

VDBHA SURVEY RESPONSES APRIL 2019

RESPONSE	ISSUE
Please comment on how the level of siltation and the dredging work in the Dock has affected your use and enjoyment of the Dock during the 2018 season prior to the end of dredging work in November 2018.	DREDGING
42 Responses	DREDGING
Not at all	DREDGING
Very little inconvenience	DREDGING
Too soon to comment	DREDGING
Lifted out just before dredging commenced for purchasing new boat	DREDGING
Care avoiding silt banks early after cill drop	DREDGING
Can now feel free to enter and exit berth at anytime gate is open.	DREDGING
Still issues on N Side. Disappointed that we have to wait until late 2020. Two summers?	DREDGING
Even with our 1ft 6 in draft we touched the bottom on one occasion We are pleased the matter has started to be addressed and hope it's never allowed to get into that poor state again Regular maintenance e is surely required	DREDGING
Stuck on one occasion for 10 minutes or so coming in shortly after gate opening.	DREDGING
Difficulty getting out of berth until 15 mins or so from gate going down. Dredging won't have improved that but might stop it getting worse.	DREDGING
no effect	DREDGING
Not been affected	DREDGING
North side not dredged but only minimal distrupction to my use of the marina.	DREDGING
Not affected as my boat only draws 1m.	DREDGING
Silting OK - Redundant rail from boat yard problem at this berth	DREDGING
Ran aground once near the gate but managed to reverse out of the problem.	DREDGING
Brilliant. My berth has gone from less than a meter to around two and a half meters deep. I can also move my boat around the dock when the gate is closed, for example moving on to the fuel berth.	DREDGING
Not as problem	DREDGING
The dredging operation did not negatively affect my use and enjoyment of the dock	DREDGING
Restricted both entry and exit timing ran aground twice. Was a constant concern	DREDGING
Two occasions when I was free to use the boat but couldn't due to operations.	DREDGING
Affected me hardly at all.	DREDGING
Not affected	DREDGING
No negative impact.	DREDGING
Because I had already moved from the south to the north (temporarily) for the year, the dredging works did not affect me adversely. I am glad I have now moved back to my original berth in the south. Happy that I can now move around even when the gate is up	DREDGING
Pleased with the volume of silt extracted, but my berth is now shallower.	DREDGING
Some time restrictions before dredging	DREDGING
It's made a Hugh difference but please don't forget about the north side really good progress so far.	DREDGING
Draft 1.2 metres. No effect	DREDGING
My boat draws 1.2 metres. I didn't have issues with siltation directly, although one could see the levels of siltation in the dock rising.	DREDGING
It was a serious problem as my berth was unusable	DREDGING
Some issues with access but local silting avoidable with careful navigation	DREDGING
Not affected either way	DREDGING
The ability to leave the dock was affected during the work on the gates. Also, on one occasion we were stuck on the bottom close to the exit which delayed our departure for a while.	DREDGING

VDBHA SURVEY RESPONSES APRIL 2019

	None	DREDGING
	Not a great deal	DREDGING
We had to wait to leave / return early to the berth at least three quarters of an hour after / before gate opening to avoid running aground, restricting use of the boat. Now we can use the full opening time, giving us the full time window.		DREDGING
We couldn't access our berth when we wanted and with such a good summer that was frustratingand smelly		DREDGING
No problem, pleased with work undertaken!		DREDGING
	none	DREDGING
2 foot draft only mildly effected before no different for us but really pleased for others		DREDGING

PRIORITY 2 CAR PARKING:

The VDBHA would appreciate the comments of berth holders from both sides of the dock regarding the current provision of car parking facilities and permits
36 responses

	Long may it continue	CAR PARKING
	Very satisfied	CAR PARKING
Boats with 2 owners only get one pass, resulting in other having to purchase a yearly pass from Gwynedd council or pay on the day		CAR PARKING
Access to short term parking at barrier hampered by contractors working on theatre extension. Bottom car park across road is often full with hotel guests so moving equipment from car to boat is awkward. Hopefully, this will improve now work is finishing.		CAR PARKING
I think it would be beneficial for south side berthholders to have general parking permit for Gwynedd car parks as provided to north side berthholders.		CAR PARKING
We hope this continues as after a long journey the last thing we need is: Experiencing difficulty parking Having to carry bags long distances The short loading stay and parking permit are very necessary and welcome		CAR PARKING
	I have no issues	CAR PARKING
Have recently found Balaclava car park full and had to park on Shell site car park.		CAR PARKING
If I were going off for more than a weekend I would be unhappy at leaving vehicle in a public car park and would want to leave it on the south side where dockmaster can keep a better eye on it.		CAR PARKING
	satisfactory	CAR PARKING
Excellent! Without the permits, parking would be a major issue. Difficult for crew parking if they can't get on the quay as car park ticket machines don't allow parking for more than 24 hours.		CAR PARKING
	Sometimes car park is busy, but have never failed to find a space.	CAR PARKING
	Lost spaces since formal marking out	CAR PARKING
	The provision of permits is ideal. Long may it continue.	CAR PARKING
	Only once had trouble parking, but that was the year before last.	CAR PARKING
	Time is a bit short	CAR PARKING
	Have use of the car parks near the North side has worked well for me last season	CAR PARKING
	No problems this year	CAR PARKING
Remains insufficient during busy periods although the provision is far better for the south side so I should be thankful for small mercies. The public car park area before the bollards is used by a significant number of council employees during the week which is frustrating to many people. They have a multi story car park. Perhaps car parking on the north side of this area i.e. overlooking the Strait, should be limited to 4 hours. Appreciate this is nothing to do with CHT but public also abuse the white crossed areas regularly and I suspect that these are also generally council employees. Is there any reason why permit holders could not use some of the area to the north of the toilet block. This area seems somewhat wasted and would accommodate a few marked bays without danger. The chained area could be repositioned.		CAR PARKING
	Entirely satisfactory	CAR PARKING
Adequate, however the dropping off zone by Table Table could be marked off, or signage put up to indicate the zone..		CAR PARKING
Occasions when the car park is full does cause parking problems. Have made use of South side facility.		CAR PARKING
	North side permits work well.	CAR PARKING

