

# VDBHA SURVEY ANALYSIS PRESENTATION

Compiled and produced  
by John Whittaker Data Services  
for  
VDBHA  
March 2024

## SURVEY REPRESENTATION

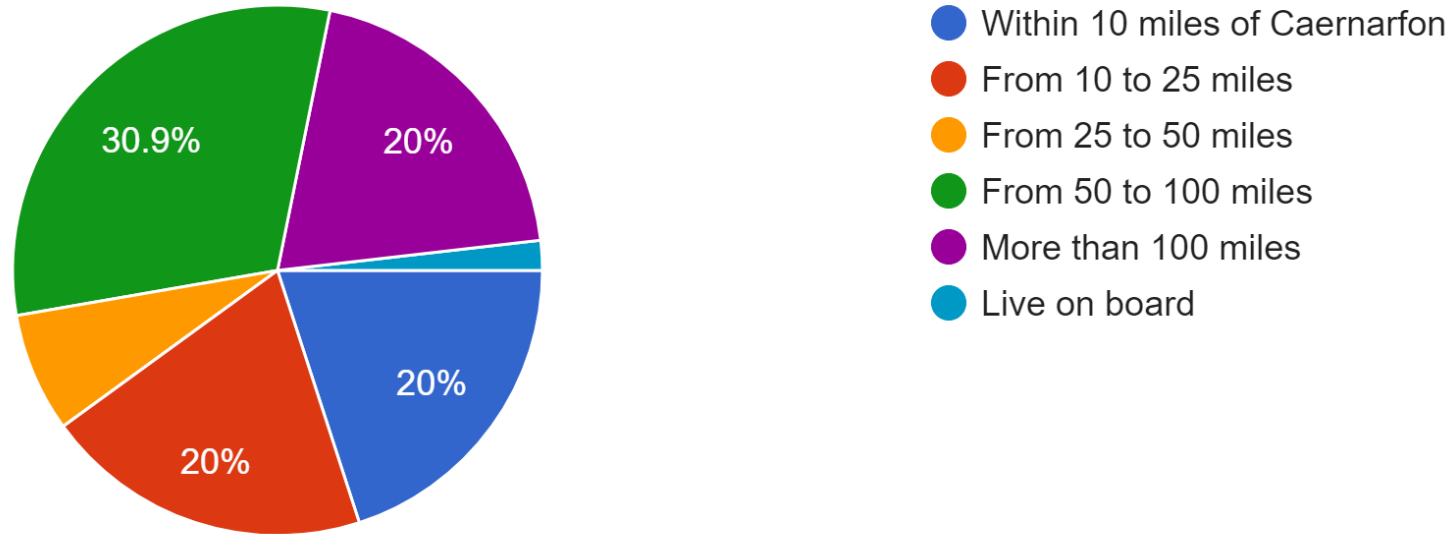
56 Respondents of the Victoria Dock Berth Holders

Over 50% of current berths in Victoria Dock

In the survey 1 berth holder response = 1.79% of the total responses received.

# 1. HOME LOCATION: How far from Caernarfon do you normally live?

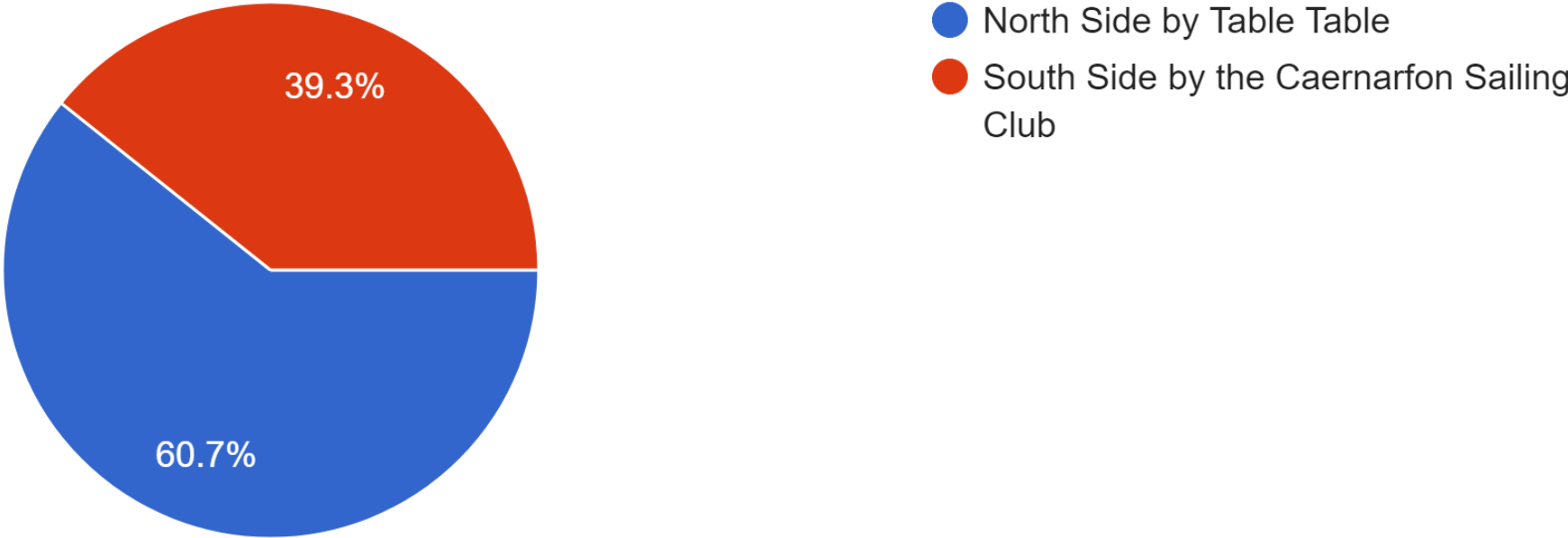
55 responses



The respondents' home locations show that 50 % live more than 50 miles from Caernarfon whilst the remaining 50 % live within 50 miles of Caernarfon with just over 20% living within 10 miles of Caernarfon and less than 2% on board (1 berth)

2 BERTH LOCATION: As some issues are specifically affected by the berth location please indicate your berth location access point.

