

**Victoria Berth Holders**  
**Copied from RYA Berth Holder Contract Guidance**

<p><b>Value for Money</b>          Facilities and services commensurate with fees          A written management policy on customer satisfaction</p>	<p>100 boats at average£ 2,000 £200,000          winter berths this year 2 boats on one mooring ) approx £20,000          visitors ££££          What do we get?</p>
<p><b>Security</b>          Reasonable protection from thieves          Prevention of improper access</p>	<p>ineffective gate on north side          poor lock ,too low          need to keep changing codes or berth holders have fobs for access. Visitors all know codes</p>
<p>Emergency help readily available</p>	
<p>Boat protection</p>	<p>Storm protection.          Wave break pontoon available to be deployed</p>
<p><b>Facilities</b>          Suitable for purpose and competently staffed</p>	<p>Toilets not enough and totally inappropriate. Heard vistor's complaining as well as berth hold</p>
<p>Adequate in number and readily available</p>	<p>Not enough          Long walk from North side in the dark</p>
<p><b>Maintenance</b>          Facilities maintained in good working order,safe and clean</p>	<p>Cleaning of toilets          Dog fouling issues addressed          Water cleanliness in the dock , especially after storms</p>
<p><b>Suggestions and Complaints</b>          A readily available procedure for receiving suggestions and complaints</p>	
<p><b>Staff</b>          Available,competent and helpful with authority to act quickly</p>	

<p><b>Peaceful enjoyment</b> Freedom from noisy and disorderly elements, harassment and nuisance</p>	<p>Procedures made very clear and visitors made well aware of the rules when they come into Code of conduct adhered to with written consequences for berth holders and visitors.</p>
<p><b>Communication</b> Advance information on changes to facilities, conditions, charges, services etc</p>	<p>Liaise with VDBHA for web site and perhaps a quarterly newsletter Email from the dock master is effective</p>
<p><b>Safety</b> Effective action for the safety of persons and property implementation of the requirements of Health and Safety legislation</p>	<p>Especially in the toilets Pavement around the dock still a cause for concern</p>