VDBHA SURVEY RESPONSES APRIL 2019

I had to use the temporary loading area and parking on the north side during the dredging in the south side. The experience was satisfactory Love it as it is no need to change.	CAR PARKING
The painting of the white lines has reduced the number of parking places. While the idea was good the layout of the spaces was not ideal. An improvement but the south side is under pressure at peak periods, especially as the remarking reduced the number of spaces Some issues with lack of spaces in car park behind Asda at peak times configuration of marked bays has resulted in less parking spots being available than previously available.	CAR PARKING CAR PARKING CAR PARKING CAR PARKING CAR PARKING CAR PARKING
Adequate	CAR PARKING
Even in non peak holiday periods car parking can be a real problem in Caernarfon. The provision of the permit extends the choice and convenience, it is a vital provision for berth holders.	CAR PARKING
Ok	CAR PARKING
Parking was without problems in spite of the number of spaces in the South side car park having shrunk dramatically with the new layout. It works if people stick to their allotted area of parking On occasion, insufficient space on South side. Could we have the option to use other facilities in the vicinity? Well pleased with parking arrangement any visitors we bring in our car	CAR PARKING CAR PARKING CAR PARKING CAR PARKING CAR PARKING
PRIORITY 3 CREW PARKING: Have you or your crew members been affected by the limited parking facilities ? 54 responses YesNo72.2%27.8%	CREW PARKING CREW PARKING CREW PARKING
	Yes 15 No 39 No
The VDBHA would appreciate the comments of berth holders from both sides of the dock regarding the current provision of crew parking facilities and permits.26 responses	
It has not been a problem	CREW PARKING
Permit for crew would help	CREW PARKING
Each boat could get 1 free visitor permit to park in large carpark by table table. This has been implemented at another North West marina	CREW PARKING
Mark has been very accommodating in providing temporary permits	CREW PARKING
A Gwynedd parking permit as noted above would allow for greater flexibility and additional options when crew are involved. Sometimes we can't always travel in one car so 1 has to pay but we do appreciate the parking permit we have	CREW PARKING CREW PARKING
No issues	CREW PARKING
Not entirely sure what can be done. Allow dockmaster to issue short-term permits?	CREW PARKING
As above.	CREW PARKING
NOT ENOUGH SPACES PARTICULARILY FOR BANK HOLIDAY WEEKENDS	CREW PARKING
Not an issue for me.	CREW PARKING
It has been awkward at times finding parking for crew and I look forward twosome improvements on this issue in the coming season	CREW PARKING
Seems adequate	CREW PARKING
Not applicable	CREW PARKING
No crew parking space requested last season, but problems could arise in the future. Spaces where always found	CREW PARKING CREW PARKING
Given the general shortage of car parking in Caernarfon, I think it is unreasonable to expect to be provided with more than one parking space.	CREW PARKING

VDBHA SURVEY RESPONSES APRIL 2019

Have no exoeraicne but can't see there being a problem. If we were leaving the boat for more than a weekend we woudl the car to the marina car park anyway.	CREW PARKING
There needs to be some sort of provision for this as I and my crew frequently arrive in two separate cars, as we come from different home towns. I have no problem with paying a reasonable charge for that, it's just the issue of practicality. The public parking arrangements (I am on the north side) don't seem to recognise that a crew member may need to leave his car in the car park for two weeks at a time. There is no way to pay in advance for a two week stay.	CREW PARKING
At busy times one dare not use the car due to risk of not finding a space on your return	CREW PARKING
It would be useful if a way could be found to allow crew parking in the relevant car park rather than relying on the South side only. Also, temporary permits only available during manned dock hours - crew can arrive at any time!	CREW PARKING
Not all vehicles displaying permits on south side, begs the question if they are all permit holders. Agreement required with Gwynedd Council that South side permits can be accepted as permits in long stay car parks if insufficient space is available in South Side car park.	CREW PARKING
When crew travel to join a cruise they need to be able to leave their vehicles often overnight and for extended periods over days. There is no provision for overnight or extended period parking without the potential for incurring a fine	CREW PARKING
Adequate	CREW PARKING
We think it will be a problem at peak times	CREW PARKING
This was not problematic for us last year.	CREW PARKING

PRIORITY 4 NAVIGATION ISSUES :

How pleased are you with the identification of navigation channel marks in relation to position or depth in the Menai Straits. 54 responses

Very PleasedPleasedNeutralDisappointedVery Disappointed18.5%42.6%35.2%

Very Pleased	19
Pleased	23
Neutral	10
Disappointed	2
Very Disappointed	0
Very Disappointed	

The VDBHA would appreciate the comments of berth holders regarding the current provision of navigation markers in relation to position or depth. Please indicate location and state of tide where possible.28 responses

A difficult area in which to sail. Any assistance in identifying hazards is much appreciated	NAVIGATION
Some buoys are dimly lit. Others are very bright, especially the Aber Menai passage. Can we request again the position's of buoys within the straits, in order to enter them on individual nav equipment?	NAVIGATION
We have nt been out yet to encounter them but appreciate the regular information given	NAVIGATION
I have no issues	NAVIGATION
Have been aground adjacent to red buoy opposite Plastic Menzies precisely where the Admiralty chart shows 2.5 metres. There is NO channel at low water on springs. I'm not sure how buoyage should indicate this.	NAVIGATION
CHT do a good job of reporting changes and buoy position updates.	NAVIGATION
Have had no problems	NAVIGATION
No navigation problems.	NAVIGATION
Not had a problem this season personally but aware of others who have near Plas Menai.	NAVIGATION
It is very shallow off the 'factory' south of Rowans Bay. It is up to individual skippers in my opinion to watch the depth.	NAVIGATION
haven't experienced any problems related to this issue	NAVIGATION
The depths in the straits themselves seem to be changing. Presumably buoys will be moved as necessary	NAVIGATION

