

# VICTORIA DOCK BERTH-HOLD



QUESTIONS

RESPONSES

54

## 54 responses



SUMMARY

INDIVIDUAL

Not accepting responses



Message for respondents

This form is no longer accepting responses

We ideally need to understand where each vessel/berth is situated in the Doc, we can then look at problems in given areas and individual responses.

PLEASE NOTE: When dealing with the council or harbour trust the VDBHA will never disclose any berth holder details (and individual responses) without their explicit consent.

### Your name (54 responses)

Kevin Owen

Kevin Owen

Deborah Cassidy

Daniel Farrimond

John O'Sullivan

Lynne and Stephen ellison

Tim Mitchell

John Lomas

Michael Davies

Robert Elliott

Alun Pari Huws

Sandra and gary

Andy

carl elton

JOHN BOWLES

John Hey

Geoff Lloyd

Andrew Stevenson

David and Georgina Clough

Mrs K Jones MBE / Mr R Craft

Colin Wods

Mark Suffield

John Brumfitt

Mark Walker

John Peglar

KEITH ELFORD

John and Pamela Wrench

Phil cooke

Brian Oulton

Mike Osler

Ken Sharp

Trevor Shirley

Siân Thomas

Roberto Vivancos

Peter Mist

Steve Webber

John Whittaker

Moore

Mick cassidy

Mark and Emily Wilson

John Booth

Nigel Buck

Eddie daniels

David and Eve Collen

STEVE BLAKELEY

Eddie

John creasy

Robert Hancock

Charles Townley

BARRY EDWARDS (mostly not completed. Boat not used all season -ilnness and business.)

Philip Horton

Peter Reid

Gary Sandra Flannery

Colin Turner

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## Your Berth number / Vessel name (52 responses)

? / Hunters Moon

18? Serene

84/Rathin

Westra 91

96, Delphin

Whispered Secret

Jade moody 34

Paradwys

2

23, Glaslyn

Premier cru 54

Shrimpo

81 Turumti

SYMPHONY

Quadriga

100 Seagem

E79 Sarico

Tardis

Odyssee

VD66/True Brit

49. Solitaire.

97/Danny Jo

Alysia

24 CRACKPOT

85 Marian

Mwingo

NAUTA

B12 Auray

Steal Away

No 92 Hindsight

Spirit of Chelan / Celyn y Mor

Larus

65

22. Freeway

88/ Moonwins

19 Basanti

67

Turninpoint

Paradwys

Berth 70 Vagrant

Dreamcatcher

C32

21 / JULES

Williams

Davico

Okavango

VD17 Meganza

D62 PHOENIX

13 Annarchy

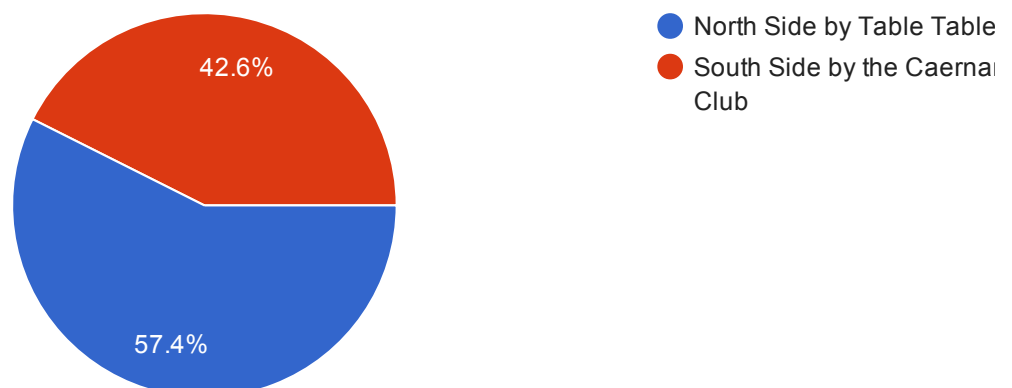
Aquavitae

Premiercru

CAMAR

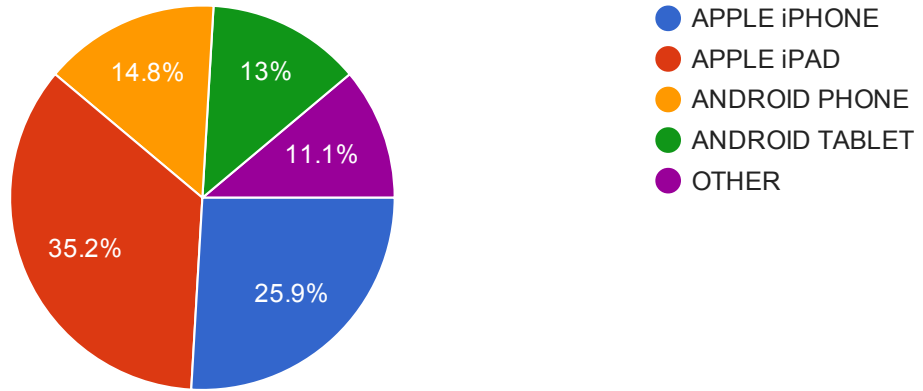
**Q1. As some issues are specifically affected by the berth location please indicate your berth location access point.**

(54 responses)

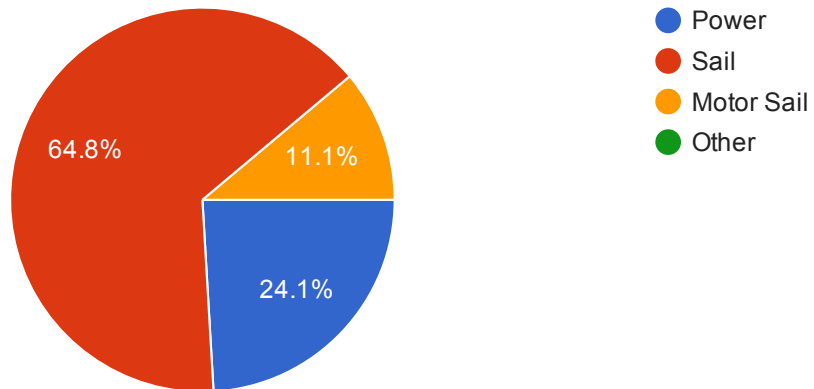


Q2. As some Wi-Fi technical issues may be relevant to your own equipment please indicate your main type of phone/laptop device.