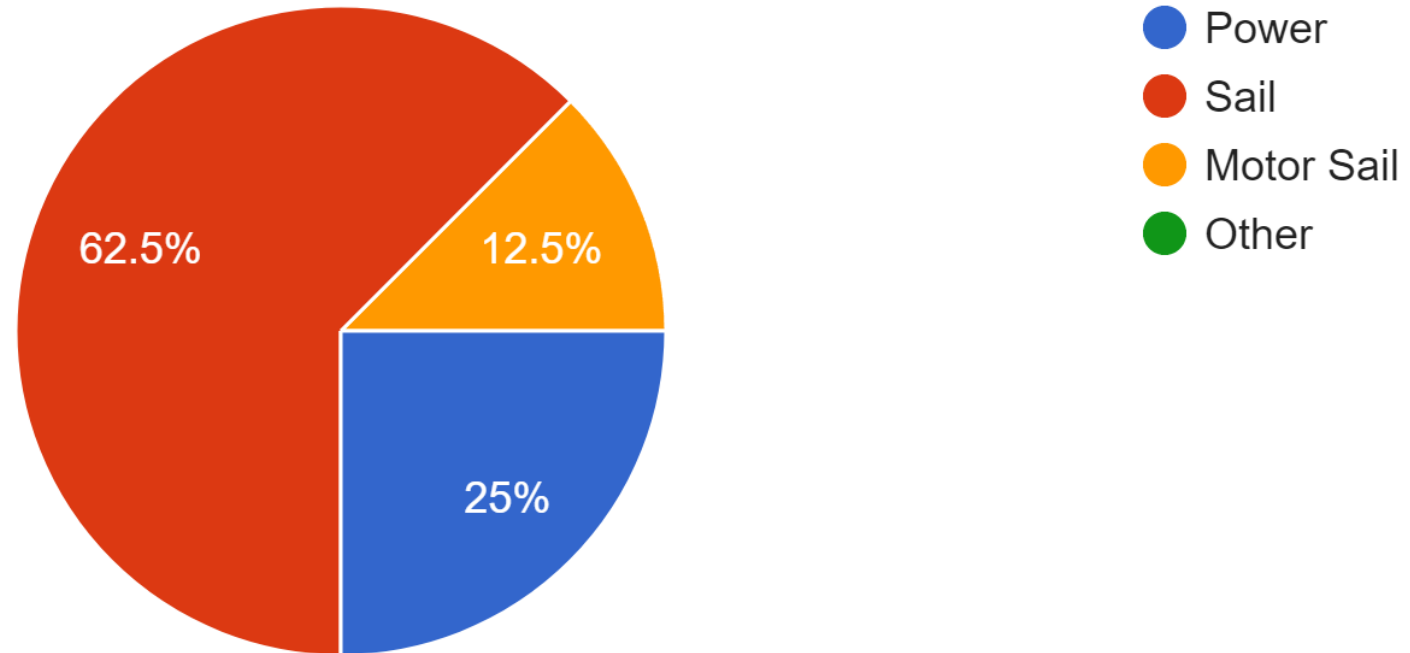
56 responses



60.7% of Respondents from North Side  
39.3% of Respondents from South Side

### 3 .Vessel Type: What type of vessel do you have?

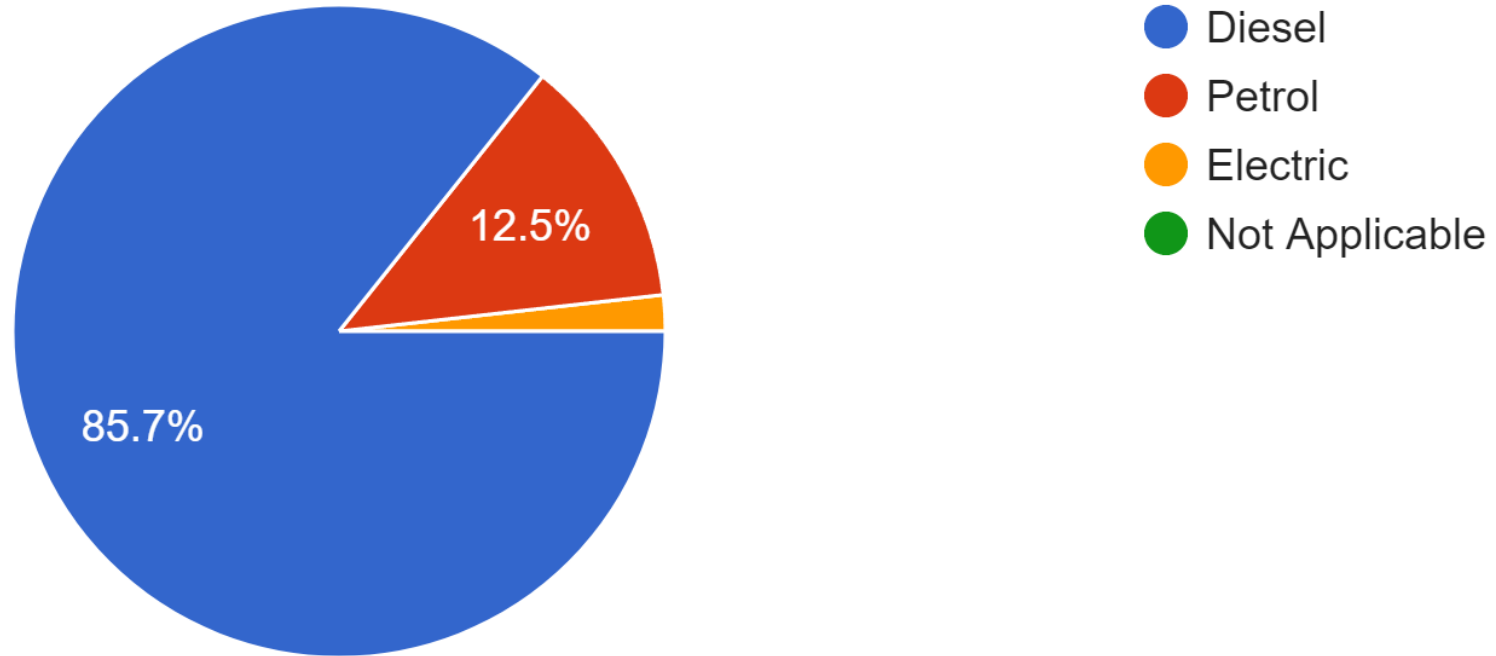
56 responses



62.5% of Respondents have Sail boats  
25% of Respondents have Power Boats  
12.5% of Respondents have Motor Sailers

## 4 Fuel Type:

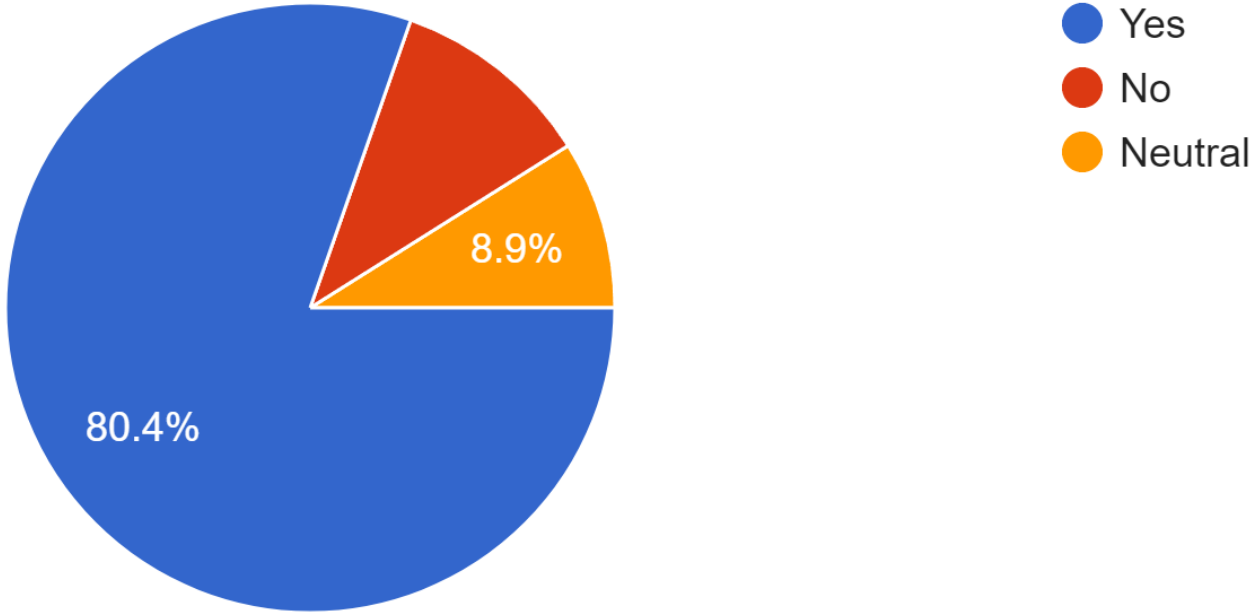
56 responses



85.7% of Respondents Diesel Fuel  
12.5% of Respondents Petrol Fuel  
1.8% of Respondents Electric

5. DREDGING: 5,1 Following the dredging in 2022, are you satisfied with the depth of the water in Victoria Dock?

56 responses



80.4% Positive Satisfaction  
Response to Dredging work done

**5.1**            **5.2 Comments (14 = 5 positive, 6 negative and 3 neutral)**

**DREDGING**

Yes            My vessel only draws a meter, so I cannot really comment.

Yes            We only have a small draught

Yes            All good for me.

Yes            Hope there is a plan for a periodic review

Yes            Much improved

No            No dredging against the wall, mud is frequently above the water level giving off obnoxious smells.

No            The area between pontoon and wall has not been dredged and it's collapsing back into the area that was dredged. A mini excavator on the pontoon could move some of it prior to dredging again.

No            Still shallow and smelly around the wall

No            being near wall the berth silts up quite a lot. Should have done the job properly last time and gone right up to the wall.

No            Sometimes the mud uncovers by the walls on the south side of the dock and smells awful.

No            Since the second gate failure the mud bank that is supposed to be holding up the dock walls up collapsed and is now underneath the main pontoon by the wood yard and records office reducing the depth under all those vessels

Neutral       Haven't used the boat recently so unable to comment!!