VDBHA SURVEY RESPONSES APRIL 2019

Notices useful. For small craft 'punching the tide' with limited power, the old 'inshore passage from Caernarfon to Belan remains handy and I use it regularly. The only issue I have experienced is coming in from Llanddwyn at dusk with a spring tide. The buoys, naturally, lean away from you obscuring the lights. These would be better mounted higher above the casing of the buoy on gimbals in my view and if possible.	NAVIGATION
I have no problems with CHT's navigation markers	NAVIGATION
Not applicable..	NAVIGATION
No further comment.	NAVIGATION
No specific issues	NAVIGATION
Have no comment	NAVIGATION
With the new C11-C9 sand bank, perhaps additional Port Hand bouys are required.	NAVIGATION
No problems encountered.	NAVIGATION
No comment - generally accurate	NAVIGATION
No problem	NAVIGATION
Adequate	NAVIGATION
I and fellow boat owners have bottomed in the channel opposite Plas Menai. The situation appears to have worsened over the past few years to a point where it is difficult to navigate the channel with confidence.	NAVIGATION
Concerned	NAVIGATION
Vital information, timely and useful.	NAVIGATION
Pleased at the moment but regular soundings and buoy positions must be kept up to date	NAVIGATION
Generally only travel when the gate is open so depth is not an issue & shallow draft o'n boat 0.5m.	NAVIGATION
PRIORITY 5 Wi-Fi/IT services: The VDBHA would like to know your level of satisfaction with the current provision.54 responses	WiFi/IT
Very PleasedPleasedNeutralDisappointedVery Disappointed14.8%35.2%50%	WiFi/IT
Very Pleased	27
Pleased	19
Neutral	8
Disappointed	0
Very Disappointed	0
Very Disappointed	0
Please comment on the provision of Wi-Fi/IT services30 responses	WiFi/IT
Satisfied	WiFi/IT
Webcam excellent in easing worries in bad weather but can become compulsive! Wifi good for passage planning and weather updates.	WiFi/IT
Camera facility is excellent but I have never been able to connect to the dock WiFi.	WiFi/IT
Great to get home and monitor the boat especially in bad weather also good to gauge weather conditions before make by a decision to travel	WiFi/IT
Great	WiFi/IT
Sometimes unable to connect with webcams	WiFi/IT
do not use	WiFi/IT
Very pleased, the web cams only fail occasionally. It would be nice to be able to see the actual wind speed at the dock entrance or a wind sock indicating speed and direction.	WiFi/IT
Very good signal.	WiFi/IT
The WiFi works brilliantly for me. The cameras are not working at the moment.	WiFi/IT

VDBHA SURVEY RESPONSES APRIL 2019

	When they work they are adequate at best	WiFi/IT
I have always got a decent wi-fi signal at my berth (96), probably better than any other marina I have sailed into in the past couple off years. The Webcam is also pretty good, although occasionally freezes (but this is not s serious issue)		WiFi/IT
	Good service	WiFi/IT
	Never bothered.	WiFi/IT
	Excellent	WiFi/IT
	Our satisfaction has been improved.	WiFi/IT
It a brilliant service. I log onto the cameras often, to view my boat and check the weather and see how the weather is affecting my vessel		WiFi/IT
	Wifi fine, but web cam display doesn't seem to work properly on my Mac.	WiFi/IT
	No specific issues	WiFi/IT
	It's great and fast and don't you dare change anything!	WiFi/IT
	The Web Cameras appear to be down at the moment	WiFi/IT
Generally pleased. Sometimes buffers for quite a time. The CCTV is very good. I frequently keep an eye on my boat (Vagrant) from home.		WiFi/IT
webcams always seem to be offline when the weather deteriorates - is this a coincidence or are the cams overloaded with concerned boaters?		WiFi/IT
	Adequate	WiFi/IT
	Not used	WiFi/IT
	Haven't used it lately so not in a position to comment	WiFi/IT
There have been a few occasions when we haven't been able to access the Wi-fi and the cameras seem to go off in bad weather!!		WiFi/IT
Value the ability to monitor boat remotely via webcam. Good WiFi coverage, thank you.		WiFi/IT
	of some value	WiFi/IT
	Some times unable to connect a it slow but userable	WiFi/IT
	PRIORITY 6 Rubbish Disposal / Recycling:	
The VDBHA would like to know your level of satisfaction with the current provision.54 responses		RUBBISH DISPOSAL
Very PleasedPleasedNeutralDisappointedVery Disappointed16.7%50%31.5%		RUBBISH DISPOSAL
	Very Pleased	17
	Pleased	27
	Neutral	9
	Disappointed	1
	Very Disappointed	0
	Very Disappointed	
Please comment on the provision of Rubbish Disposal / Recycling services21 responses		RUBBISH DISPOSAL
	Adequate	RUBBISH DISPOSAL
	Some improvement on the North Side but limited by lack of space.	RUBBISH DISPOSAL
	Can become rather smelly in hot weather.	RUBBISH DISPOSAL
I think it would be useful to have disposal bins on the pontoons. Also, provision of fishing type nets to allow for retrieval of plastic bottles, bags, cans etc. which always seem to be present in the dock.		RUBBISH DISPOSAL
	Only at very busy times have we encountered issues with full bins	RUBBISH DISPOSAL
	Satisfied	RUBBISH DISPOSAL
The provisions at the dock are adequate. How the council choose what to recycle and how, varies through out the country. They could improve their recycling but it is not a matter for Berth holders to worry about.		RUBBISH DISPOSAL