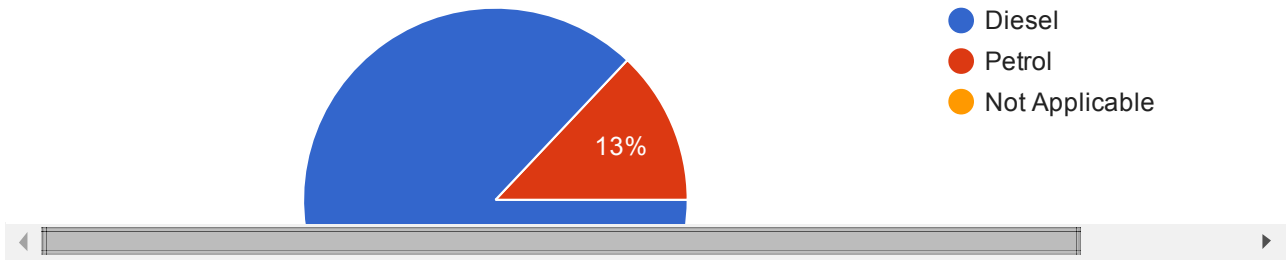
(54 responses)



Q3. Vessel Type: (54 responses)

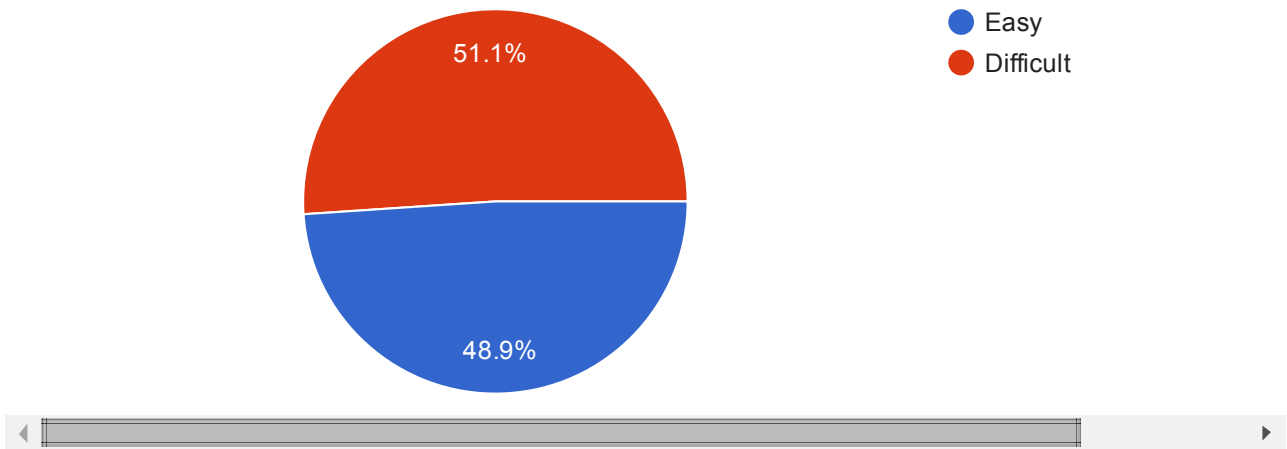


Q4. Fuel Type: (54 responses)



Q5. How easy/ difficult do you find it to log in to the Victoria Dock Wi-Fi network e.g.. Your device remembers your details each time that you log in.

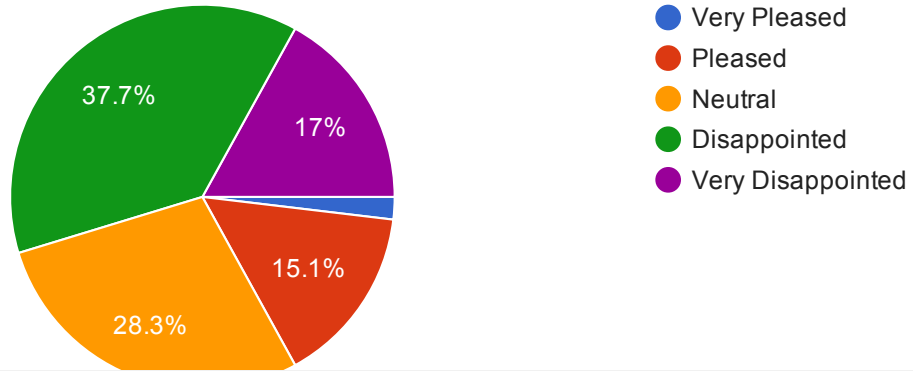
(47 responses)



## Progress: Targeted Priority Areas for improvement

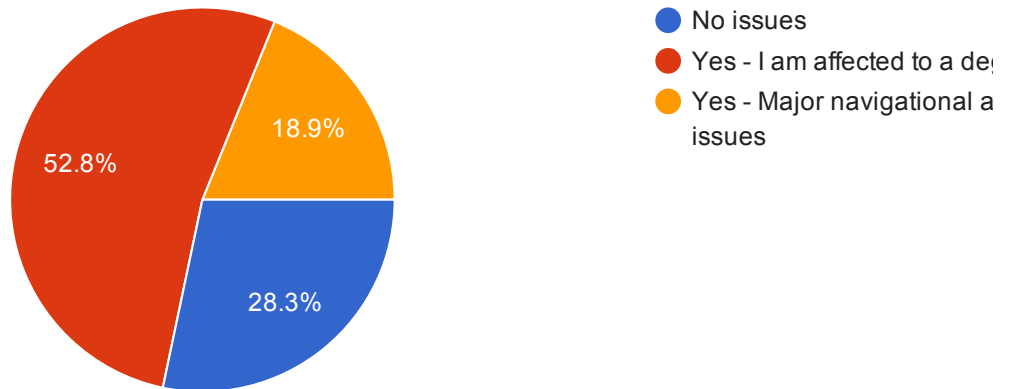
**PRIORITY 1 SILTING:** This was identified as the number 1 priority issue in the last survey. Efforts have been made to shift some of the silt around in the area of the marker buoy with some degree of success e.g. facilitating access to the fuelling berth. The council are hopeful of a resolution of the silting issue for the commencement of the season 2018 (as per letter from Llyr Jones circulated by the Chairman). The VDBHA would like to know your level of satisfaction with the progress so far. Are you:

(53 responses)



### Does the current level of silting affect your use and enjoyment of the dock?

(53 responses)



### Free text box for comments on Priority 1 (25 responses)

I am happy with the attempt by the council, however it has not worked and there is still a serious silting issue in the dock with access issues and hitting the bottom on more than one occasion

I need to wait a while for the water level to rise. Being a motorboat, I cannot touch the bottom as my props would hit first.

I have major safety concerns including if one runs aground and in the process loses a crew member overboard one will not be able to manoeuvre the boat to retrieve the potential casualty and in worse case scenario this may result in a fatality

Having recently gone aground soon after high water, after refuelling, its clear that this is a serious problem. If a vessel does go aground it could not only damage the vessel but cause a major obstacle to other vessels using the harbour. I feel if the start of a solution is not until 2018, the problem will only get worse in the meantime.



Becoming a 2 hour + -

Egress at gate opening times is difficult

Moving silt has made access more difficult

Glaslyn has been in the Doc since it opened. This issue should have been addressed properly 10 years ago.

up to 1 hour delay on neap tides

If needing to exit lock early on the tide, often get stuck.

Seagem draws 2.1m and sits in silt when the gate is up. I cannot leave the berth when the gate opens but have to wait for the tide to rise to provide sufficient depth of water.

The problem is getting worse. We didnt really gave a problem last season, but it has become more f one this season.

We only draw 1 ft 6 in so it hasn't been an issue specifically for us but it does affect the dock and that is a concern.

Silting now evident at end of Pontoon C - recently grounded on exit shortly after gate opened. Safety concern if crew on deck stowing fenders etc.

Silting remains priority 1

After a long passage from N. Ireland I was held outside the dock for a period of time beyond the published gate opening time.

ON NEAPTIDES WE CANNOT LEAVE THE DOCK UNTIL THE HEIGHT MEASURE IN THE ENTRANCE READS A CERTAIN LEVEL

Leaving and accessing berth is restricted. Not able to take full advantage of dock opening times.

I am situated in the most silted area where the culvert enters the dock from the town and only have a small window of movement before I cant get out

Affected on entry and exit to marker position and also proximity to west facing finger

Time aground after gate lowering increasing

Vagrant draws 1.2m, so I am only affected if I leave my berth as soon as the gate opens, in which case I motor a large circle around the shallow patch.

