

Minutes of zoom meeting held 6th June 2022

Attending

Eddie Williams (E.W.) Colin Turner (C.T.) Kathy Jones (K.J.)

David O Neill (D.ON.) Iwan Rees – Jones (I.R.J.)

Apologies Keith Elford (K.E.)

The meeting was convened by D.ON. at 10.00 hrs and chaired by E.W.

Agenda

Service Level agreement – C.H.T. Terms and Conditions and Victoria Dock Customer Charter documents to be discussed and updated, where necessary.

Toilets – condition and appropriateness

Gate opening times

Documents

E.W. asked that all documents in future contain dates in the body of the text.

D.ON. showed the C.H.T. website. He said there will be a specific area for the documents. The T & C'S document currently on the website is not the updated one. This will soon be rectified.

In future copies of the relevant documents (dated) will be sent to berth holders with their invoice.

The Terms and Conditions document is a very general document covering many areas of C.H.T. responsibilities. For the berth holders a more specific document will be produced.

Toilets

K.J. had sent pictures of the poor condition of the toilets to D.ON. and the committee members prior to the meeting. D.ON. agreed the condition was not acceptable and had asked I.R.J. about the progress to date.

Deep clean recently undertaken. I.R.J. had to ask for further work to be done. I.R.J. will now monitor the facilities. They agreed that the facilities were in poor condition now.

D.ON. asked for a progress report from I.R.J. on the issues raised by K.J.

Silicone – not done yet but in work programme

Disabled toilet tap – not done yet but in work programme once parts received.

K.J. said having 3 toilets and 3 showers and 1 disabled facility for 100 boats in the dock plus visitors was not acceptable. She expressed concern that this was not adequate provision and the excessive use of the facilities will only ensure further deterioration. K.J. will meet with D.ON. and I.R.J. to discuss this issue. D.ON. will consult with Barry Davies to see what progress has been made and then a meeting will be convened in the near future.

K.J. asked if the portable toilets, suggested by Barry Davies in the action plan comments, could be located on the North side. The future meeting will discuss these issues.

E.W. asked about the webcams and was there any surveillance should an incident occur. D.ON. explained that there are live webcams available for anyone to watch but not to be confused with CCTV. There is no recorded history and no surveillance just live filming.

C.H.T. does have C.C.T.V. covering the dock area but at present this isn't working.

K.J. toilets are in the process of being refurbished and is still hoping to discuss better provision asap.

Gate opening times

D.ON. showed the gate opening times on the C.H.T. website. He said that they were reduced from what they were 3 years ago. He showed the main sailing months (July – Oct were 23.00)

May and June were 22.30, April and Oct 20.30 and Nov – March reduced hours. This had been decided after monitoring usage. D.ON. said, however, that, tide permitting, berth holders can request later opening to 23.00. He said, ideally, a days notice should be given.

C.T. also noted the early morning time had also altered from 7.00 to 8.00 and felt berth holders would prefer the earlier opening time. D.ON. said it was about providing an appropriate service and a request can be made for the earlier opening. He said if berth holders wanted to go out the hour earlier they should be able to do so. K.J. asked about the changes occurring without consultation. D.ON. explained that a previous berth holders committee had been consulted and agreed, so the changes were made and published as such. D.ON. says as well as I.R.J. and himself they now had 3 other staff members able to operate the gate so they should be able to accommodate reasonable requests.

E.W. said it was a reasonable solution.

C.T. suggested this should be put on the gate opening time template so that everyone was aware of the request option.

E.W. then mentioned gate closures beyond berth holders control, for example; Covid and more recently the power boat racing. He suggested some recompense for the berth holders. The recent power boat event, especially coinciding with a bank holiday caused dissatisfaction among some members. D.ON. said they had tried to offer different activities but agreed the proximity to the bank holiday was not a good idea. It was, certainly, not his intention for the berth holders to feel “second best.”

E.W. suggested the timing of the power boat racing should be put on the next survey.

C.T. suggested if the gate opening was “out of action” for 20 days or more (cumulatively not consecutively) then recompense should be made to the berth holders.

D.ON. will raise this issue with Barry Davies.

Further issues discussed

I.R.J. said he was trialling a new system – attaching a welcome booklet on e mail when visitors contact him to book a berth. This will also include the conditions of berthing.

C. T. suggested printing a booklet

E.W. Berth holders’ funds may be able to make a contribution to the printing.

C.T. will contact the printer

I.R.J. has already had very positive feedback from local businesses about sponsorship and discount codes. It’s now just a matter of collating the booklet.

C.T. will liaise with I.R.J.

E.W. discussed the suggestions made by Barry Davies to improve the security of the dock, especially the north side.

K.J. said I.R.J. had solved the gate lock and it was far more secure but visitors often left the gate open.

D.ON. suggested a spring be put onto the gate to ensure it closed after being used.

E.W. said berth holders wanted peaceful enjoyment of the facilities and K.J. asked if signs could be put up by the gate to deter unwanted visitors. D.ON. said they were trying to strike a balance between security and enjoyment and would see if the spring works on the gate before putting up signs.

In conclusion

C.H.T. will ensure berth holders are aware of being able to request 7.00 /23.00 gate opening times, where appropriate.

D.ON. will discuss the rebate on fees should the gate be inoperable for 20 days with Barry Davies.

The most recent Terms and Conditions will be put on the C.H.T. website and include a date.

Two documents (including date) will be prepared for discussion:

- Conditions of Berthing
- Updated Service commitment to the customer /Customer Charter

D.ON. will liaise with K. J. to arrange a meeting to discuss the toilet issues.

C.T. will liaise with I.R.J. to produce a welcome pack.

E.W. thanked D.ON. and I.R.J. for their professional service.

D.ON. said they wanted to provide the best service they could.

Meeting concluded at 10.55.

Date of next meeting to be arranged.