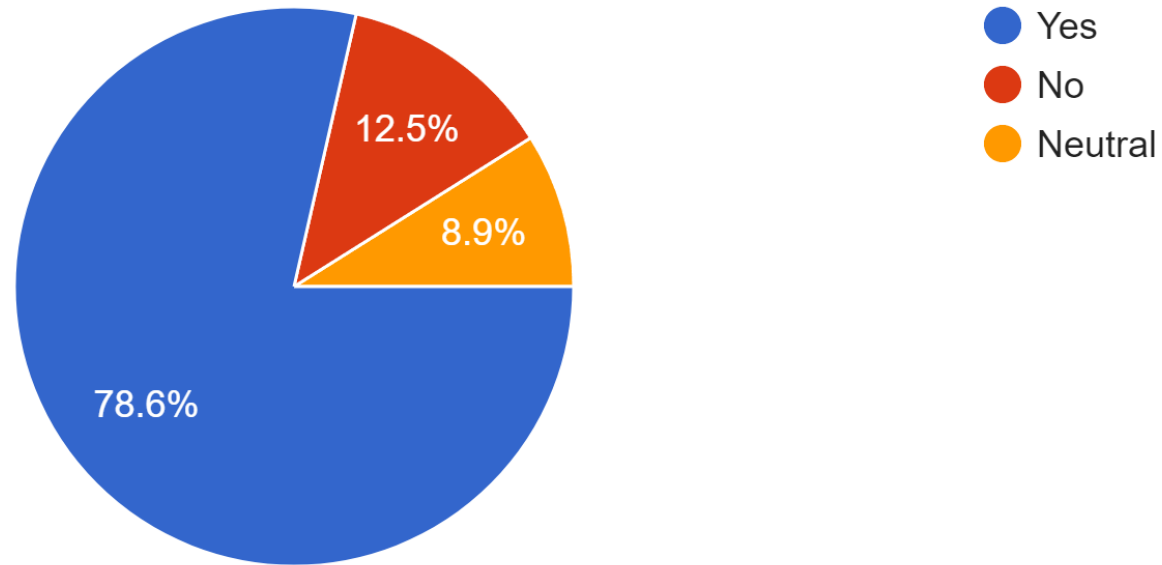
Neutral       Our berth is much improved but the area round the dock walls needs attention as it is extremely smelly at low water

Neutral       No comment so far



6. PARKING: From March 2023 Gwynedd car parking permits were available on a seasonal basis for all berth holders when they renew their annual bert... the current arrangements for car parking permits?

56 responses



78.6% Positive Satisfaction  
Response to Parking permit  
arrangements

6.1

PARKING

6.2 Comments (10 = 3 positive, 6 negative and 1 neutral)

Yes

Would've better if we didn't have to pay extra 6 months but understand reasons .We have had to speak to the traffic warden who said we could only park using the 20 mins inside the barrier.We did explain that wasn't owned by the council and luckily he did listen.We reported it to David O' Neill

Yes

Please continue with this excellent arrangements including drop off 20 minutes (essential for North Side))

Yes

None

No

should be 12 months for free. i dont pay at other marinas.

No

Paid for 12 months, only got a 6 month permit. No 12 months available when I asked

No

I use my boat a lot throughout the winter months & I feel a years permit should be included in the berthing fee

No

20 minutes is barely long enough to unload and load kit between boat and car. Extending the time to half an hour would ease the pressure.

No

There are berth holders with personal and work vehicles and rowing boats and trailers, which reduces the amount of places for everyone else. There is a commercial sailing business that gives its customers copies of parking permits with as many as five vehicles out on sailing courses in berth holders spaces.

No

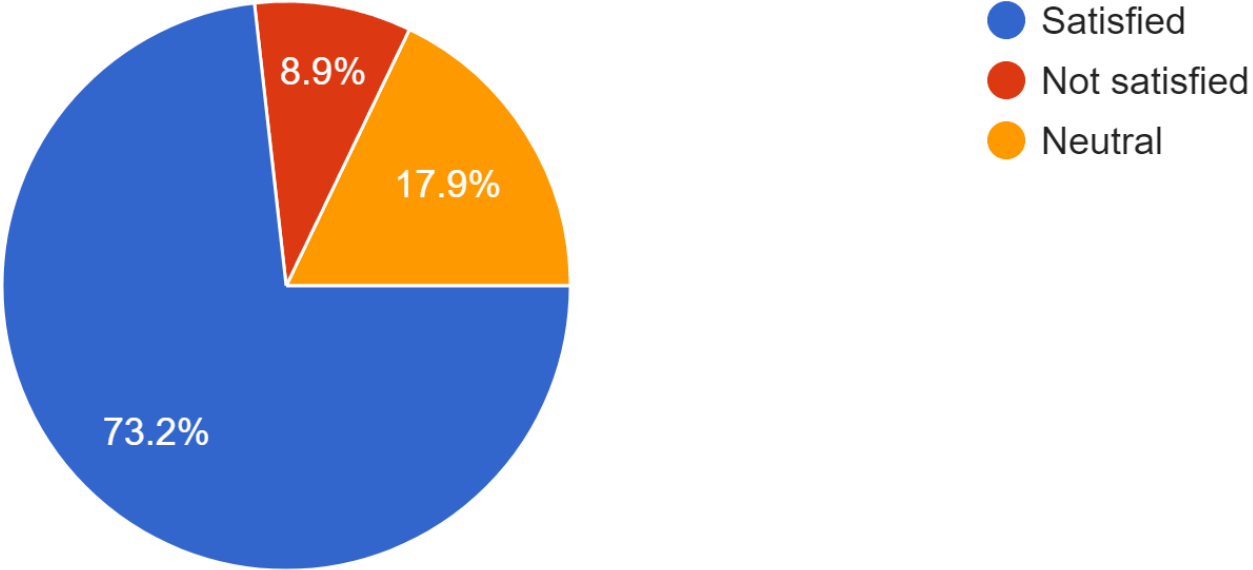
Should be valid for 12 months rather than 6 months

Neutral

South side was for south berth holders but adding north side makes parking at busy times difficult. Also there seem to be campervans and canoe trailers using it.

7.1 GATE OPENING TIMES AUGUST: Tides allowing, the opening time for the gate in August 2023 was 7.00 a.m. with earlier opening times available o...rs' advance notice. 7.1 What is your view of this?

56 responses



73.2% Positive Satisfaction Response to August Gate Opening arrangements

7.1 GATE OPENING  
TIMES AUGUST

7.2 Comments(11 = 6 positive and 5 neutral)

Satisfied

Fine for day sailing within the Straits but problematical for those wishing to go through the Swellies.

Satisfied

Sometimes in order to get through the Swellies an early leave time is necessary but due to the very changeable weather a 24 hr window isn't always possible

Satisfied

Does this remain the same for 2024?

Satisfied

7am opening in all the summer months please

Satisfied

This is usually OK for us for Summer use. May be consider earlier and later for longest days in late June especially when out and return can be extended due to two convenient high tides within daylight hours

Satisfied

None

Not satisfied

The old times of 7am to 11pm in the summer has been eroded yet berthing fees have increased.

Not satisfied

June and July in addition to August would be better

Not satisfied

During the Summer months I would like to see better times.