My boat's draught is only 2' so no serious effects. However silting obviously remains a problem, and exposed mud smells at low tide, with potential adverse effects on nearby eateries.

Access time severely limited. The boat dries at low water this has got worse this season.

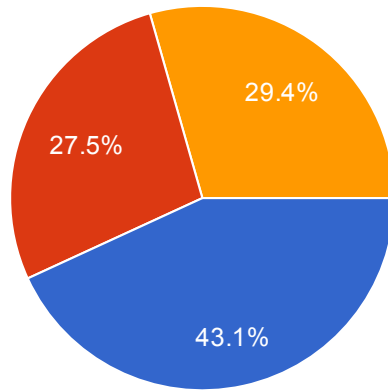
I have run aground once or twice even with a shallow draft of 30 cm. Fortunately I am able to tilt my engine.

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## PRIORITY 2 FUELLING BERTH: A fuelling berth was installed and is

### operational with chip and pin facility. Are you:

(51 responses)

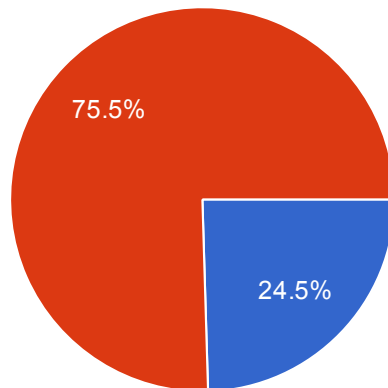


- Very Pleased
- Pleased
- Neutral
- Disappointed
- Very Disappointed



### Have you availed of the new fuelling facility in the dock which opened last month?

(53 responses)



- Yes
- No



### If YES please provide feedback. Other comments: (17 responses)

Can see it will be useful and will definitely use it.

It's great, easy to use and fast to fill as I do use a lot of fuel.

Refuelling went smoothly. However, the berth is in close proximity to the silted up area, so the clear instructions should be given to vessels upon leaving the fuelling berth.

Tried to but silting prevented access to fuel berth at the time I wanted fuel

Great

Great service, hose pump location unusual

I would not dare to try and take Seagem alongside the fuelling berth with the presently level of silting in that area of the marina.

Tank full and generally sail everywhere so dont use a lot of fuel

We use petrol

Obtained in 10L container although reluctantly - I appreciate that facility is not really designed for small amount dispensing. Would it be feasible to think about designated dates/times for users to fill smaller containers?

Lifted out before fuelling installed so I have not had the opportunity to use it

SEEMS ODD THAT WE ALL USING THE FUEL FOR HEATING

very helpful

Very convenient and easy access

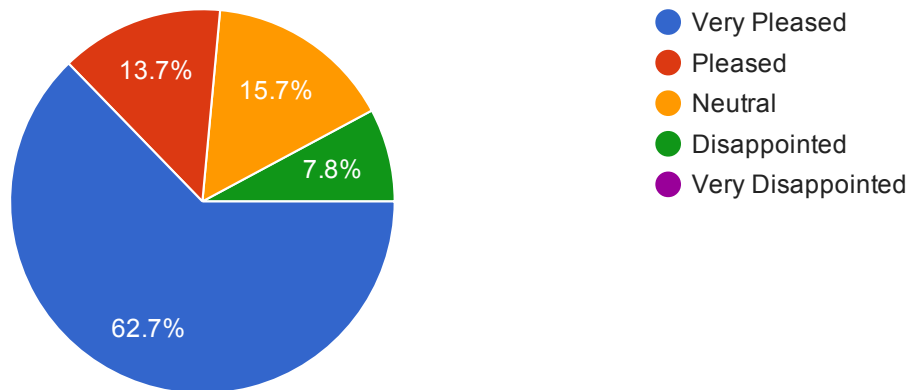
An easy seamless process ably advised and assisted by Mark Dockmaster

our engines run on petrol

Good service saves bringing cans down

**PRIORITY 3 CAR PARKING:** In order to alleviate pressure on the South Side car park at peak periods Gwynedd Council in April 2016 issued annual car parking permits to North Side berth holders for long stay car parks . Are you:

(51 responses)



## Free text box for comments on Priority 3 (23 responses)

Seems fine, I'm on the south side, did seem busy over the bank holiday though.

excellent facility although I have noticed that some of our colleagues with this facility are still using the car park by the gatehouse

Pleased for north side berthholders. I suspect that 'other' vehicles use the Doc office area periodically and the signage is low key. Better signage? Windscreen permits for berth holders? Would this help Doc Master try and police a little?

Car parking and drop off great improvement

Brilliant, just what was needed

Have some concerns about leaving vehicle long term when cruising.

Marvellous arrangement ☺

Thank you This has been a great success.

Use this regularly and found it very useful - no security concerns although it would be good to know if this car park is monitored by CCTV - this may be putting people off from using it? Also the lower car park seems to be used by Premier Inn so turnover is large.

This measure has made an enormous difference to my enjoyment of the dock.

This and the loading permit make life much easier. According to the letter accompanying the permits, users over 60 should be entitled to a parking disc to allow use of short term car park. I attempted to obtain one of these and spoke to a lady at Penrhyndeudraeth, but never received one.

THESE DID NOT WORK AT BANK HOLIDAY WHEN NORTH SIDERS PARKED IN THEIR OLD CAR PARK. THE EMAIL SENT WAS APPRECIATED.

There are people who continue to park on the quay despite them having been issued with passes for the other car park.

Bank holiday weekend was particularly busy. It appears that those with parking passes didn't use them.

There have been parking pressures during the month of August despite berth holders on the north side having long term car park permits near the north side

I have found this permit very useful and convenient

permit holders using south park

It appears that at times Northside berth holders still park on the southside despite being issued with permits.

I am glad to have it, but no explanation was given with the windscreen disc. As a result I thought it had been sent to me in error, especially given that it had someone else's name on it.

some north side berth holders are still using the south side car park

I dont wish to park my vehicle which is normally loaded on a public carpark out of sight and will gladly return ghe pass as i wish to park next to marks office were i can see and hear the alarm if

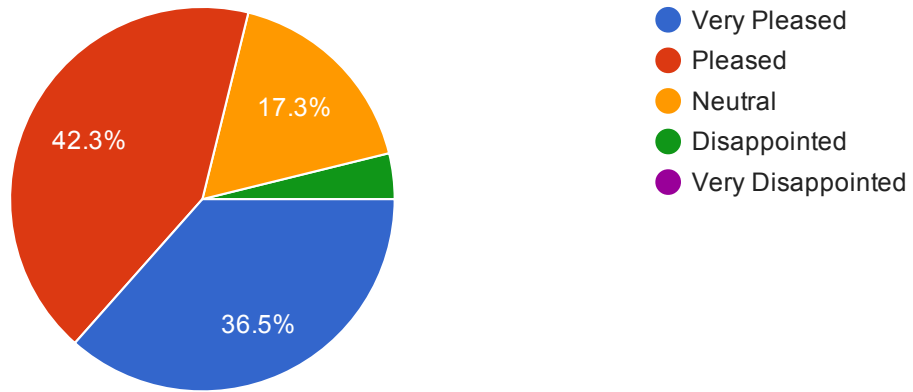
anyone tried to steal my bikes from the back. Sorry

It has releaved the problem but it is still difficult to park busy weekends.