VDBHA SURVEY RESPONSES APRIL 2019

The North Side has more limited space for recycling bins but at least an additional one has been added. Not ideal on busy weekends still.	RUBBISH DISPOSAL
Great, works well.	RUBBISH DISPOSAL
we could so with some nets to try and remove plastics, debris and bottles that get blown in to the dock.	RUBBISH DISPOSAL
no provision for separate recyclable and general waste. Need more frequent collection during hi season	RUBBISH DISPOSAL
Very good.	RUBBISH DISPOSAL
Pleased with the bin availability, but some boat owners misuse and inability to recycle correctly is annoying.	RUBBISH DISPOSAL
I am appalled by the thoughtless dumping of general rubbish in the recycling bin. It seems to indicate a lack of respect for the facility by some berth holders, and a lack of interest in environmental protection generally.	RUBBISH DISPOSAL
On boats it hard to recycler due to lack of space but we use it as much as we can.	RUBBISH DISPOSAL
There need to be separate bins to allow paper, metal etc to be separated. From memory there is only glass and general waste.	RUBBISH DISPOSAL
In the Summer periods it is noticeable that large quantities of glass bottles are stacked outside the bins. Perhaps, extra boxes might be placed to enable tidier storage.	RUBBISH DISPOSAL
There seem to be regular offenders who can't be bothered to use the right bin	RUBBISH DISPOSAL
Never used, live locally, take rubbish home.	RUBBISH DISPOSAL
more than adequate	RUBBISH DISPOSAL
PRIORITY 7 DOG FOULING ISSUE :	
Please indicate your level of satisfaction with the current provision of dog waste facilities and the display and enforcement of penalties.54 responses	DOG FOULING
Very PleasedPleasedNeutralDisappointedVery Disappointed18.5%53.7%24.1%	DOG FOULING
	DOG FOULING
Very Pleased	1
Pleased	13
Neutral	29
Disappointed	10
Very Disappointed	1
Very Disappointed	
Please comment on the situation regarding dog fouling in the dock area.30 responses	
Not seen any problem personally but disappointed that other berth holders seem to have an issue.	DOG FOULING
DOG FOULING	
People should not be taking their dogs and allowing them to foul on public walking areas. There are better, less populated areas within close proximity. More notices, dog bins and an enforcement policy is needed to solve this problem.	DOG FOULING
DOG FOULING	
I haven't encountered any on the pontoons.	DOG FOULING
DOG FOULING	
Not acceptable	DOG FOULING
DOG FOULING	
Not experienced any	DOG FOULING
DOG FOULING	
Noted fouling several times, especially just outside N side gate.	DOG FOULING
DOG FOULING	
If it were patrolled better, and more poop bins provided together with bag availability there would be no excuse.	DOG FOULING
DOG FOULING	
do not have a dog, have noticed dog fouling a few times on marina pontoons	DOG FOULING
DOG FOULING	
Have not seen any on the pontoons but the paved area in front of the Galeri is often littered by dog fouling. It appears to be from the same dog but I have not witnessed it.	DOG FOULING
DOG FOULING	
Requires more attention from dog wardens or use of the cctv to identify the owners of dogs responsible.	DOG FOULING
DOG FOULING	
have not had a problem as yet	DOG FOULING
DOG FOULING	
Not affected personally but aware there are areas of the pontoons which seem to cause problems for some berth holders. Mark S has issued warnings but whether penalties are enforced is unknown.	DOG FOULING
DOG FOULING	
Haven't noticed any issues.	DOG FOULING
DOG FOULING	

VDBHA SURVEY RESPONSES APRIL 2019

There is no excuse for dog fouling. However, the general public has access to many areas that maybe they should not, i.e. visitors moorings Some still not clearing the fouling away	DOG FOULING DOG FOULING
Haven't noticed any problems on pontoons. Quite a lot of dog fouling around the perimeter of the dock; don't know if this is caused by boat owners or residents.	DOG FOULING
Never seen this as a problem.	DOG FOULING
Significant fouling around dock sides. Could CCTV help to identify culprits? Clearer notices and bin facility required.	DOG FOULING DOG FOULING
I have not noticed any changes.	DOG FOULING
Not a dog owner. Otherwise, no issue	DOG FOULING
It's the dog owners that are the problem. Not the dogs, if the owners took responsibility then it wouldn't be an issue they would so we all suffer. Not sure that anyone can do anything about it. Expect fine dog owners, but that's up to the council.	DOG FOULING
Sometimes bad, sometimes not	DOG FOULING
Some limited evidence of dog fouling on south side pontoon over season. Keep dogs on leads, SIMPLE	DOG FOULING DOG FOULING
This is not just an issue for boat owners. It is quite noticeable that dog owners are failing to clear up after their dogs on the quay side. No penalty enforcement appears to be in place to act as a deterrent despite the use of cameras over the area. Owners need to be held responsible The pontoons are clean but the dockside is not.	DOG FOULING DOG FOULING DOG FOULING
As responsible dog owners we are very aware of the effect of dog fouling. However, the area around the dock is used by locals and tourists and that is hard to "police". It has always been a problem in the 15 years we have been berth holders.	DOG FOULING
Never noticed dog fouling thankfully! not aware	DOG FOULING DOG FOULING
<p>PRIORITY 8 LOOSE and BROKEN PAVING ISSUE: Please indicate your level of satisfaction with the current status. 53 responses</p>	
Very Pleased	7.5%
Pleased	11.3%
Neutral	49.1%
Disappointed	28.3%
Very Disappointed	
Very Pleased	4
Pleased	15
Neutral	26
Disappointed	6
Very Disappointed	2
Very Disappointed	
Please comment on the situation regarding loose and broken slabs surrounding the dock area. 29 responses	BROKEN PAVING
The repairs carried out are dreadful. Simply slopping concrete in place of stone is not good enough. My 3 year grandson does better in his sand pit. This is an historic dock and the council should take more pride.	BROKEN PAVING
I haven't encountered any problems in this respect.	BROKEN PAVING
Dangerous and very poorly repaired Not very happy with the standard	BROKEN PAVING
Haven't noticed any	BROKEN PAVING
Cracked slabs seem to be due to vehicles or cherry pickers being driven to Galeri entrance	BROKEN PAVING
Has improved but still issues. And using epoxy cement looks awful. Come on Council (or Watkin Jones) make an effort!	BROKEN PAVING
haven't noticed this to be honest	BROKEN PAVING

VDBHA SURVEY RESPONSES APRIL 2019

Many number of trip hazards	BROKEN PAVING
Although they are repaired in a timely fashion, they are being broken by vehicles driving on the paved areas in front of the Galeri. The repairs look unsightly. Uneven paving slabs are probably not the best material to use in this situation despite looking nice.	BROKEN PAVING
Only noticed the odd loose paving stone.	BROKEN PAVING
The slabs are no longer loose but are not a pretty sight.	BROKEN PAVING
Haven't noticed any issues.	BROKEN PAVING
Unsightly	BROKEN PAVING
not an issue for me	BROKEN PAVING
I was unaware of the problem	BROKEN PAVING
Not affected.	BROKEN PAVING
No comment	BROKEN PAVING
Pleased with repairs so far.	BROKEN PAVING
If car drive on the pavement stone are going to get broken. Cheap repairs look well cheap.	BROKEN PAVING
Some improvement noted - paving still rather slippery when wet	BROKEN PAVING
No problem	BROKEN PAVING
Tread carefully and carry a torch	BROKEN PAVING
There are still broken slabs around the quayside. Despite Caernarfon's desire to provide artistic, colourful and decorative tiles, the repair work is of extremely poor quality and spoils the effect.	BROKEN PAVING
Dangerous	BROKEN PAVING
Did not encounter any loose / broken slabs when visiting last week.	BROKEN PAVING
The whole paved area is of a poor standard and extremely poor workmanship. It seems to us that it is only a matter of time before someone trips and goes through the railings into the dock.	BROKEN PAVING
Not a problem!	BROKEN PAVING
However -Very slippery surfaces surrounding the Watkin Jones flats following rain	BROKEN PAVING
Haven't been effected	BROKEN PAVING

COMMENT ON PROGRESS SO FAR.