Not satisfied

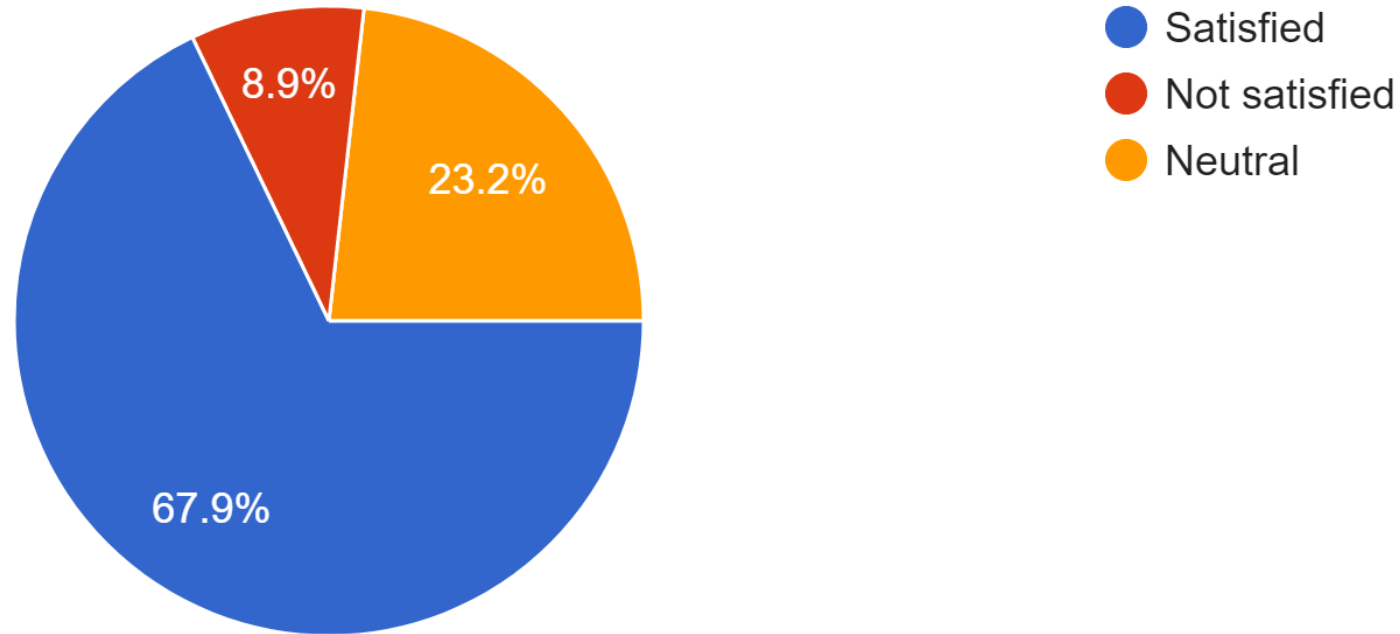
should be open whenever tide is right. Automatic gates if usual complaints of council lack of funding, This is a leisure industry and should cater for that.

Not satisfied

The longest day is in June. There was no consultation with berth holders in the reduction of gate opening times. The ability to go out for a long day has severely curtailed berth holders enjoyment and use of their vessels. Reduced opening times are also contributing to the silting in the dock and decrease in salinity of the water.

## 8. GATE OPENING TIMES CHRISTMAS: Those wanting to leave/enter the Dock during the Christmas and New Year period in 2023/24 were asked to give their views on these Christmas/New Year arrangements?

56 responses



67.9% Positive Satisfaction Response to Christmas Gate Opening arrangements

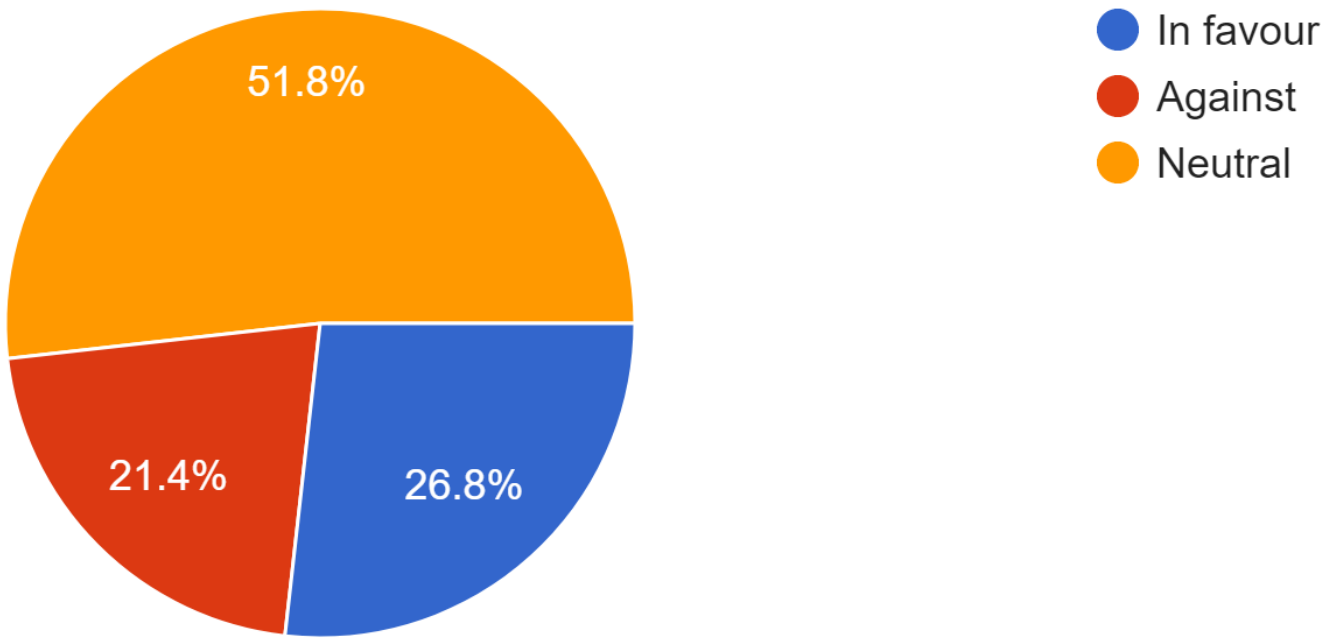
8. GATE OPENING TIMES 8.2 Comments (11 = 3 positive,3 negative and 5 neutral)

CHRISTMAS:

Satisfied	It's unlikely that the weather would permit any sailing at that time of year, so I am happy for that option to continue
Satisfied	As long as the promised operational service and contact lines are manned and available for those that require it
Satisfied	I don't think DO'N should have felt obliged to man the gate on Christmas Day.
Not satisfied	Sadly even 2 days notice can be virtually impossible with todays weather.
Not satisfied	HM failed to answer telephone calls or emails regarding access to the dock over this period
Not satisfied	Why the harbourmaster when he's cutting staff doing overtime and therefore reducing gate opening times.
Neutral	Not in the marina over this period
Neutral	Haven't used this facility
Neutral	The South Gate lock stuck on New Year's Eve. I phoned the office twice, the out of hours number 5 times. No one responded. I sent an enquiry/complaint using the form on the website, no response has been received.
Neutral	Were there any checks on the boats over the Christmas / New Year
Neutral	None

9. POWERBOAT EVENT: Subject to confirmation, this event will take place in 2024 from Friday 26th to Sunday 28th of July. There will be some disr... be affected. 9.1 What is your view on this event?

56 responses



51.8% Neutral Response to Powerboat Event arrangements

## 9.1 POWERBOAT EVENT

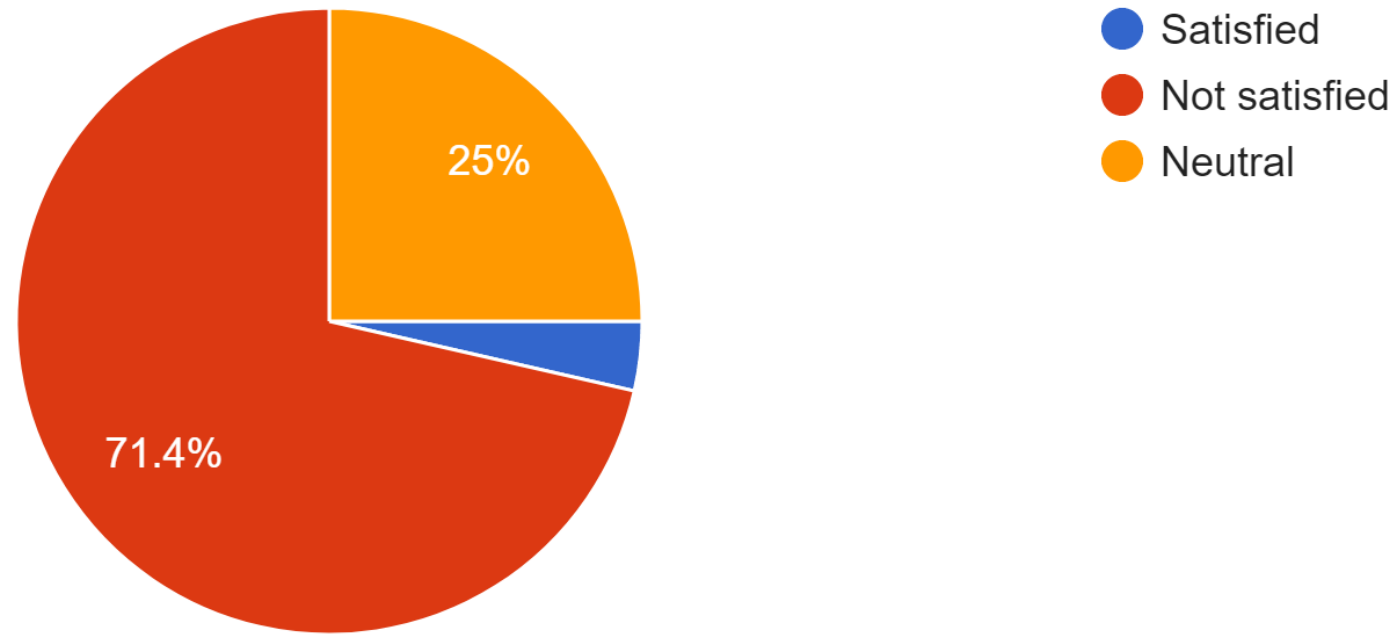
## 9.2 Comments (15 = 2 in favour, 7 against and 6 neutral)

