

CQBHA/MDL Meeting 8th November 2007

Present Dave Wilson – Marina Manager
 Jonathan Saunders – Chair Cobbs Quay Berth Holder's Association

1. Outstanding Items from Previous Meetings

1. Quality notice boards have now been fitted at the head of each pontoon.
2. Although about a third of the hose guns have been taken from the pilot installing them on C pontoon (examination shows the chains holding them on have been cut!) this is still worth extending for the water saving and D pontoon will have hoses for next season also. Could members please keep a watch and advise the office of any missing hose guns – and the reasons.
3. Dave and I discussed the BMF 'Gold Anchor' awards (which Cobbs Quay achieved 4 out of 5 at the April 2006 assessment) again. Our view was that this does not add anything to the efforts that Dave has put in place to improve the Marina.
4. Keith our Pontoon Liaison rep on the Committee has agreed with MDL to provide a bottle bank arriving in 4 weeks.

2. CQBHA/MDL Communication/Publicity

1. The notice boards at the head of the pontoons are available for Bertholders Association communications.

Dave would like to see CQBHA notice on these boards and will encourage his team to add 'live' notes to this e.g. of actions taken during the week, requests for information/action etc.

2. Dave will use the MDL Notices page on our web site to communicate current marina issues e.g. the fact that there will be no dredging this year.
3. The CQBHA Web Site remains our main method of communication with our members so please keep an eye on it.

3. Member issues

1. Club House

The Club House landlord has a commitment to undertake substantial improvements. A steering group consisting of the CQBHA Chair and Vice Chair and Marina Manager and Club Management has been put in place to advise the Club.

2. New Members

A CQBHA Application Form was sent in a letter to all berthholders introducing Dave as the new manager.

The Dry Stack is to be run as a separate unit. This highlights the need to focus on this as a distinct part of the CQBHA.

3. Barrier

A new gate system is now in place providing high security. Gates are locked from 1800 hrs. Access is by key card or a button which contacts a dockmaster who can activate the gates remotely.

Periodically a dockmaster will also 'stand sentry' to monitor people coming in.

4. Car Parking/Yard tidiness

We believe this has been solved. Keep us posted.

5. Notice Board in the showers

CQBHA now have the key to this and so we hope to keep the contents more current. Keep a watch out.

6. Showers

a) An issue with pressure has been identified by Dave. He is progressing with Wessex water.

b) Showerheads are subject to scaling. It has been established that this is due to a lack of inline filters. This is being addressed. This will avoid the need to keep changing showerheads which is breaking them.

7. Moving Weather

We are talking with Dave about installing a TV screen in place of the printed weather report in the office window. If this is seen as effective it may be possible that MDL and CQBHA will jointly fund this service to the members

4. Member Events

1. MDL support

For the next season it is planned that MDL staff will join in the organisation of the events with us.

2. Fish & Chip Cruise

A successful end of season event with members on the top deck for most of the trip and lots of fireworks.

5. Poole Bridge

1. Position Statement

Jon Eads – MDL Marinas MD will soon provide an update which will appear on the web site

2. Progress of activity

There are still hopes for a 2008 start – but this is subject to agreeing planning and funding for the developers of the old power station site.

3. Bridge Operating Board (BoB)

I have asked Jon Eads about the consultation role of the BoB. Does it have one and how will it do it. There are also to be working groups and I have asked if these could include actual water users.

The Bridge Height Indicator was small and hard to read. The refresh speed has been slowed.

There are no plans for indicators in other positions at this time.

The debacle over the failure to lift/delay in lifting the bridge at the revised 1730 hrs lifts despite notice to mariners and Police and skippers request was addressed at the BoB. The Harbour Master/Council apologised and are putting in place a protocol for future changes.

6. Member views

1. Marina Issues

We have put a 'Contact the Manager' button on the opening page of the web site which will enable you, through e mail, to have direct access to the Marina manager. This will be in addition to the completion of a form or face to face contact in the office.

The Marina is now keeping a log of issues reported to the office. Dave and I will review this at our meetings.

A detailed audit (going down to missing plugs) has been undertaken at the marina by staff from other MDL marinas and a 'traffic light' performance has been awarded over the 65 points. Dave is determined to go 'all green'.

Dave and his team are committed to ensuring that berthholder's have many 'reasons to stay' at the marina. Help him by feeding back your views.

2. Bridge

I am keen to feedback your views to the BoB. Please e mail me with comments.

If you have any comments on this news or other matters please contact me at chairman@cqbha.co.uk

Jonathan Saunders
Chair – Cobbs Quay Berth Holders Association
November 2007