Please indicate to the VDBHA your level of satisfaction on the progress made since the last survey53 responses

Very PleasedPleasedNeutralDisappointedVery Disappointed34%56.6%

Very Pleased	30
Pleased	18
Neutral	4
Disappointed	1
Very Disappointed	0
Very Disappointed	

COMMENT ON RESOLVED PRIORITIES. Please indicate to the VDBHA your opinion on the progress made since the last survey28 responses

Dredging has improved the whole area. Cooperation with CHT and Gwynydd council is the way forward .

Thank you so to the committee for their hard work

Judgement on dredging suspended until start of season

Would not have happened or progress would have been much slower. Great job all. Well done.

Progressing nicely, still room for improvement and needs monitoring.

PROGRESS SO FAR
PROGRESS SO FAR
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PROGRESS SO FAR
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PROGRESS SO FAR
PROGRESS SO FAR

VDBHA SURVEY RESPONSES APRIL 2019

Excellent getting hslf of the dredging done hope it is finished next year	PROGRESS SO FAR
Would suggest WiFi and recycling are as good as it gets. Other areas still ongoing.	PROGRESS SO FAR
The dredging has been a great success. Nothing else registers as a concern to me.	PROGRESS SO FAR
Dredging has been good	PROGRESS SO FAR
excellent progress on the big issue (silting). Key is to have a regular maintenance program to maintain silt at required minimum depths throughout.	PROGRESS SO FAR
The dredging work has been achieved after dogged negotiation by certain committee members. Do they fancy a go at Brexit? There have been a lot of positives.	PROGRESS SO FAR
Progress with dredging finally after years of kicking the can down the road. Strategy now needed to keep on top of the issue more regularly and/or investigate means of disturbing silt to encourage it away.	PROGRESS SO FAR
Very happy	PROGRESS SO FAR
Well pleased overall.	PROGRESS SO FAR
Keep the pressure on. Thanks for you efforts	PROGRESS SO FAR
I think the vdbha are doing. A great job in hand with the CHBT.	PROGRESS SO FAR
The progress with the dredging will revolutionise our boating, A great relief after years of problems.	PROGRESS SO FAR
Good progress on silting issue - this was clearly the number 1 priority	PROGRESS SO FAR
Good	PROGRESS SO FAR
good progress made.	PROGRESS SO FAR
Very proactive with regards to the dredging. Well done	PROGRESS SO FAR
Slightly better	PROGRESS SO FAR
well done every one	PROGRESS SO FAR
The VDBHA is doing a sterling job working with the council to resolve a raft of usdues and improve life significantly for boaters.	PROGRESS SO FAR
We are delighted we no longer risk damage to our boat through grounding and we can access the berth as the gate opens	PROGRESS SO FAR
Not involved, 2018 our first & v happy season!	PROGRESS SO FAR
adequate	PROGRESS SO FAR
You have all worked hard on our behalf so things are getting done well done thank you	PROGRESS SO FAR

NEWLY RAISED ISSUES FOR 2019-2020: These issues have been brought to the attention of members of the committee for inclusion to the survey

The VDBHA would like to know whether when you are at berth you make use of these facilities 54 responses

Very Often Often Occasionally Very Little Never 18.5% 35.2% 35.2%

TOILET/SHOWER FACILITIES
TOILET/SHOWER FACILITIES
TOILET/SHOWER FACILITIES

Very Often	19
Often	19
Occasionally	10
Very Little	4
Never	2
Never	

No responses yet for this question.

Do you think that there should be separate Male and Female facilities ? 54 responses