Neutral	I do understand it's a money making activity for the council but so feel the boats in Victoria Dock are affected during a key sailing time
Neutral	Came back to dock in dark in strong winds.. race marker buoy left in front of Doc Entrance. Saw it at last moment
Neutral	Happy to see these events as long as they have ve there own toilet and shower facilities
Neutral	what if that weekend is one of the few good weekends weather wise? As berthholders we again loose out.
Neutral	I'm happy along as it doesn't disrupt the car park
Neutral	We should still be allowed to park
In favour	It is good for the local economy and for raising Caernarfon's profile
In favour	I like all the activity it brings to the dock.
Against	Again erosion of berth holder amenities.
Against	To much disruption around the gate the racing should tak place further down the straights towards Y Felinheli
Against	Not happy that the car park will not be available. Can't these use a launching area near the castle carpark
Against	In my view this is an awful event at the height of the sailing season. Very noisy and the pollution is not good reither. The straits are too restrictive for this type of activity
Against	Another weekend I avoid due to noise and hassle of navigating in the Straits.
Against	We would prefer that our car park is not used by the power boat people
Against	An area of outstanding natural beauty with a 5mph speed limit just don't get it. Not promoted so not many visitors. No CHT involvement in policing boats or motor homes. They were putting their own road blocks up.



10. EFFLUENT: There are two outfalls into Victoria Dock. One is from the River Cadnant which during heavy rain can bring in sewerage and other debris. T...ould be too costly. 10.1 What is your view of this?

56 responses



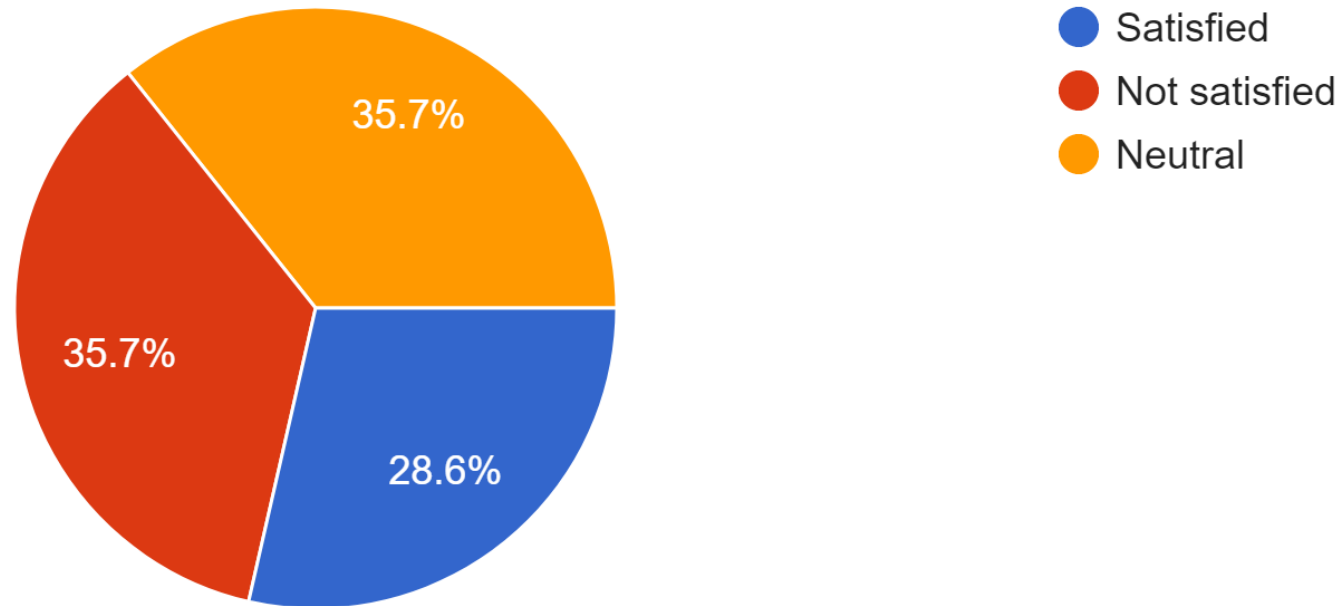
71.4% Dissatisfaction Response to Effluent from Cadnant outfall

10.1 EFFLUENT: Cadnant Outfall 10.2 Comments (21 = 20 Not Satisfied, 1 Neutral))

Not satisfied	poor water quality and smell.
Not satisfied	Marina turns into a septic tank following heavy rain
Not satisfied	The water companies throughout the country use this excuse to dump raw sewage, the problem is well known and documented,, the public are generally becoming more aware and demanding action by government, I believe we should do the same.
Not satisfied	Surely the council need to put pressure on the water company.Why can't a filter be put on the river higher up before the water gets into the dock.We are paying to sit in unhealthy water during storm periods which occur more frequently
Not satisfied	The Council's attitude is a false economy. Tons of silt are carried into the dock with every heavy rain, making the intervals between essential dredging much shorter.
Not satisfied	Potentially a major health hazard to all
Not satisfied	They are still polluting the sea
Not satisfied	some of the rubbish which washes in after heavy rain is disgusting
Not satisfied	Not necessarily a Council problem. NRW should be pressured to take action against water companies.
Not satisfied	This may end up being subject to environmental enforcement
Not satisfied	Again this should all have been taken into account when new road was built and its effect on land drainage. Again we pay the price of bad management within council.
Not satisfied	It is disgusting at times
Not satisfied	The Council need to bring pressure to bear on Natural Resources Wales to sort the matter out.
Not satisfied	We regard this as a serious health hazard and feel that the water authority/council should resolve the problem and also that the water should be regularly tested for pollutants.
Not satisfied	Sewage entering the dock where people are holidaying and using it for pleasure time is a big no, simply from a health & safety point and nobody wants to be spending there pleasure time with bag smells in the air
Not satisfied	Health hazard
Not satisfied	Ask the councillors how they would enjoy floating in sewage.
Not satisfied	Not doing anything is also costly leads to dredging
Not satisfied	Until they do something about the sewerage and debris coming in, there will never be an end to the silting&#163;.particularly with shortened opening hours&#163; it is just like a big holding tank
Not satisfied	It can't be right that raw sewage is emptying into the marina
Neutral	Situation perhaps requires monitoring

10.3 The second outfall, at the North Eastern corner under the ramp, is from a highway sewer non-foul source, and the Council do not propose to undertake any work on it. What is your view of this?

