH SOUNDS MARINAS

# MARINA MATTERS



MARCH 2009

Newsletter of Marlborough Sounds Marinas

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As you can see, we've given the marina newsletter a makeover. The new format is designed specifically for on-line distribution, a move that we have been planning for some time and that was supported in customer survey feedback.

We appreciate that some of our customers either don't have email access or don't wish to receive marina communications by email. We're continuing to post copies of the newsletter as necessary but we'd like to see as many customers as possible taking up the on-line option. You'll get more timely updates and less paperwork from us, and the on-line format helps us to direct you to further information on our website and elsewhere on the internet.

If you didn't receive this newsletter by email and would like to in future please email your contact details to: [customerservices@pmnz.co.nz](mailto:customerservices@pmnz.co.nz) ensuring that you include your name so that we can update our customer database.

We are also offering our direct debit customers the option of receiving the monthly invoice statement by email. Please email us at [customerservices@pmnz.co.nz](mailto:customerservices@pmnz.co.nz) if you haven't yet taken up this opportunity and would like to.

The newsletter is just one of many areas that received comment in our November 2008 customer survey. Thanks to all those who took the time to complete the questionnaire and provided such constructive feedback. Included in this issue is a summary of the survey findings alongside steps we've taken or are currently taking to address issues identified.

Happy Sailing

**Jeannine Paul** *Marinas Manager*

## Marina Contacts

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## Marina Customer Survey

*What You Told Us & How We've Responded*

Just under half of our marina customers participated in the on-line survey conducted last November. That's a relatively high level of survey participation and has provided us with a solid benchmark of performance ratings plus a wealth of useful customer feedback.

While overall results indicated that the majority of our customers are satisfied with most aspects of our service delivery and facilities – particularly our marina personnel – there is clearly room for improvement in several areas.

### Peak period issues

Many of the issues raised related specifically to peak periods at the marinas, e.g. congestion at the Waikawa Marina launching ramp, unauthorised car parking, availability of luggage trolleys and inadequacies with rubbish collection.

Immediate steps were taken to resolve or alleviate these issues ahead of the peak summer season:

**Parking and Congestion at Waikawa:** Prior to conducting the survey, steps were already underway to address congestion at the Waikawa Launching ramp. Peak period volumes this past summer were on a par with previous years and the new parking management procedures (such as a designated day-only car parking area and new roadside signage to direct traffic when the Waikawa facility is full) effectively minimised congestion.

Customers also requested that during peak periods we more strictly enforce the berth-holder car-parking restrictions – and we did. This summer car-parking patrols at the marinas were stepped up to monitor and clamp all unauthorised vehicles, and proved a successful deterrent.

Please note that the fee for unclamping unauthorised vehicles is now \$90, which reflects the cost of contracting this service out of hours.

**Rubbish collection:** The number of rubbish bins at Waikawa and Picton marinas was increased and we extended the collection schedule over the peak period to ensure that bins could cope with higher volumes of rubbish.

We also responded to requests to re-instate glass/bottle recycling – with the help of a local business this is now working very well.

**Luggage Trolleys:** Ensuring that trolleys in good working order are available at each jetty is an issue we have grappled with for some time. Such was the volume of survey comment about luggage trolleys that we were determined to resolve the problem this summer. All trolleys underwent a maintenance check, we doubled the number available at each marina and our marina staff increased their vigilance in respect of misplaced trolleys. Alas, by the end of January our fleet of trolleys had yet again substantially depleted and resolving this problem remains a (frustrating and expensive) work in progress.

### Other issues:

Some of the other issues raised reflect misunderstanding about our procedures and about aspects that we don't have immediate control over.

An example of this is Refuelling facilities. The price of fuel within the marinas and the operation of these facilities is controlled by the fuel suppliers. While there's not a lot we can do to influence fuel prices (which do reflect the higher standards of environmental protection required for marine based facilities), we are working with the various fuel suppliers to ensure that service levels are improved.

We are stepping up the communications that alert customers to fuel outages at the refuelling facilities and have alternative fuel supply arrangements in place for the purchase of fuel at the marinas if EFT-Pos is not working at the refuelling facilities.

Marina security received a lot of comment in the survey – as expected security was consistently rated as the most important service offered at the marinas and expectations of service delivery are correspondingly high.

Marina security procedures currently include a combination of physical security patrols, 24/7 monitoring by video surveillance and security gates. We have found that neither one by itself is sufficient and we try to maintain the most cost-effective service possible by monitoring incident rates and responding appropriately.

If you experience a security incident or witness any suspicious behaviour please report it immediately to your supervisor so that we can align security resources accordingly.

Thank you to those who suggested ways in which overall security could be enhanced. We're looking into the practicalities of some of the ideas as we need to ensure that we balance potential improvements with costs to implement and operate.

The survey questions about maintenance facilities, amenities and other facilities within the marinas generated much useful information for our new development projects, as did the specific question about expansion of Waikawa Marina. Key themes that emerged were requests for: access to provisioning at Waikawa, increased on-site hard stand/maintenance areas, and a broader range of maintenance service providers on site.

## Most Highly Rated Satisfaction Measures

Marina personnel achieved the highest ratings of all performance measures, with many positive comments about the competence, courtesy and responsiveness of our supervisors and administrative team. We are very pleased that customers recognise and appreciate the efforts of our people – they're a great team who are very focused on delivering outstanding customer service.