Very helpfull

**PRIORITY 4 SECURITY:** After concerns were raised about security particularly on the North Side of the dock, Gwynedd Council have conducted a security survey, increased and upgraded Video Camera surveillance for the whole dock and instated higher rail fencing at the North Side. The VDBHA would like to know your level of satisfaction with this facility. Are you:

(52 responses)



How strongly do you feel that the association should push for access to the CCTV system 24/7/365 (given Data Protection Act restrictions) OR alternatively to have a webcam system that allows you to view your craft 24/7/365?

(52 responses)

## Free text box for comments on Priority 4 (16 responses)

Would be great. It's not necessary but would be reassuring during bad weather as I live a long way away.

The net worth of the fleet is very significant. I would like to be able to check on my boat 24/7 for peace of mind

I think the best solution to Priority4 is more secure gates and the 2 entrance gates, especially North side

CCTV will never prevent theft !!!

Cameras great but when is higher fence going up

it would be great to be able to view your own craft

It would be of interest to be able to see my boat via web cam, especially in adverse weather conditions but it is not a particularly high priority to me.

Although it sounds like a good idea, it seems to me that full webcam coverage would be technically difficult and costly - what real benefit would it provide? Access to the CCTV only shows the walkway on the North side anyway.

Even after the fence was enhanced I watched 3 girls manage to climb on top of the rubbish skip. A web cam to enable observation of weather conditions would be very useful, even better if it also enabled me to observe my own boat.

We were unsure whether the railings had actually been changed as we noted no height difference. That could be just us not taking g adequate note. That has I fluenced our answer to part 2

It would give berth holders great piece of mind to be able to check on their boat via camera

I asked to have access for a web cam to watch over my boat but they are reluctant to give me separate access because of privacy problems

As a boat owner it is at times of severe weather and during extended periods away from the boat comforting to see that that the boat is secure and floating ! A log in facility to the web cam system would provide this low/no cost service.

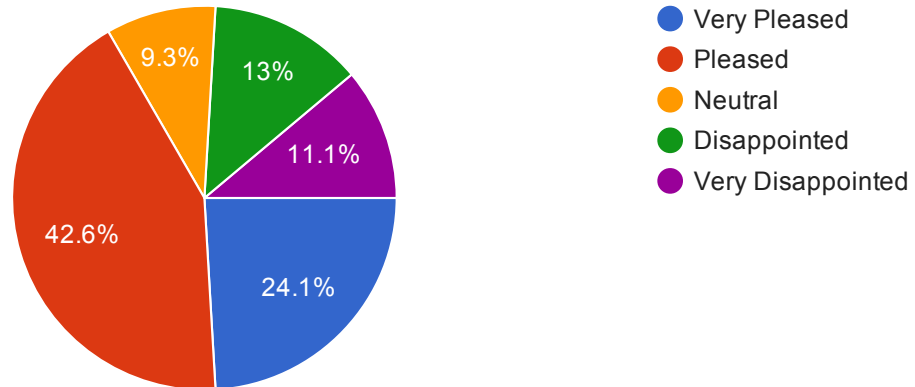
To view each vessel would probably require PTZ cameras. I don't think shared control of such cameras would be acceptable from a security aspect and therefore think it would require additional ones

Webcam would be very useful, especially as I live close to Vic Doc and could get there in minutes if necessary.

Its always good to see if it is still floating and useful to check the weather.

**PRIORITY 5 Marina Toilet / Shower Facilities: New unisex ablutions building was opened 2014 which includes modern Toilet and Shower facilities together with a self contained Disabled unit with 24 hour secure code entry. The VDBHA would like to know your level of satisfaction with these amenities. Are you:**

(54 responses)



### Free text box for comments on Priority 5 (30 responses)

Yes they are better than before, but they were pretty dire. Still dont like the fact they are unisex and I am not comfortable using them at all. Would be much better if they could all be self contained like the disabled one which I do use.

Nice facilities, not a lot else to say.

This facility was designed and built before the formation of our association and I am confident, going forward that for future projects there will be full interactive consultation

Still need to ensure everybody leaves them clean after use

its a big improvement. However, the Unisex block is a bad idea. It means that individuals take much longer in a shower cubicle to get fully dressed, so the turnaround time for a shower is probably double. This stretches the already limited showering capacity during peak times

These facilities are mixed sex. This is very poor

Unisex provision worrying for my daughters use

The opportunity for single sex facilities using the whole building was missed

An improvement on previous. However, I have made my feelings known previously. The design is very poor indeed. Sinks too small, fittings not robust enough for marine environment, unisex

causes discomfort to many leading most ladies to use the disabled unit, dryers away from the sinks, no shelves. It could have been so much better at little additional cost and with the application of common sense/consultation with boatowners and visitors. I would be disappointed in myself not to have come up with a better design.

Slight issue with joint. Male female use but sofar no problem

not sure about the unisex arrangement

UNISEX WOULD HAVE BEEN BETTER

should be two blocks (male and female)

Given the Pokomon problem and obvious overcrowding on holiday weekends, the facilities are sufficient, most of the time.

Slightly concerned that the toilet cubicles are not completely enclosed i.e. the partitions do not reach from ceiling to floor and there are large gaps under the doors. Self contained cubicles with a toilet, sink and shower would be better for unisex toilets.

Facilities are much improved. Larger washbasins would make it even better.

These facilities are a major concern to us. Firstly we are not comfortable with shared facilities. More importantly the major concern are the health and safety implications. We dont feel these have been considered . It is important that all parties are protected Men shouldn't be in the same unsupervised facilities as children and womwn to protect all parties. It is very short sighted and the Council ,especially, should be protecting all parties. We are sure it would not comply with their child protection policy .

Facilities good but there should have been consultation on unisex

The loo cistern in the disabled unit leaks when flushed.

MY WIFE HAS AN AVERSION TO SEEING HAITY MEN PROPPING THEIR STOMACHS ON WASH BASINS WHEN WANTING TO WASH HER HANDS. SHE ACCEPTS THIS COULD BE AN AGE THING.

An opportunity missed. The mixed use makes a lot of people feel uncomfortable, especially those with children. Not enough toilets or showers for the amount of people using them. Not convenient for mums with more than one child or for men who want to shave without their shirts on.

Concerned there has been published access

Thank you the hairdryer and corner shelf, perfect. The wash hand basins get 'toothpasty' ... can't understand why some users leave sinks messy for others! Home standards must be lower than mine!

Privacy / modesty issues for my daughters

They are very good and clean. The only minor issues are that if I want a shave, there are only small handbasins available in view of any men or women who may enter. The showers are good, but can the amount of time given by each press of the button be increased to, say, 30 seconds, as it is only lasts about 10 secs at the moment and that is really irritating! Mark does a brilliant job of keeping the facility clean.

Unisex is the biggest problem

Better if access was not via public thoroughfare.



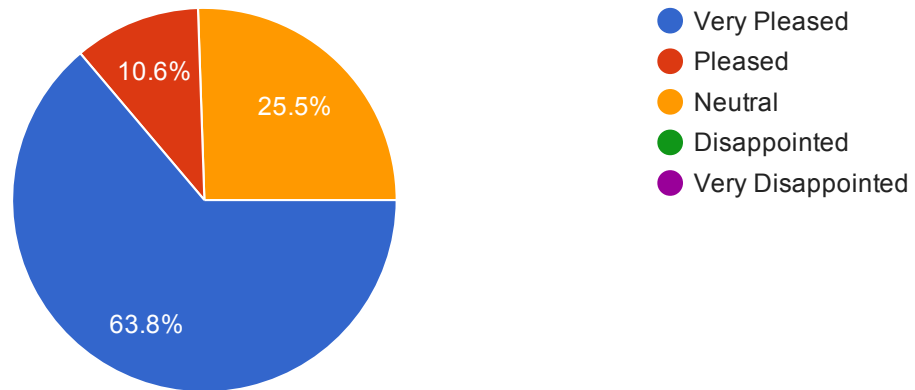
Very good facilities. But my wife is not very happy with half dressed men in there.

