

# **VICTORIA DOCK BERTH HOLDERS ASSOCIATION**

## **MINUTES OF COMMITTEE MEETING HELD**

**ON SATURDAY 13TH APRIL 2019**

### **Persons present:**

Pamela Wrench (Chair), John Whittaker, Keith Elford, Eddie Williams, Colin Turner, Andrew Stevenson.

### **Apologies:**

Kathleen Jones

### **Approval of Minutes of Committee meeting – 2<sup>nd</sup> March 2019:**

The minutes were approved as correct by members who were present at that meeting – PW, EW, JW, and AS.

### **Survey update:**

JW gave a brief update on the survey. There had been a good response and some valuable comments had been received on a number of issues.

The committee thanks Debbie Cassidy for assisting JW in the handover of the survey.

CHT have been provided with a copy of the survey and anonymous comments.

### **AOB:**

PW presented a copy of CHT's proposed Customer Charter 2019 for Victoria Dock, which will form part of the Berth Holders Agreement. The points on the charter were discussed but it was agreed that the committee need to see the CHT's revised Terms and Conditions alongside the Berth Holders Agreement.