

CQBHA/MDL Meeting 24th September 2007

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

1. Outstanding Items from Previous Meetings

To May 2007

1. Sponsorship for a first time Channel Crossers cruise

This is still to be agreed. Maybe for the 2008 season?

This has been overtaken by the spectacular support we are receiving from MDL. It is no longer relevant.

2. Jointly agreed and appropriate publicity at the head of each pontoon, in the office and in the facilities

Dave has ordered notice boards and they will be placed by end June.

Suppliers have not delivered despite confirmation booking. Look for an alternative supplier. Dave has now given this task to Chas who has a contact to make them, fingers crossed we should have them soon.

3. The loss of the guns has been a problem. Andy is still keen to pursue this and is asking for alternatives. Suggestions were made of how to retain 'guns' on hoses.

This is still an important initiative to save water. Another attempt will be made this year. A pilot of securing the 'guns' to the hoses will be tried on C Pontoon. Results will be fed back. The results are we purchased 11 and secured them by chain we now have 8 that's about 29% loss.

May 2007

Dave and I discussed the BMF 'Gold Anchor' awards (which Cobbs Quay achieved 4 out of 5 at the April 2006 assessment) as the way of taking the marina forward in a structured way. It follows the same criteria as the **Marina 'Charter Award'**

The RYA Marina Charter Award covers 10 criteria :-

1. Value for Money
2. Security
3. Facilities
4. Maintenance
5. Suggestions/Complaints
6. Staff
7. Peaceful Environment
8. Communication
9. Safety
10. Environment

Dave will locate the last report and we will discuss it at the next meeting.

I plan to read the report in due course.

2. CQBHA/MDL Communication/Publicity

The notice boards at the head of the pontoons, when placed, will be available for Bertholders Association communications.

The dock staff are also to be asked to add 'live' notes to this e.g. of actions taken during the week, requests for information/action etc.

Dave is to progress the dock staff's presence on the pontoons and information 'notes' on the boards. The presence is better but Dave still needs to take some of the Admin away from dock staff who have been used as admin clerks too much in the past. He appreciates that some of their time is going to be admin dealing with customer boating related issues. Still work to be done so the matter is on going.

CQBHA Web Site

This remains the main method of communication with our members.

3. Member issues

Club House

Rumours are about that MDL are about to extend the lease to the current lessee for a further seven years. Given that the feedback from individuals and 'formally' from the Association has been universally poor it is difficult to reconcile this with assertions that MDL are acting in the berthholders interests.

MDL had two choices – (i) knock the place down and don't rebuild until we can measure the impact of the bridge or (ii) extend the lease for 5-7 years so that the tenant can refurbish and have enough time to recover his investment. This is the option that we have gone for with some caveats in the heads of terms. All of the negative feedback regarding the club has been communicated by Dave to the tenant and he has promised to make changes. After the refurbishment has been completed all complaints will need to be sent to Savills so that the level of customer satisfaction or lack of it can be measured and acted upon, if required. Let's hope it does not get to that.

We have achieved around 60 new members during the last year bringing our membership to somewhere around the 700 mark.

Dave is happy to put in a CQBHA Application Form in a letter he is planning to send to all berthholders introducing himself.

Keith to provide Dave with an original current application form - via e mail?

Dave will promote membership to the dry stack berthholders and attempt to locate a potential rep(s).

Letter now going out in October.

Barrier

Concerns have been raised about the amount of time the barrier has been broken and the lack of security.

Concerns were raised by a member over the barrier. A new motor was to be replaced soon after this meeting date.

Dave and I discussed motorising the gates. Dave sees this as an effective solution and will progress.

This has now been ordered with Chris Lewis Security, awaiting fitting the company are awaiting parts due to start first week of October

Car Parking/Yard tidiness

Concerns still remain over parking and yard tidiness/safety.

Dave has instituted processes to minimise props etc. in the yard. In part this was due to props securing an area for a boat lift. In future there will be 'A boards' indicating when a boat is to be brought ashore in a particular spot.

No change

Notice Board in the showers

Recently needed to change some items in the notice boards and this has not happened. Can we have a key? (we accept MDL's right to take out any material deemed inappropriate but would hope this was not necessary).

No Problem with the Key, I would automatically assume from a body such as the CQBHA that inappropriate material would never be posted.

Showers

a) No pressure on Saturday 8th September, this was raised. Has the cause been identified.

b) Showerheads subject to scaling. What about alternative heads?

In both cases Lime scale is the problem, I am looking into new lime scale filters to remove the scale before it gets to the pumps and heads.

Moving Weather Marina Display

CQBHA propose a better weather forecasting system for the marina. Evaluation program has been provided to MDL. Is this something that has potential for display at the Marina? Would MDL support it?

I need to look into this more with your rep.

4. Member Events

Bar-b-que June/July

Highly successful. Loads of great feedback – and a Thank you card!! I passed on to Dave how really pleased we were to have such spectacular support from MDL and certain individuals in particular.

I advised we could cover the deficit in the food costs (all due to pre-reserved tickets that were not paid for on the night due to non attendance).

Great Party - shame about the weather. MDL are happy to be involved next year and perhaps have a couple of staff on the committee.

Barn Dance 22nd September

This was a great success with many members do-si-do ing!!

MDL thought it was a great Function all round, they appreciated the feed back.

Fish & Chip Cruise

3 November. Pick up OK for dry stack pontoon as before.

Again Dave has kindly agreed to provide a prize.

5. Poole Bridge

Position Statement

I talked with Dave about providing an MDL 'position statement' regarding the bridge

Dave will take this up with Jon Eads. The comments from Jon's presentation at the AGM will enable those who did not attend the AGM to understand the MDL position.

Spoke to Jon Eads (MD MDL) at the Boatshow. He will provide an update. Dave will pursue.

Progress of activity?

It seems that the bridge will be built – subject to raising the remaining finance.

Bridge Operating Board (BoB)

MDL have been successful in gaining a place on the BoB and it is clear they (through Jon Eads MD – who is on the Board) are keen to represent our interests.

Spoke to Jon Eads. Raised issues of

- The Height Indicator being small and hard to read. Members suggested repeaters in the two approach channels.
- Also 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.

6. Member views

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

Jonathan Saunders
Chair – Cobbs Quay Bertholders Association
September 2007