56 responses



35.7% Dissatisfaction Response to Effluent from Second outfall at North Eastern Corner

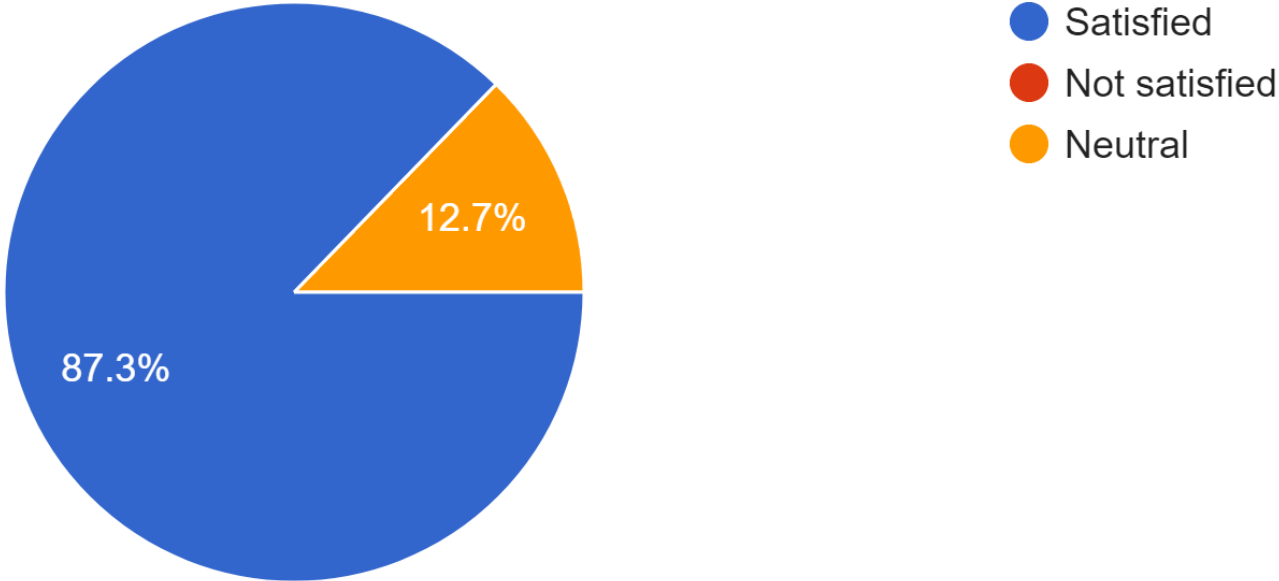
10.3 EFFLUENT: 10.4 Comments (12 = 1 Satisfied, 7 Not satisfied and 1 neutral)

Second outfall

Satisfied	I dont enter the water at all and I dont notice any smell.
Not satisfied	Same answer as 10.3
Not satisfied	The water from this outfall is often visibly polluted
Not satisfied	Won't it silt the marina again
Not satisfied	This does bring in a lot of waste detritus and flotsam building up within the dock. This is not satisfactory and highways should divert away from the dock rather than dumping into it. This may end up being subject to environmental enforcement
Not satisfied	The amount of litter that accumulates in that corner of the Dock from time to time is a bad reflection on CHT and the Council.
Not satisfied	Health hazard
Not satisfied	Recent reports from environmental studies have found water from highways contains pollutants such as microplastics, lead,
Not satisfied	Highway sewer into the marina, do you think that it's acceptable?
Neutral	It's surface rain water
Neutral	I am not aware of this outfall but I am on the South side.
Neutral	None

# 11. RUBBISH AND RECYCLING: 11,1 What is your view of the rubbish and recycling facilities?

55 responses



87.3% Satisfaction Response to Rubbish and Recycling arrangements

11.1 RUBBISH AND RECYCLING:

11.2 Comments (7 = 5 satisfied, 0 not satisfied and 2 neutral)

Satisfied

I am embarrassed by the failure of some berth holders to use the bins properly, with some berth holders dumping non-cyclable rubbish in the recycling bins.

Satisfied

Nice setup

Satisfied

Its up to lazy berth holders to make sure they put recyclable rubbish in the correct bin.

Satisfied

None

Satisfied

Much better since the new fenced area next to toilet block.

Neutral

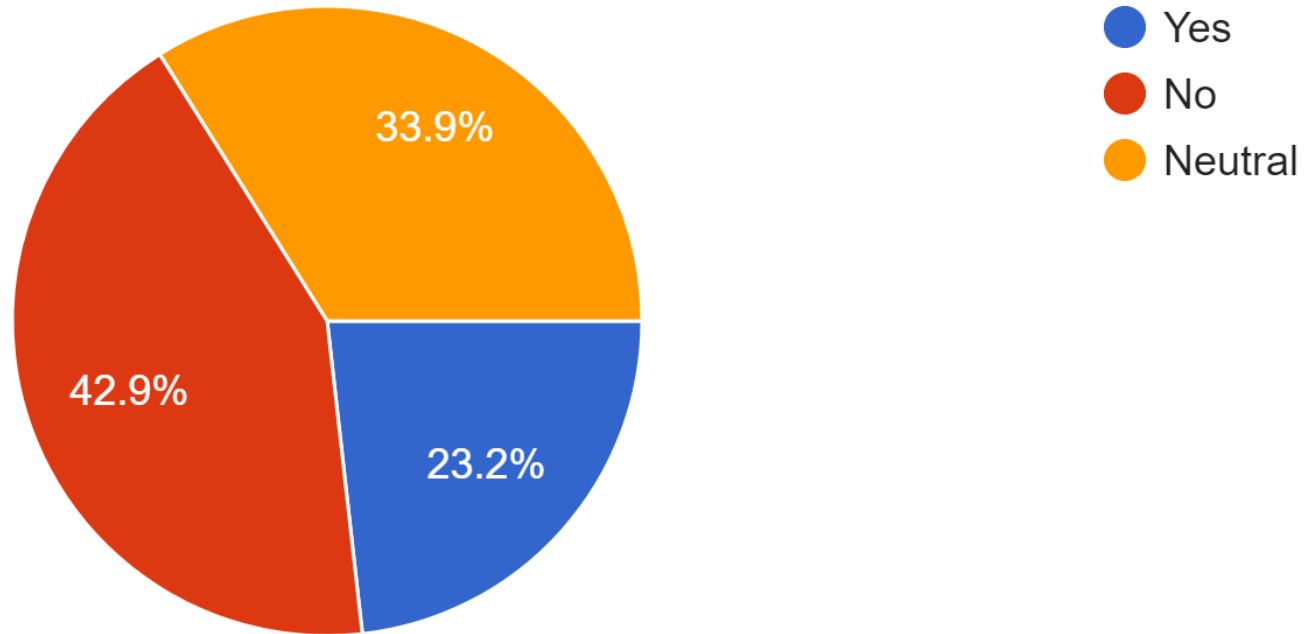
at present anyone can dump there, surely a key code for berth holders would be wise.

Neutral

I am not sure if there are facilities for glass

12. STORM DEFENCE: Gwynedd Council currently has no plans to protect the Victoria Dock Marina (and therefore the vessels within it) from storm dam...u consider that the current provision is sufficient?

56 responses



42.9% Dissatisfaction Response to Storm Defence arrangements

12.1 STORM  
DEFENCE:

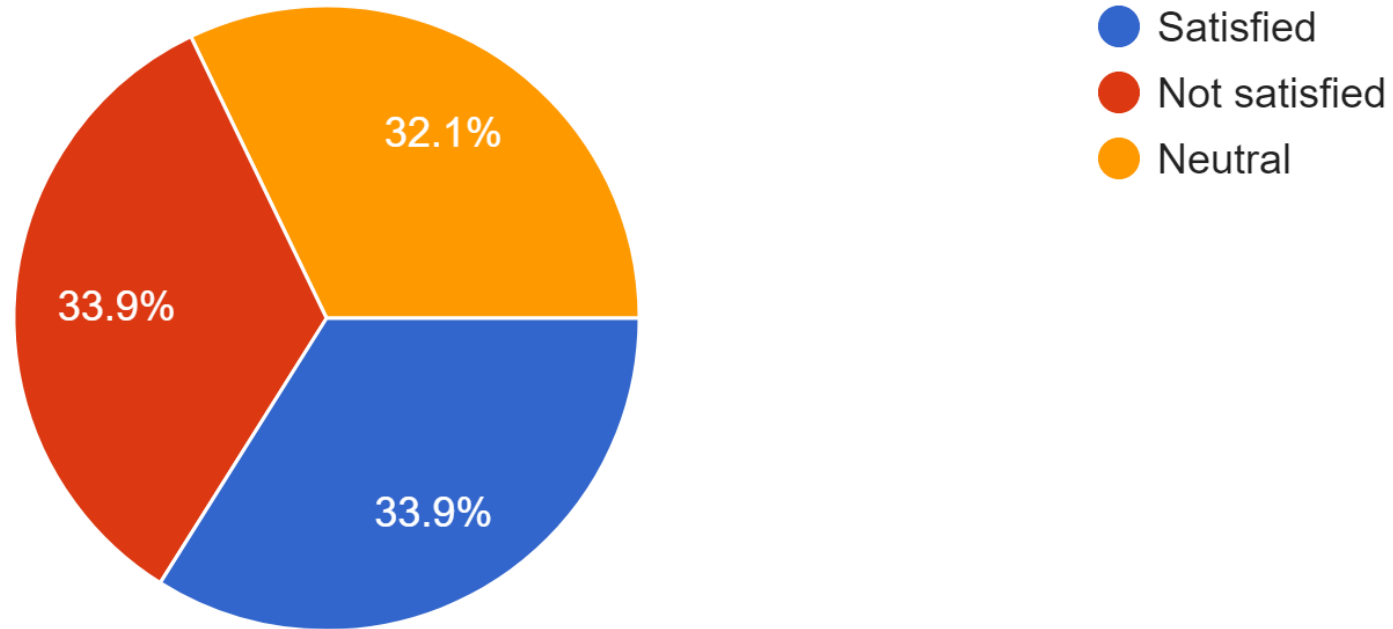
12.2 Comments (18)