Unisex clearly not welcomed by female visitors but, at least, they are an improvement on previous 'facility'.

Neutral only because I have a residence, otherwise it is a great improvement for visitors.

**PRIORITY 6 Drop Off Point North Side:** Following concerns raised by the association that berth holders on the North Side were risking or receiving parking fines when dropping off gear to their berths, Gwynedd Council in April 2016 introduced a trial Drop Off windscreen display voucher which permits parking for 20 minutes to enable drop off and return to the vehicle. This is a trial and the VDBHA would welcome opinion and comments from North Side berth holders of this trial so far. Are you:

(47 responses)



**NORTH SIDE BERTH HOLDERS ONLY:** Since the introduction of the Drop off point on the North Side. Have you found the facility useful?

(33 responses)

● Yes  
● No

## Free text box for comments on Priority 6 (14 responses)

Excellent provision. No more worry about getting a ticket while dropping off gear. I have not seen anyone abuse this facility either which is good.

I'm a 'southy'

excellent facility

Fantastic made all the difference

Its very good to have this facility

ESSENTIAL

Use it every time we visit the marina, have had no problems and have not seen a traffic enforcement officer.

Thank you Most useful

Only used once but useful if you have a lot of heavy gear.

Very useful. Only once had to wait for a place.

So far I have found that the twenty minutes is fine. I think that the drop off zone itself requires markin as it currently is signed with strictly no dropping off , double yellow lines and a gate access requirement.

This is extremely useful. If I arrive on my own, which I do frequently, it allows me to unload the car without feeling like a criminal!

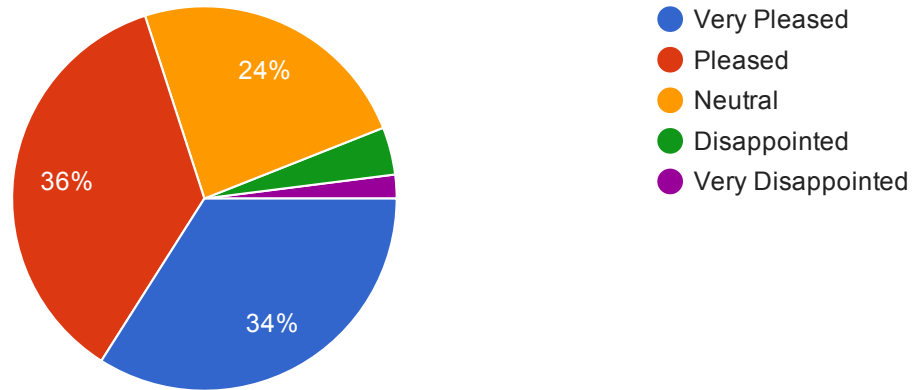
Fantastic very helpfull

This is an excellent advantage, especially for those like me with a petrol engine and unable to use the fuel berth.

**PRIORITY 7 Wi-Fi/IT services:** Following the last survey Gwynedd Council have been addressing technical issues about the Wi-Fi service in the dock area. Apart from log in issues mentioned above the VDBHA would like to know your level of satisfaction with this

## facility. Are you:

(50 responses)



## Free text box for comments on Priority 7 (20 responses)

I don't use it much as I have a Mifi device on board.

Works great for us

Significant intermittent issues with logging on with both of my devices. Well below expectation

Unable to remember log in ever

Excellent signal strength and speed

I have not bothered with the rigmarole yet but can see it could be a very useful facility.

the wifi seems to be off at various times

Occasionally have to log in again with my iPad if it hasn't been used for a few hours. My iPad doesn't remember the password but my Samsung phone does for some reason but still have to log in with that?

Its just the log in that needs fixing. I must be on my 4th or 5th code this season already.

Seems to work most of the time - sometimes slow when lots of users on system - could increase bandwidth within cost constraints?

Service has been lost on a number of occasions, I don't know if this has been sorted yet.

Have not used it often enough to make a viable contribution to this q

A very useful addition.

It wont remember you

not yet logged into it

WiFi is these days as essential as the air we breathe!! It is really necessary to bring up weather forecasts etc.

Haven't used it.

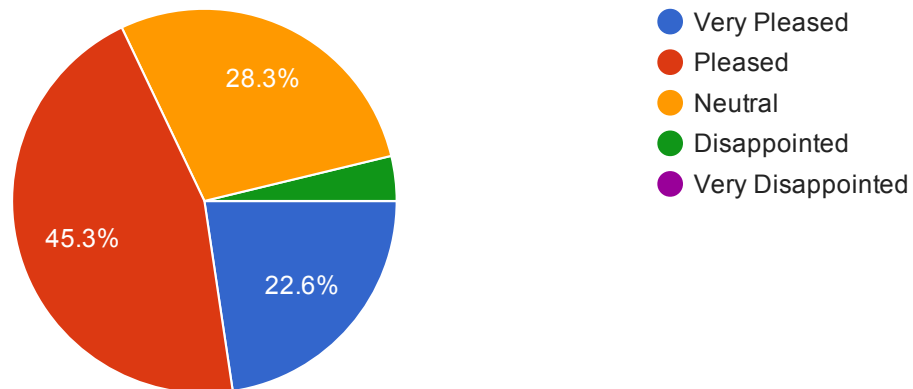
Not used, despite antenna on pontoon.

Slow at times

Great, especially when using WiFi for listening to the radio, saving data use on smart phones.

**PRIORITY 8 Trolleys:** The last survey identified the provision and positioning of trolleys as a concern. The VDBHA would like to know your level of satisfaction with the provision and location of trolleys. Are you:

(53 responses)



**Free text box for comments on Priority 8** (12 responses)

Didnt have an issue before but cant see what has changed???

Seems fine

Lack of availability is normally due to selfish berth holders who leave trolleys next to their boats for excessive periods of time.

Don't know what issues there are

Some users seem unable to return trolleys to the correct location.

We are very close to the bottom of the north side ramp so rarely need this facility. Only once been

unable to access one when needed.

We haven't had any issues with the availability of trolleys.

Could do with a few more

I am pleased with the location. However, sometimes trolleys are not in place because they are either understandably in use or not returned after unloading. At peak times there can be a lack of trolleys

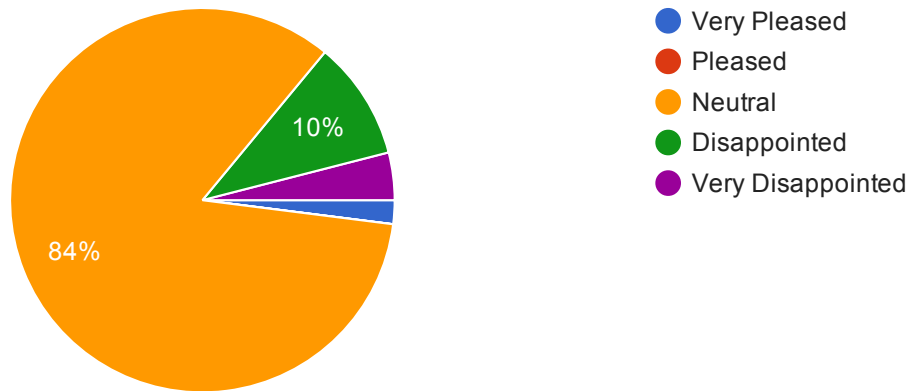
Trolleys can be busy in the summer two more on the south side would be handy

Two is insufficient at weekends and peak times.