Yes No No opinion 25.9% 13% 61.1%

Yes	33
No	7

VDBHA SURVEY RESPONSES APRIL 2019

No opinion
No opinion

14

<p>The VDBHA would appreciate the comments of berth holders regarding the current provision of toilet/shower facilities33 responses</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Less than pleased. Facilities barely adequate</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>The facility should be segregated. Otherwise good.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>I feel there is a greater need for more showers and toilets. At busier times of the year there could a line of people queuing to use the facilities.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Separate toilets would be preferred and would improve visitor satisfaction thereby attracting more income. This is also not satisfactory where young children are concerned.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Provision of separate M/F facilities would be distinct advantage to all.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Very dissatisfied with the unisex provision These are not monitored and there are so many issues : The one positive is that they are usually clean and in good order however they are isolated with members and visitors using the limited facilities Close proximity of young and adults Not full length shower partitions People coming out (especially visitors) in towels to dry their hair There is no duty of care for the regular users who may innocently be using the facility and may encounter a situation which may be misconstrued and false accusations may be made Single sex and a couple of family rooms surely are the way forward for this isolated self contained non supervised facility</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Unsatisfactory</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Would be better if users were encouraged to vacate and not allow children to run around screaming whilst waiting for parents.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Although I answered Yes to the above question it is not the only solution. The present situation is not acceptable. Unisex self contained units, which were totally enclosed would be better (toilet, wash basin, shower all with disabled access) There are more men using the facilities than women. If they are made into male and female toilets, the men's side would probably not be big enough to cope and the women's side would be under used.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Survey a few years ago said it all. One berth holder objected out of 50 plus</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>very good no problem</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Separate sex facilities provide a less vulnerable environment for berth holders. Protection must be provided for adult users of the facilities as well as consideration of Child</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Protection issues.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>The facilities are fine, easier and better than showering on board for me personally.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>The important issue is capacity, especially for hi season traffic. If the separation to Male and Female resulted in less capacity for toilets and showers, I would prefer to leave it</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>as it is.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>My wife in particular does not like using the facilities particularly when men are either showering or noisily emptying their bowels. I do not think young children particularly teenage girls should be expected to use unisex facilities. I think women feel more strongly than men on the subject and I think the last survey was completed more by male than females. I would like to see female crew members give their own opinions on the matter.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>I made my robust views on this issue known at the time. I was flabbergasted at the design, the missed opportunity for making the Doc an area of choice for visiting yachts and the quality of the fittings which are already in need of replacement. There is rust everywhere and the basins look tatty apart from being too small. No common sense whatsoever was applied by the council or their designers in this exercise. So much more could have been achieved for minimal additional cost.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Has not affected me.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Generally clean and well maintained.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>I think this is second only to the dredging. Please push this issue</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>If your wife/ husband is having a shower and you are not don't wait in front of the loos. It makes people look odd. Children shouldn't be running about in there either. Normal people don't hang about in toilet blocks so neither should you, People go to the block to use the facilities, therefore have some respect for each others privacy. Proper wash basins would be nice, other small hand sinks.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>If separate facilities were to be reintroduced this should be done by adding more toilets/showers and not sub-dividing what we currently have.</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Given the limited footprint and the nature of the area around the existing building, it seems unlikely that an overall increase in footprint could be realistically achieved. Thus, any separation of the facilities would only lead to a reduction in the overall provision. However, in my experience, unisex facilities usually consist of individual cubicles with toilet/WHB or WHB/shower. Perhaps a compromise could be to install a small WHB in each shower cubicle and/or toilet cubicle to provide more privacy whilst not reducing the overall provision?</p>	<p>TOILET/SHOWER FACILITIES</p>
<p>Not happy with present situation</p>	<p>TOILET/SHOWER FACILITIES</p>

VDBHA SURVEY RESPONSES APRIL 2019

facilities are inadequate for the number of vessels in the dock as it is, designating specific male and female facilities would further reduce this provision. Consideration should be made to making the individual cubicles completely self contained i.e. floor to ceiling partitioning and full height doors, thus only the common area would be a shared facility.	TOILET/SHOWER FACILITIES
They are fine. If anything, make the cubicles fully enclosed from top to bottom so there are no gaps. This could be done at a relatively low cost to all of the cubicles including toilets.	TOILET/SHOWER FACILITIES
The facilities are clean and well serviced and are a necessary asset.	TOILET/SHOWER FACILITIES
Absolutely need separate male and female facilities. Cannot understand why not	TOILET/SHOWER FACILITIES
Inadequate	TOILET/SHOWER FACILITIES
The toilet block design is inadequate. The basins are so tiny they are not properly usable so people cannot avoid splashing water everywhere, and so the counter and floor around them is always wet. The hand driers work very well but are away from the basins, so drips from wet hands when people walk across from the basins past the door to the driers make the floor inside the door always wet too, causing a permanent slip hazard. There need to be urinals for the gents to keep the loos cleaner! They are disgusting despite the efforts of the cleaning staff. The showers are fine. The disabled facilities are relatively clean but need a hand drier inside the room - or there will continue to be more wet floor.	TOILET/SHOWER FACILITIES
There is a safeguarding issue especially regarding children. Family members, especially teenagers, are very reluctant and uncomfortable to use these mixed sex facilities. In the current climate we feel it is unacceptable and there aren't even enough facilities for the whole of the dock	TOILET/SHOWER FACILITIES
Does not affect us as adults but appreciate that Child Protection needs to be a consideration.	TOILET/SHOWER FACILITIES
Too expensive to amend facilities	TOILET/SHOWER FACILITIES
I do not stay over night but berth holders near us with teenagers feel anxious which I understand	TOILET/SHOWER FACILITIES
LOBSTER POT MARKER BUOY PROBLEMS:	
The VDBHA would appreciate the comments of berth holders regarding the current situation of lobster pots in the locality42 responses	LOBSTER POT BUOYS
pots poorly marked and locations are sometimes in navigable areas. Strings of pots on approach to Swellies sometimes barely above the survey due to current. Should be made to move out of channel and made to mark with more visible markers	LOBSTER POT BUOYS
If pots were more visibly marked it would give boat owners more chance of avoiding them. If the pot owners could be identified, action should be taken to educate and if necessary prosecute where danger to shipping is identified.	LOBSTER POT BUOYS
This is a national issue and needs addressing although I haven't noticed it being any worse in our area.	LOBSTER POT BUOYS
All should. E marked and not in a main channel Luckily we can lift up our drive leg and rudders but that isn't always the case and can be very dangerous especially around the swellies area	LOBSTER POT BUOYS
I have not had any problems	LOBSTER POT BUOYS
Have just missed unexpected pot buoys just west of Britannia Bridge	LOBSTER POT BUOYS
Needs dealing with. Poorly marked and often dragged under by tide.	LOBSTER POT BUOYS
always have been a pain but know most areas where they are so try to avoid	LOBSTER POT BUOYS
I have not personally had any problems between the bridges but between Menai Bridge and Beaumaris is littered with poorly marked lobster posts, even in the main channel.	LOBSTER POT BUOYS
in my experience they are not adequately marked	LOBSTER POT BUOYS
Has always been a problem wherever I sail. Not just a local issue.	LOBSTER POT BUOYS
Very many of them and nearly all not marked with a flag. Dangerous to power boats when the buoys are pushed under by fast tides. There has been an increase of these near Plas Newydd and entrance to the Ffordd	LOBSTER POT BUOYS
Not affected this season.	LOBSTER POT BUOYS
It's a pain but common all over Europe. I literally have no idea how this could be sorted.	LOBSTER POT BUOYS
Ideally no Lobster pots would be the ideaal. However, if the pots were marked with brightly coloured ,large buoys, this would help, especially at night/poor visibility conditions	LOBSTER POT BUOYS
I am unaffected	LOBSTER POT BUOYS
Need to be made more visible or even mapped	LOBSTER POT BUOYS
Yes, its a problem, but one throughout the British Isles and not limited to the Straits	LOBSTER POT BUOYS