Yes	Marina is pretty well sheltered.
Yes	Unlikely to see any change until there is evidence of a problem or damage to boats.
No	protect if possible.
No	This must be addressed as more storms are occurring and it can't be ignored
No	Have a higher gate complete with bridge as per se Padstow.
No	Having a dock gate which provides more protection from bad weather would be a huge asset to the port. If the gate is nearing the end of its life, I think an upgraded gate should be considered.
No	Council is in effect gambling with the risks of climate change missing the dock whereas we have already seen effects of coincidental high wind and wave direction as well as the slow but near catastrophic effect of gate failure last year
No	Again council should be protecting its dock and certainly the berth holders boats who pay good money to keep them there.
No	A combination of a dock gate which is well beyond its design life and the increased frequency of storms means that its high time the gate was replaced by a more resilient design which provides full height protection when raised.
No	We would like further information as to what provision could be made particularly with reference to protection above the gate in serious storm conditions.
No	What is the council's liability should vessels be damaged as a result?
No	On a spring tide with a westerly gale, even when the gate is closed, there is not enough protection. There has been damage in the past
No	Are the berth holders advised to let the insurance companies know of this situation. Also, will visitors be prewarned?
No	With Rising tides and increasingly severe weather there should be a plan
Neutral	Mark Shackleton's rule of taking boats off vulnerable berths and only rating two out on visitors pontoons in winter was very sensible but recently all the sensible rules have been abandoned.
Neutral	Providing the tidal gate is maintained fully
Neutral	It seems OK for now but I don't know what the impact would be of a storm on the rise and fall of the walkways and finger piers.
Neutral	At the moment I feel the dock is safe but the climate and storms are changing rapidly.



# 13. WIFI: 13.1 Are you satisfied with current WiFi provision in Victoria Dock?

56 responses

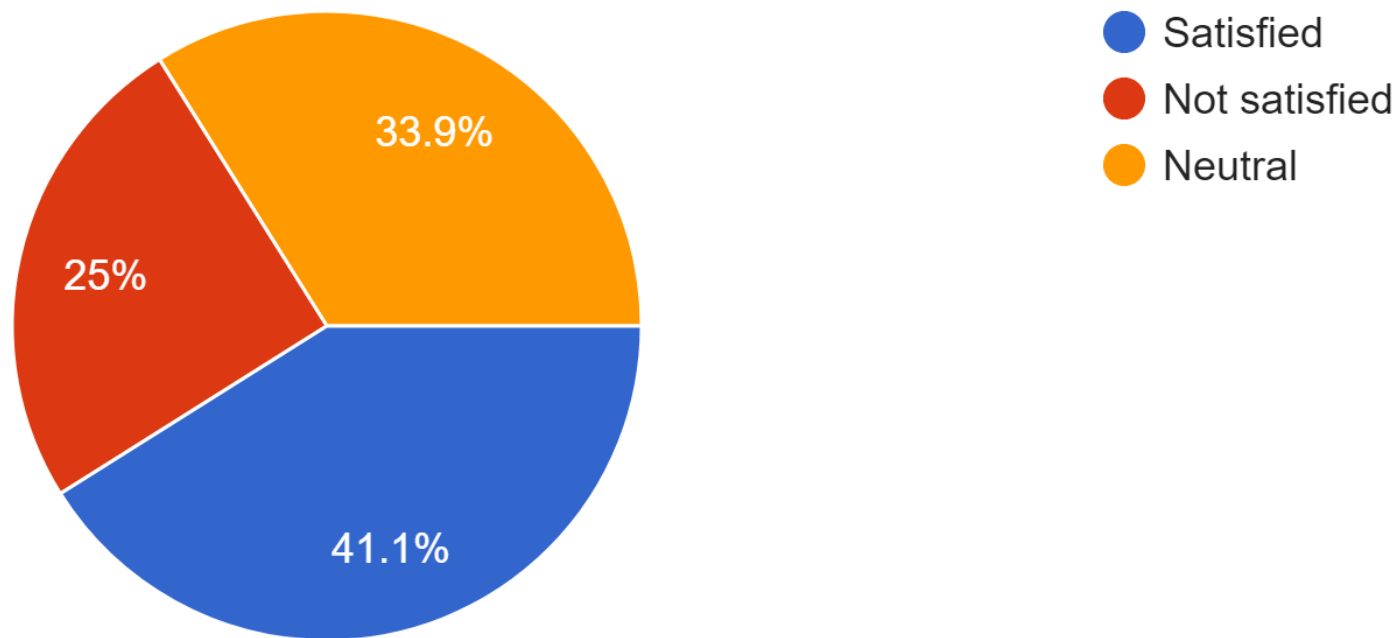


33.9% Dissatisfaction Response to WiFi arrangements

13.1 WiFi:	13.2 Comments (23 = 3 satisfied, 15 not satisfied and 5 neutral)
Satisfied	seem OK over last few weeks
Satisfied	Works very well for us.
Satisfied	None
Not satisfied	I am neat Table Table and only get a one bar wifi signal at best
Not satisfied	I believe fibre is not currently available in Caernarfon so a difficult one, however I am not satisfied with the situation particularly at times of high demand.
Not satisfied	It was really good but then became variable. Not sure what it is like at the moment as not in the dock
Not satisfied	I regularly can not connect to the wifi from my vessel.
Not satisfied	The wifi very rarely works in the northwestern corner of the dock
Not satisfied	Very poor wifi service. Unacceptable level of wifi
Not satisfied	Signal is usually very weak.
Not satisfied	Can be a weak or intermittent signal sometimes. I've bought myself a booster, which seems to have helped.
Not satisfied	Very very poor we are paying for this poor service should be far better
Not satisfied	Rarely able to connect with the internet
Not satisfied	It's better than before but the Wi-Fi keeps disconnecting and going down very frequently
Not satisfied	Signal very weak and bandwidth inadequate for the number of users at peak times
Not satisfied	Rubbish. Very patchy and very intermittent. Not fit for purpose.
Not satisfied	Signal strength and speed could be improved
Not satisfied	Its ok for me when the dock is quiet but fails to cope with busier times
Neutral	not always reliable.
Neutral	We have better WiFi service since moving berth
Neutral	There are times it breaks up but they are infrequent.
Neutral	a bit weak when in full season.
Neutral	It has been poor. But it seemed better over the winter? Maybe just because of fewer oeople