There has always been one when I needed one

**PRIORITY 9 Pump Out facilities: The VDBHA survey identified the lack of pump out facility for vessels to empty their holding tanks. The VDBHA would like to know your level of satisfaction with the current provision. Are you:**

(50 responses)



**Free text box for comments on Priority 9** (17 responses)

Don't have a holding tank. No issue

Not a problem for us

Never used.

Not impacted.

Not needed By us

I don't need that facility at present

Do not have a holding tank so DNA

Mostly use Marina toilets when staying on the boat in the marina and discharge holding tank at sea.

What provision? I thought the one that was there didn't work.

Holding tank???

I have yet to use this facility but will be doing so.

N/A

It should be a reasonably expected facility on a modern marina

I do not have a holding tank

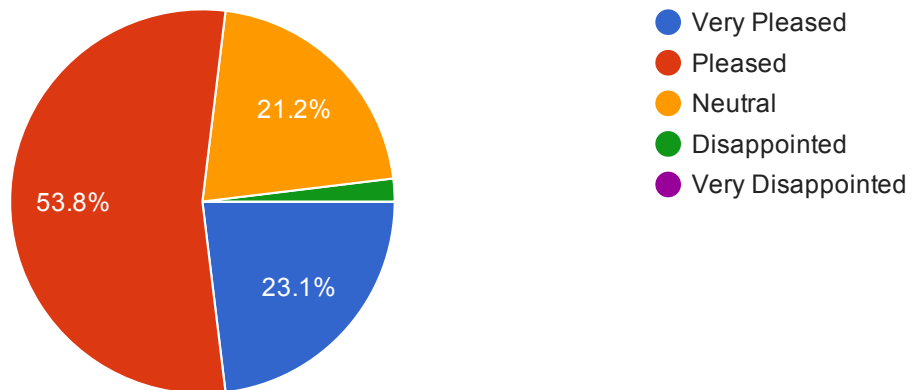
I don't use this.

I do not use this type of facility

Do we have a pump out facility?

**PRIORITY 10 Rubbish Disposal / Recycling:** This was identified by the last survey. The VDBHA would like to know your level of satisfaction with the current provision. Are you:

(52 responses)



Free text box for comments on Priority 10 (10 responses)

Would like to see better recycling at the table table end. Great on the other side. Hate throwing recyclable items in the big bin. Although I have to say it is emptied very frequently and I have never had an issue with it being too full. In fact I often comment on how good the council are at emptying it after a busy weekend.

Again, works well for us.

occasionally the bins are overwhelmed

At home we recycle paper and cardboard in separate collection bins. Plastic bottles, cans and glass bottles are collect together in one bin. The marina only recycles glass bottles but this could be more to do with council policies on recycling.

I am disappointed that following the provision of a bin for glass bottles (at my suggestion - thank you Mark) some users have ignored request to discard only glass bottles into it.

South side facility is much better than north side but we don't mind taking recycling items round there.

Bins are never overfilled and recycling easy

Perhaps more types of recycling bins

There needs to be better facilities at the north end. There is virtually no opportunity to dispose of separated waste.

Usually take mine home.

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**We would value your comments on the progress so far: Please use the space below to give us you your opinion on the progress made since the last survey.**

(32 responses)

I think the progress made in such a short period is amazing. A credit to both the VDBA and the council. Its good to talk :) and maybe we would not have had to suffer so much had we (berth holders) got our act together sooner and put up with it for so long just because we know there is a long waiting list to get in the Doc.

Very pleased with the fuel berth. Everything else is great, love being a berth holder at Victoria Dock. Dredging needs sorting although I would miss watching the sailing yachts running aground.

Very significant progress with good interactive involvement of both the council and the Harbour Trust

Would like to progress provision for separate male / female shower block

Good progress other than silting

I applaud those who have given time and effort into the various initiatives which I am sure will have been much welcomed by many and encourage further visitors to the Doc. With this group, I suspect that Gwynedd Council would have let years of accumulated issues drift on if you will

forgive the pun.

We'll pleased seems to be moving along as promised

I feel the achievement so far has been very good indeed

I am very pleased with the progress made so far and the rapport that has been made with the council. I think it is extremely important to build a level of trust and respect between the VDBHA and the council officers to enable us to work in partnership to improve the facilities for all. Many thanks to all those involved.

Ruddy marvellous! A lot of improvement has beeb made in a short period of time by a small number of dedicated people who have engaged with CHT and the Council in a manner which has been positive and cooperative.

Thank you so much for working so hard on our behalf.Much appreciated!

Great progress

Excellent progress on many items - silting being the exception but recognise that some progress is being made with licence application etc. Need to keep pushing on this one.

The VDBHA, Gwynedd County Council, the VDBHA Management Committee and its Chairman have my admiration for all the progress made so far and deserve our congratulations and thanks.

Much improved

PLEASED WITH THE CHANGE ON COUNCIL ATTITUDE PROPER DIALOGUE WILL AID CHANGES.

Extremely pleased with the progress made and fully appreciate the tenacious work of JOS in achieving these welcome improvements.

We think a lot has been achieved in a short time, due to the hard work of those involved. Dredging is still the priority.

Great progress made and all concerned should complimented.

Fantastic progress, thank you.

There has been a show of good will on the part of the council / harbour trust which has resulted in some progress made towards the priorities identified. I am pleased with what has been achieved but I would like further progress to be done particularly with the silting issue.

Brilliant progress, very pleased

Excellent

Very favourable. I would like to thank Mark, John, the Harbourmaster and those on the Council who have responded so well to our comments.

progress had been very good

Not been in dock long enough to make a comparison.

Excellent progress

Since I live locally & have only a small motor/sail boat I use the facilities sparingly. My main problem is the safety ladder and water stand pipe at the end of my berth which make mooring



tricky.

Good, many issues have been successfully addressed. I am disappointed with the progress on dredging. The physical efforts so far seem to have it worse in my berth. I feel the redistributed silt may have settled there as it has got worse quickly this season.