VDBHA SURVEY RESPONSES APRIL 2019

<p>I have not experienced problems but pots must be clearly marked in the channel.</p> <p>Good comment. Totally agree. Your biggest fear when going through the bridges especially single handed and in poor light. I doubt there is anything that can be done as (I think) CHT's jurisdiction technically ends at Britannia Bridge. However, anything that can be done to have fishermen use brighter colours (without causing navigation confusion) and larger buoys is to be encouraged.</p> <p>This situation needs to be monitored with appropriate action if needed</p> <p>Pots are a hazard especially on a spring tide when they disappear below the surface... Pots shouldn't be allowed in the marked fairways and main routes in the Straits including between the bridges..They should be larger so they can be seen easier and more buoyant so that they aren't dragged under</p> <p>Pots should be clearly identified and lit at night as a by law</p> <p>Pots in the southerly approach to Britannia Bridge are a real hazard.</p>	<p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p>
<p>I think there has been a massive improvement in marking pots over the last few years</p> <p>Only noticed it as an issue at Porth Dinllaen</p>	<p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p>
<p>Proper marks should be used and if they aren't then they should be reported. And not in the channel. Seems more of a problem north of the bridges.</p> <p>Marking of pots is very poor and something needs to be done. Could CHT introduce a local bylaw to cover this or could it be included in the licencing.</p> <p>Clearly a hazard to navigation, but difficult for the authorities to deal with.</p> <p>I have had some near misses due to poorly marked pots.</p> <p>Support proper marking of lobster pot buoys - to include owners details (or license no. and night lighting). Also there are a significant number of poorly laid mooring buoys north of the bridges that are not visible at all at certain states of the tide - these should be removed as they are a hazard to navigation.</p>	<p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p>
<p>No problem</p> <p>not been affected to date.</p> <p>If I snag a poorly marked one, I would confiscate the pot and eat the contents</p>	<p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p>
<p>This has been a problem in the Strait where lobster pot buoys and ropes are taken down below water by the tide. I reported three lobster pot buoys under the mainland arch of Pont Britannia in the Summer. Their position caused us and oncoming boats to dangerously have to alter course to avoid collision or rope entanglement.</p> <p>I've had prop fouling. Very poorly marked.</p> <p>Some inaccurate markers</p> <p>They are badly marked and not visible and a major hazard, especially when placed right in the channel or in amongst moorings, as they often are. The council / harbour trust should require fishermen to place pots away from the channel and moorings, and mark them with a sizeable flag. There should be frequent patrols to enforce this and remove and destroy rogue pots.</p> <p>We have observed several lobster pots and thought they were poorly marked and that they could cause some embarrassment to skippers if you had to move over for larger vessels eg mussel boats</p> <p>Not noticed but consider it would pose a risk in the vicinity of the bridges. Have noticed partially submerged buoys between Plas Newydd & Britannia Bridge which could be problematic.</p> <p>no issues</p>	<p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p> <p>LOBSTER POT BUOYS</p>
<p>If water is rough can be missed potential to cause big problems</p>	<p>LOBSTER POT BUOYS</p>
<p>VDBHA MEMBERSHIP FEES COLLECTION:</p> <p>The VDBHA would appreciate the comments of berth holders regarding the provision for collection and inclusion of the VDBHA membership fee45 responses</p> <p>Good idea</p> <p>An excellent idea.</p> <p>An excellent idea</p> <p>This is a brilliant idea.</p> <p>Agreed</p> <p>Excellent idea!</p> <p>Excellent</p>	<p>VDBHA FEE COLLECTION</p> <p>VDBHA FEE COLLECTION</p> <p>VDBHA FEE COLLECTION</p> <p>VDBHA FEE COLLECTION</p> <p>VDBHA FEE COLLECTION</p> <p>VDBHA FEE COLLECTION</p> <p>VDBHA FEE COLLECTION</p> <p>VDBHA FEE COLLECTION</p>

VDBHA SURVEY RESPONSES APRIL 2019

	Ok with me	VDBHA FEE COLLECTION
	Convenient	VDBHA FEE COLLECTION
	Brilliant idea. Well done.	VDBHA FEE COLLECTION
	Great idea.	VDBHA FEE COLLECTION
	excellent	VDBHA FEE COLLECTION
	No problem with this.	VDBHA FEE COLLECTION
	OK - good idea	VDBHA FEE COLLECTION
	A much better way of simplifying payment and synchronising members data with CHT.	VDBHA FEE COLLECTION
	yes	VDBHA FEE COLLECTION
	Good idea. For me personally though, I think I have paid them already in October	VDBHA FEE COLLECTION
	The fee was a minimul charge,so irrelevant.	VDBHA FEE COLLECTION
	Not a problem	VDBHA FEE COLLECTION
	Sensible solution	VDBHA FEE COLLECTION
	Ideal to be collected as part of the annual sub. As treasurer less work for me too !!	VDBHA FEE COLLECTION
	Excellent initiative. Well done. Saves a lot of hassle and paperwork with relatively little additional work for CHT Harbour Office.	VDBHA FEE COLLECTION
	A truly excellent idea. Opt-out should be mentioned in very small print.	VDBHA FEE COLLECTION
	Good ides	VDBHA FEE COLLECTION
	Happy with the automatic collection of the fee.	VDBHA FEE COLLECTION
	A great improvement. A big thank you to the council for their help, and VDBHA for your efforts	VDBHA FEE COLLECTION
	Perfectly satisfied with this arrangement	VDBHA FEE COLLECTION
	Fine by mean	VDBHA FEE COLLECTION
	Jolly good idea.	VDBHA FEE COLLECTION
	Seems a good idea to include it with the berthing fee as it makes sure that all users of the dock are included.	VDBHA FEE COLLECTION
	Quite happy.	VDBHA FEE COLLECTION
	It is a good idea. I am happy with it.	VDBHA FEE COLLECTION
	Good Idea	VDBHA FEE COLLECTION
	Fully agree with automatic enrollment - one less bill to remember to pay!	VDBHA FEE COLLECTION
	Ok	VDBHA FEE COLLECTION
	simple solution.	VDBHA FEE COLLECTION
	I agree	VDBHA FEE COLLECTION
	Very Good	VDBHA FEE COLLECTION
	Great idea	VDBHA FEE COLLECTION
	Fine	VDBHA FEE COLLECTION
	Great move! The work of the VDBHA benefits all berth holders so all should be involved. This arrangement neatly circumvents apathy.	VDBHA FEE COLLECTION
	Excellent idea, well done to the Council	VDBHA FEE COLLECTION
	Happy with this.	VDBHA FEE COLLECTION
	appropriate method	VDBHA FEE COLLECTION

ONGOING PRIORITIES FOR THE VDBHA COMMITTEE

In priority order from 1-8 (using each number only once)

Select 1 -8 in order of your preference. With 1 being your top priority and 8 being your lowest priority. Please note that all numbers 1 -8 must be chosen before the survey can be completed.