## Areas Rated Least Positively

Our communications scored relatively poorly and is an area we are addressing in a number of ways. We have taken heed of comments about short notice requests and lack of information about development activities - the introduction of on-line communications is one of the steps we are taking to improve in this area.

Communications were also criticised because of our perceived focus on rules and regulations. Customer compliance with operational requirements is fundamental to our ability to maintain the safety of the marina so these communications are unavoidable but we have taken note to lighten up, broaden our newsletter content and ensure that the reasons for various rules and regulations are explained in the most user-friendly manner possible.

Perceived value for money also scored relatively poorly. Comments reflected many differing perceptions that will take longer to address.

An apparent underlying view is that our marina fees are significantly higher than others. Comparison of marina prices poses problems because of variations in pricing and ownership structures and substantial differences in the calibre and availability of services and facilities (e.g. the employment of full-time supervisors) at marinas across the country. Where comparison of berth prices is valid, analysis shows that our fees fall in the mid-range.

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## Marina Development Update

Port Marlborough remains committed to expansion of berth capacity at Waikawa Marina. Our co-operative venture with the Marlborough Berth and Mooring Association to provide long-term tenure for existing swing moorings within Waikawa Bay looks set to achieve a positive outcome, with the likely result being the development of managed Mooring Areas within which individual moorings will not require resource consent. Once this matter is finally resolved Port Marlborough will be able to advance resource consent applications for marina expansion. Meanwhile engineering design concepts for the Waikawa Marina expansion continue to be refined.

At Picton Marina the replacement of some of the older berths (on the western side closest to the Coathanger Bridge) is imminent and we are currently liaising with affected berth-holders to identify their requirements during the redevelopment.

Alongside Picton Marina, Stage One of the Marlborough District Council's long awaited London Quay development is underway. Staged demolition of commercial buildings in the development precinct started on March 20th with a target Stage One completion date of Labour Weekend 2009.

The first stage of London Quay revitalisation includes development of a new sea wall, extensive promenade and green space, three commercial buildings to accommodate waterfront tourism operators plus the civil works and infrastructure development associated with the entire development.

We'll keep you posted on any aspects of the development that may affect Picton marina tenants.

Our redevelopment at Havelock Marina, including dredging of the marina basin, refurbishment of Jetty One and construction of the new North jetty, was completed in September last year.

There has been good demand for the new 10, 12 and 14 metre floating concrete berths however we still have a small number available for lease. If you are currently on a waiting list for a 12 metre berth at Waikawa or Picton you may wish to take up this opportunity; either temporarily (without forfeiting your position on the waiting list) or long-term.

Contact Sally Wright, Marinas Administrator at [Sally.Wright@pmnz.co.nz](mailto:Sally.Wright@pmnz.co.nz) or ph 03 5203301 if you are interested in this opportunity.

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## Fire at Waikawa Marina

The recent fire on board a vessel berthed at Waikawa Marina resulted in three written-off boats plus damage to several others in the immediate proximity of the fire. The marina also sustained some damage – one finger was destroyed and repair to another was required.

Very swift action by the fire services team prevented the fire causing further damage. Our personnel are well drilled in the Marina Fire Plan and assisted the fire brigade with the key actions necessary to prevent the fire spreading to other vessels.

The incident was a timely reminder for all of us of the volatility of vessels in the marina and importance of complying with electrical safety and fire hazard precautions in the marina.

Specifically:

- Ensuring full compliance with the regulations regarding connection to shore power when your boat is unattended (see below). If your boat doesn't comply and is damaged there is no guarantee that insurance companies will cover your loss.
- Access to fire hoses that are fit for purpose. We currently provide full access to the hoses on each jetty but routinely discover that the spray nozzles have been removed which renders them useless for fire fighting. Thankfully the fire hoses on the jetties in the vicinity of the Waikawa Marina fire were intact but we are concerned that this could easily have not been the case.

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## Connection to Shore Power

We have devoted a lot of communication to this subject - which reflects the importance of ensuring that all berth-holders understand what the requirements are and why they have been introduced.

We stress that these requirements are not 'just another layer of rules introduced by Port Marlborough' as one respondent commented in the customer survey. The regulations require compliance in all New Zealand marinas and although to date they have been implemented somewhat unevenly across the country this is swiftly changing as the implications of non-compliance become apparent.

While there is an alternative compliance procedure involving on-going tag and testing of vessels, the option we have been advised to follow (and which is considerably easier for you) is as follows:

If your boat is connected to shore power when you are not in attendance:

- Your connection to marina shore power must use a round pin plug to International Standards IEC 309 with a screw lock rating giving an IP rating of at least 66, with an appropriate supply lead, and
- Your boat must be wired in accordance with AS/NZS 3004:2002, and
- It must display a current electrical warrant of fitness (WOF).

You have to meet each of these requirements in order to be fully compliant – if not there is a very real possibility of insurance implications in the event that your boat sustains damage during a fire.

The steps you need to take if your boat does not yet comply:

- Have your boat wired to the required specification
- Get an Electrical WOF
- Ask your marina supervisor to change the socket at your berth to a round pin if it does not yet have one.
- If you have any queries at all just ask your supervisor – they'll be happy to help.

These requirements apply when your vessel is connected to marina power and you are not present. If it is only connected to shore power when you're on board the requirements don't apply - you can still plug into power and use appliances – but we do ask you to take care and ensure safe use of the electrical supply.

The requirements are there to protect all marina users. As the recent fire has shown a marina environment is volatile and we need to ensure not just the safety of our berth-holders and marinas but also that should an accident occur the insurance cover is secure.