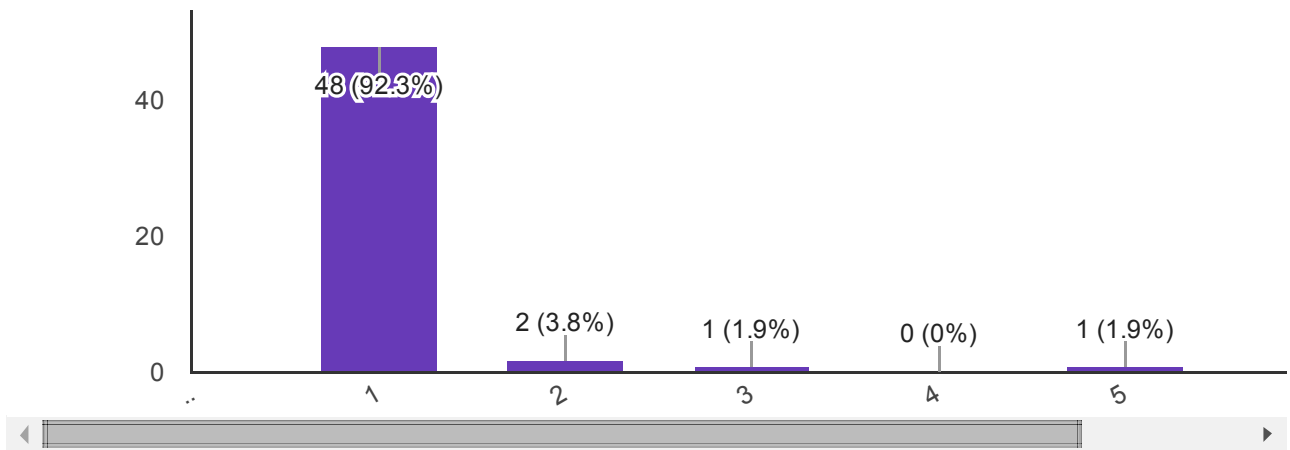
Work in progress. On the whole, I am pleased with current services and improvements.

Very pleased with progress thank you for making it happen

Top marks overcoming politics, getting Council and Harbour Trust on board.

## How happy are you with the service provided by the Dock Master (Mark Shackleton) and his team?

(52 responses)



## Free text box for comments (24 responses)

Mark and his team are great. I have to say I don't have much contact with anyone other than Mark as he takes his days off at non peak times. Mark is by far the best harbour master I have experienced in my travels and from experiences when based in other marinas. In fact I think the Welsh should name a national holiday just for him :) St Marks Day, sometime in September would be nice.

Mark is great and very helpful.

The whole team could not in my experience be more helpful. They seem happy to go the extra mile

Friendly and professional. Couldn't ask for more.

Always pleasant and helpful

Personable, helpful and attentive.

They are fantastic always polite and helpful nothings to much trouble

I don't think you could better the service received from the Dock Master

First rate service!

Couldn't ask for a better Dockmaster ☺

Always helpful and friendly - no issues whatsoever.

Always pleasant and helpful.

ALWAYS VERY HELPFUL

Mark could not be more helpful. He has a great deal of sound advice and experience which he willingly shares. Fine fellow.

All the staff deliver a first class service. Always friendly and helpful. The isn't another marina we've been to that staff come out and take your lines for you.

Excellent level of service.

Our Harbour Master is always helpful, a pleasant fellow to speak with and he is always courteous. He knows us all, our boating patterns and he looks out for us at all times. A big thank you to Mark.

Mark is very helpful and always has a pleasant maner

This gentleman deserves great praise for his helpful always good humoured attention and for his valued knowledgeable advice given to the berth holders

Mark is wonderful! Top marks! The man who sometimes replaces him is a bit surly, but overall we get excellent service from Mark and his colleagues.

Incredibly helpful and supportive. Appreciate their thoughtfulness, good humour and friendliness.

Caring and conscientious

Mark is always helpful and has a realistic and positive approach

Fantastic always helpful And  
Obliging

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## Do you have any suggestions as to how the current level of service could be developed?

(6 responses)

Not specifically

Happy with current service

Mark's deputies need to promote themselves better so that they can be heard and seen. Some

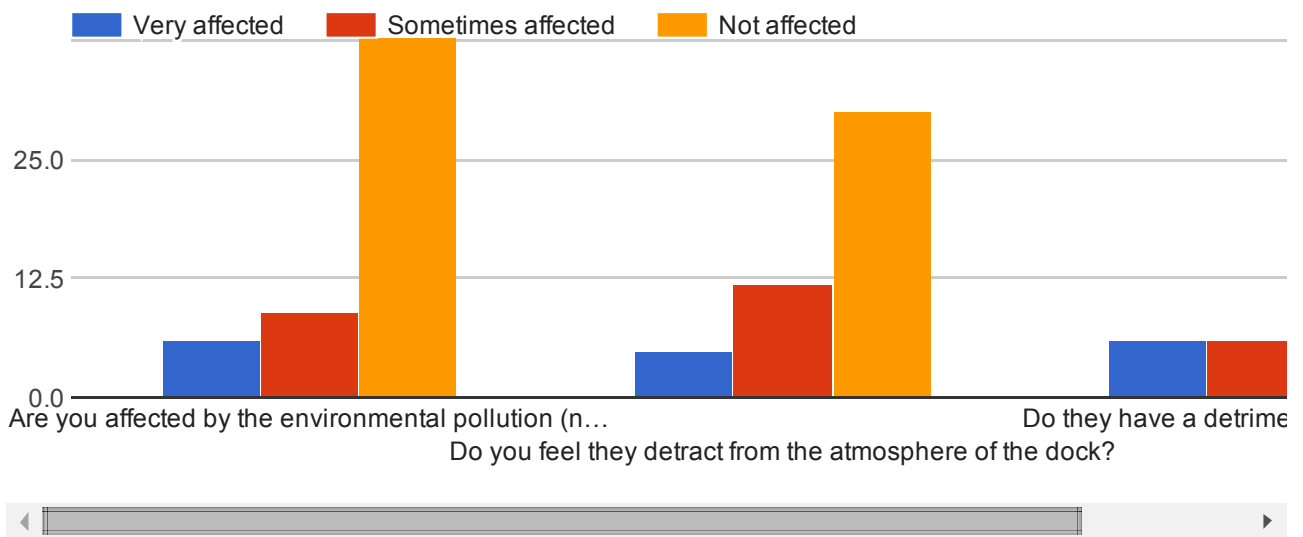
difficulty in contacting VD on Ch80 when Mark isn't there.

Not currently

Perhaps a suggestion box in a convenient location so that the Dockmaster side could be made aware of issues affecting visitors, berth holders etc. when the dockmaster office is closed.

If Tim ever gave up his boatbuilding business, the boatyard would be a useful place for berthholders to work on their boats over the winter.

## Noise disturbance from the fans at the archive offices



## Free text box for comments (12 responses)

We can hear the fans on our boat. They have no detrimental affect for us, they must be necessary to maintain a certain climate for the archives. A slapping halyard is much much more annoying

My berth is not affected

Whoever raised this as an issue needs to get a life

Particularly on still nights the noise is very intrusive and disturbs sleep

Thanks to all who have worked on various issues. Regret that existing commitments and voluntary activites preclude any tangible contribution.

North side berths not really affected although I appreciate that berthholders closer to the source are. We should all support any initiative to reduce this intrusion.

I have never noticed them. Is this a new problem?

THE FANS SWITCH ON AND OFF ALL NIGHT AND DISTURB SLEEP. THEY MUST BE FAULTY AS I KNOW OF NO OTHER AIR CON UNIT WHICH NEEDS TO SWITCH ON EVERY FEW MINUTES DURING THE NIGHT AND THEN SWITCH OFF WITHIN 20 SECONDS

The fans are switching on and off every 20 seconds without regard to atmospheric or temperature levels. They don't appear to be running efficiently. We are directly underneath them. They wake us at night. They prevent us from hearing anyone who is not directly by us. This greatly affects our enjoyment of staying onboard.