VDBHA SURVEY RESPONSES APRIL 2019

CAR PARKING CREW PARKING NAVIGATION ISSUES WIFI/IT SERVICES RUBBISH DISPOSAL / RECYCLING DOG FOULING LOOSE AND BROKEN PAVING MARINA TOILET / SHOWER FACILITIES 051015201122334455667788

CAR PARKING	1
CREW PARKING	4
NAVIGATION ISSUES	3
WIFI/IT SERVICES	5
RUBBISH DISPOSAL / RECYCLING	6
DOG FOULING	7
LOOSE AND BROKEN PAVING	8
MARINA TOILET / SHOWER FACILITIES	2
12	

OTHER PRIORITIES: Please indicate other specific issues affecting bertholders in general that you would like the VDBHA Committee to bring to the attention of the Gwynedd Council and Caernarfon Harbour Trust 24 responses
None

<p>Information regarding the speed limits within the jurisdiction of CHT and how they are enforced. The toilet facilities are now by far the greatest issue. New facilities are needed as a matter of urgency Provide more waste bins and litter prevention / fines warning notices round the perimeter of the dock in effort to reduce the amount of rubbish ending up in the dock.</p>	<p>SPEED LIMITS TOILETS RUBBISH</p>
<p>SILTING N SIDE!!!! This No 1 in the above table !!!! Not shown! None at this time Get pontoon lighting fixed quicker. Need a light at top of north pontoon so you can see gate code. Safety ladders on pontoons could be better marked in the event of anyone falling in the water.</p>	<p>LIGHTING LADDERS</p>
<p>no significant issues Enforce the rules on marking Lobster pots properly in the Meni Straights Information regarding the speed limits and methods of enforcement within the jurisdiction of CHT. The storm drain/sewer flowing in to the south end of the dock. I believe one of the main problems for the dredger was sanitary towels clogging it up. It stinks too! Security. It is too easy for a potential burglar to get onto the pontoons</p>	<p>LOBSTER POTS SPEED LIMITS STRM DRAIN SECURITY</p>
<p>1. Concern at level of fees now, for my modest and ageing boat and a limited budget, nearly £2k per annum. I accept that this is less than Conwy. 2. The service from the Doc Master is excellent. He is a good ambassador for the Council/CHT. 3. Clarification on the restrictions during the post Christmas period. No-one wants to feel that they are thoroughly inconveniencing the Doc Master by asked for the Doc to be opened during these periods - equally they should not be made to feel uncomfortable by requesting gate opening. My many other commitments preclude active involvement in the VDBA. However, the work done by the committee is greatly appreciated. It has 'made a difference' and undoubtedly helped to endenger a proactive relationship between berth holders, CHT and the Council.</p>	
<p>Continued trespassing onto pontoons and boats by youngsters especially on the North Side. Could unauthorised entry be made more difficult by amending the railings? More cameras please There should be more ladders to climb out of the dock in the event of falling in, or at very least there should be an indication at pontoon height of which direction the nearest ladder is. I feel there needs to be better signage from the town to the harbour. Victoria Dock isn't listed on Caernarfon.com. Are we a poor relations? Only the slate Quay. Why isn't there more emphasis on sailing in the Gwynedd area for tourism as a whole, like sail Scotland or marlin waters? Why isn't there something for the whole of Wales? Boarding steps blocking pontoons, boats parked too far forward so anchors hang over pontoons and people leaving the security gate open.</p>	<p>SECURITY SECURITY LADDERS SIGNAGE SAFETY</p>

VDBHA SURVEY RESPONSES APRIL 2019

It would be useful to have a calendar of local events taking place in Caernarfon - this would help berth-holders support the local economy.

CALENDAR

Water quality

Unmarked fishermen's pots. Also would like to say we have an excellent dock master in Mark Shackleton. Many thanks to Mark for all his work during the year.

There seems to be lots of drinks cans in the dock walking on the main pontoon that runs by the storm drain (between Nauta and Tempest)

RUBBISH

ADDITIONAL SURVEY QUESTIONS:

How happy are you with the service provided by the Dock Master and his team ? Previous surveys indicated overwhelming support and satisfaction with the service provided by Mark Shackleton and his team. It is important that the VDBHA continues to communicate its level of satisfaction with the current service.54 responses

Very PleasedPleasedNeutralDisappointedVery Disappointed92.6%

Very Pleased	50
Pleased	3
Neutral	1
Disappointed	0
Very Disappointed	0
Very Disappointed	

No responses yet for this question.

Do you have any suggestions as to how the current level of service could be developed21 responses

No

Toilet facilities

TOILET

Mark and team are brilliant

None - and just hoping the existing level of service is maintained!

Thank you to Mark for being so supportive Much appreciated

Morning wake up call with tea !

All OK

Mark and his team continue to provide a first class personal service. Mark is always willing to engage with berth holders and offers support and advice when required.

At Swanwick marina on the South Coast, the staff at weekends deliver warm croissants and newspapers to the berth holders. I am sure Mark would be fine doing this for his berthholders.

Clarity on who to call if the Doc Master is not there and there is an urgent need for contact - or is this on the notice board and I haven't noticed?!!!

The service is excellent. Congratulations to all the Dock staff.

Current service delivery is outstanding.

? Not sure, am happy with the service

Top level service. No need for improvement

Light for the code lock? Mark and company do a great job, and must of it is unseen by us users. That fact he comes and check the boats before bad weather is great.

Breakfast on board?

Very happy with it

Very happy with current support

Keep up the great work. We really appreciate your commitment.

Mark is very helpful!

Bilingual communication Welsh as well as English

Waiting for responses

of
54