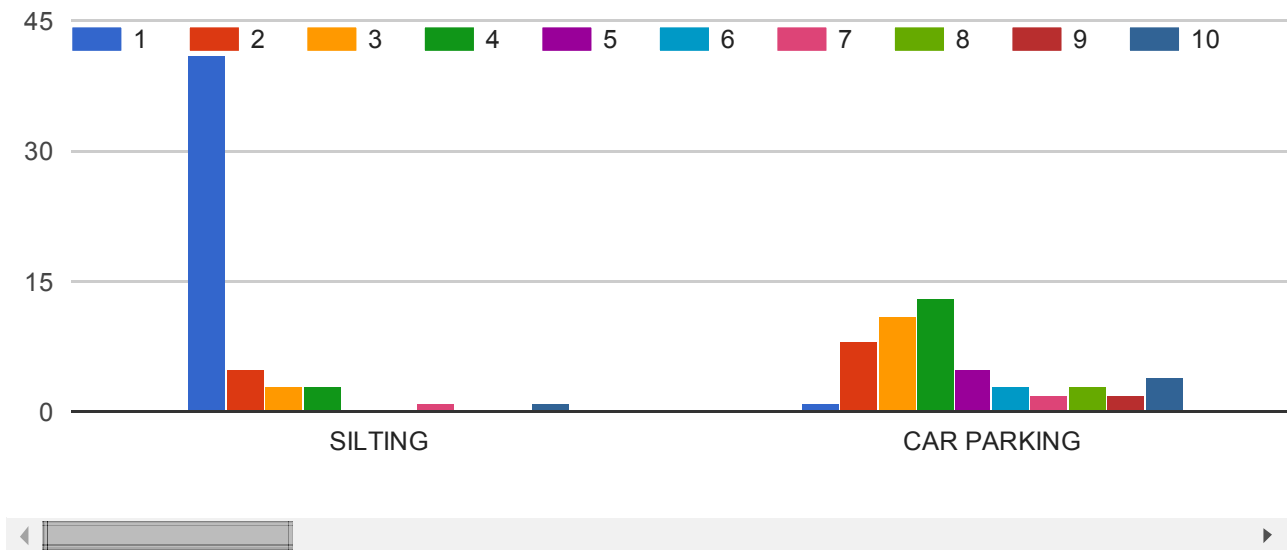
I have not been affected by this issue.

Depends on how strong the wind is!

We are not that close but we do notice it. From our point of view other boats heating is worse for for noise.

## PRIORITIES

Select 1 -10 in order of your preference. With 1 being you top priority and 10 being your lowest priority.



### Free text box for comments on future Priorities (16 responses)

I think Silting is the biggest issue for everyone. Anything else over and above what we already have is just a bonus.

Again, dredging!

Silting is by far the most important issue and I would be happy if that is sorted quickly, even at the expense of all the other issues, which are minor in comparison. The shower/toilet block capacity is annoying, but I doubt there is a quick fix to that, so I can live with it.

Would lines in the Doc area car park facilitate more efficient use of space - not supermarket size spaces where you can't get out of the car but something sensible. Is there any way of the Council's multi storey car park being available for boatowners at the weekend at least? Is it fully used at present?

I would have liked to select more "10" as I don't have an issue with many of the categories that you list! So I would have most at low / nil priority, ie I am happy!

Only being able to put 1 response per column forces issues that I don't believe exist up the priority tree. In reality the silting is number 1, WiFi log is number 2, the rest are all 10. Ignore my rankings from 3 - 10 inclusive.

Above priorities assume that new car parking and drop off facilities will be maintained

This question needs two additional columns

Silting. Every time your boat touches bottom, anti fouling is being abraded. This is costing boat owners extra money and work by having to re anti foul these affected areas. Also, you cannot rule out damage being caused to some keel configurations and rudders.

sewerage entering the dock from the storm drain

Difficult to choose between priority on some items. Would be ideal to have closed access to toilet block, but can't see how it could be done. Not currently severely affected by silting, but our sailing has been limited by other factors this year. Would white lines herring bone pattern provide some help on parking? Lines for guidance not parking enforcement!!

Placing of safety ladders and water stand pipes where they do not snag boats when coming in to moor.

As stated in first section silting, silting, silting

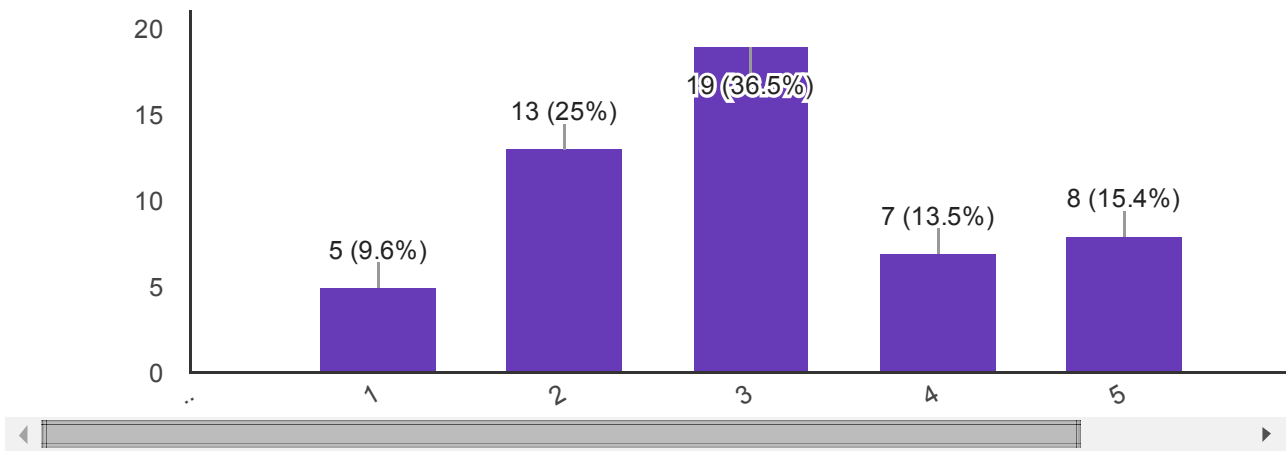
Keep pushing for silting clearance

Unfortunately due to a month of neap tides in August, there was an accumulation of floating debris, beer cans, water bottles and plastic packaging etc in the Doc. It is not the job of Mark to remove the debris, but we could help ourselves by trying to collect and dispose of rubbish in the wheelie bins ourselves. to that end, maybe we should use funds to purchase a couple of wide gauge fishing nets and store them on the pontoons.

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## Communication & Social

**Are you in favour of a social aspect to our association?** (52 responses)



## If so, What are your suggestions? (20 responses)

Would be nice but time for me is my biggest difficulty

Periodic coffee get togethers, safety/first aid seminary

an interactive forum on the association website, so that members can share information

Occasional buffets with meetings or talks.

Last meeting good met other birth holders like to do that again web info eg need a sailer or any help needed

Talks, Dinners, Courses

Cruising in company

Weekend sailing destinations. Winter socials.

We enjoyed the meeting we had with food the last time.As new members in the dock it was good to meet other boat owners especially those on the south side.

Cruise in company. Crew availability.

B,b,q?

Would like to see bulletin board for crew needed or sharing with others

We do have som ideas which can be discussed by the committee and memebership

Use the Galeri premises in the evening after they close? Use the Caernarvon Sailing Club premises when they are closed?

We would try to support any activities.

More organised cruises would be nice

Annual buffet/drinks in Sailing Club to go with the VDBHA AGM - around mid-October

(survey mostly not completed because boat not used 2 seasons -illness and business.)

Enjoyed get together last meeting nice to meet other dock users

Maybe an annual dinner at the start of the season so berthholders can get to know each other.

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