## 14. SECURITY WITHIN THE DOCK: 14.1 Are you satisfied with current levels of security within the Dock?

56 responses



41.1% Satisfaction Response to Security arrangements within the dock

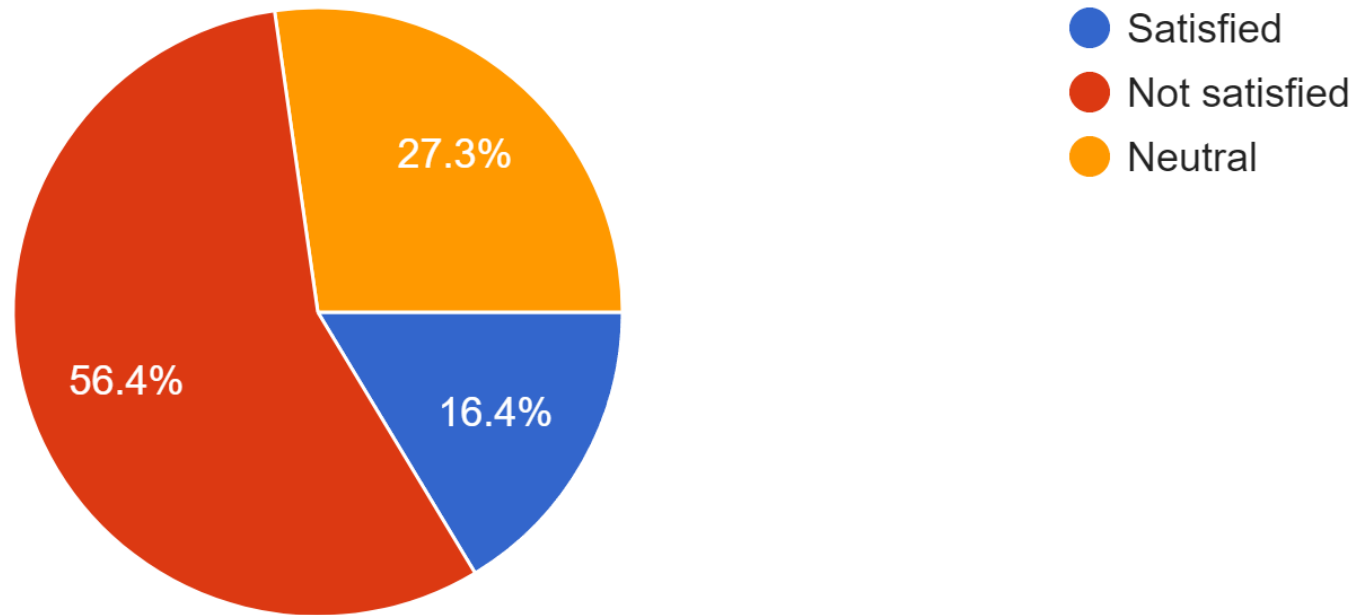
14.1 SECURITY 14.2 Comments (20 = 4 satisfied, 11 not satisfied and 5 neutral)

WITHIN THE DOCK:

Satisfied	Satisfied at the moment but would not be happy to the gate removed or any reduction in the present security arrangements. Local youths continue to hang around the dock and try to gain access. I've witnessed youths climbing over the gate on the North side.
Satisfied	You get people wandering around
Satisfied	Although any increase in security measures is always welcome.
Satisfied	South side ok. North side is too easy to climb over gate
Not satisfied	Glad that security being enhanced on South West side
Not satisfied	The North side security is non existent, the gate is not a deterrent
Not satisfied	Access to the North side is of little use, I am in my 70s and could easily jump over the low fence, it offers no more than a token gesture.
Not satisfied	As far as I can see the same problems still exist
Not satisfied	North side too accesible
Not satisfied	North side is vulnerable to intruders.
Not satisfied	It is far too eassy for people to enter the dock over the railings by TableTable and at the Northern end. Ilt is not easy to challenge people who have clearly entered over the top can also be quite threatening. as they
Not satisfied	North side gate lock fails frequently and the fence allows easy access for the athletic miscreant.
Not satisfied	We frequently find gates left open and feel that some method of automatic closure should be provided
Not satisfied	Effectively there is no security on the north side of the dock.
Not satisfied	No change of security code in years. Always someone leaving security gate open..berth holders and those on sailing courses leaving it open for the other customers.
Neutral	Fob operated locks would be better
Neutral	My boat was boarded by intruders. I dont know what measures would be effective in preventing this. If my understanding is correct I think the police response and follow up communication with the harbour master was inadequate.
Neutral	it was alked about for South side gate to have a key fob? what happed to this idea?
Neutral	I feel the entrance down to the visitors pontoon should be security gated again as anyone can walk down to the boats moored there
Neutral	Cameras often not working

15. FEES DURING ABSENCES: When boats are away from their berth for significant periods, the empty berth may be available, against payment, to vi... this. 15.1 Are you satisfied with this procedure?

55 responses



56.4% Dissatisfaction Response to Fees During Absences procedure

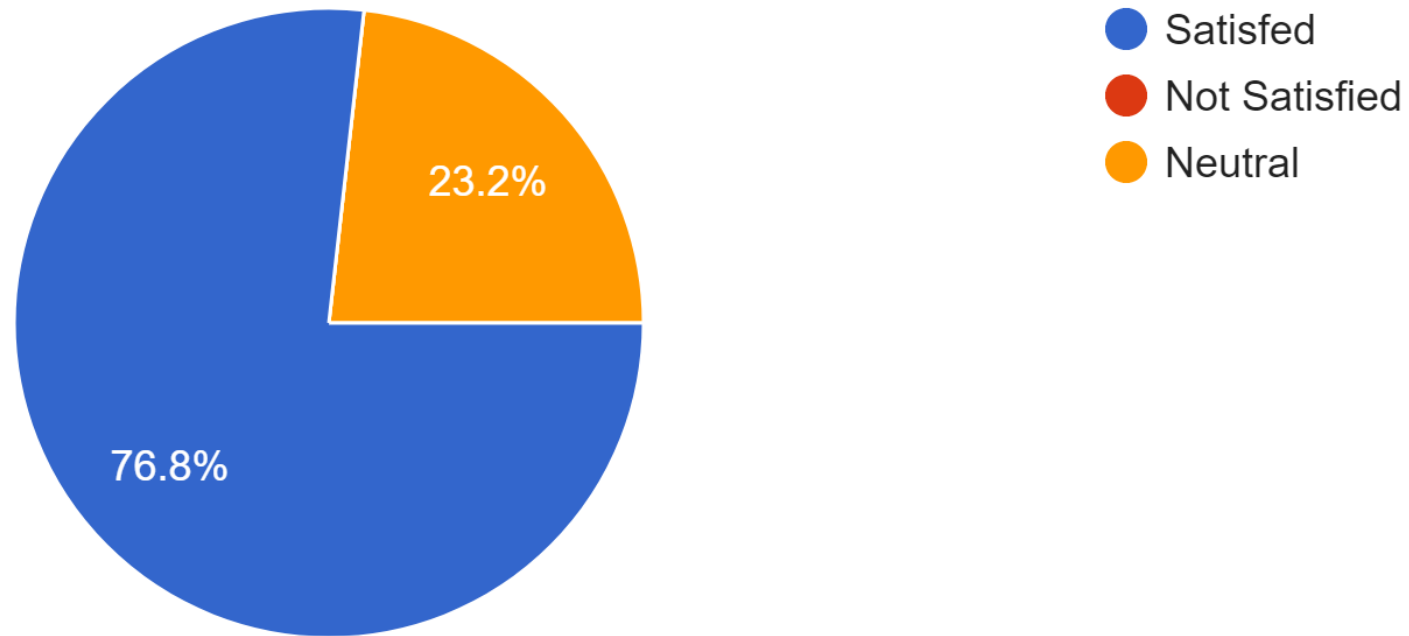
15.1 FEES 15.2 Comments (21 = 2 satisfied, 17 not satisfied and 2 neutral)

DURING  
ABSENCES

Satisfied	This is how every marina works, the berth holder does not own their berth.
Satisfied	This is the normal arrangement in marinas and helps to keep berthing fees down.
Not satisfied	Amazed to see that this practice is permitted..
Not satisfied	Berth holder and Council should share berthing fee
Not satisfied	Due notice of absence of say a month should allow for a reasonable re embursement to be made.
Not satisfied	Funds should be offset proportionally to the birth holder
Not satisfied	I am often away for 3 months. It's said that this keeps berth fees lower. This only benefits boat owners who don't leave the doc and don't provide visitor berthing spaces.
Not satisfied	It can be very inconvenient if on your return there is a boat on your berth. This has happened to one or two berth holders
Not satisfied	My has been used and my lines left in the water. I returned to find them needing de-weeding and cleaning, nobody could have checked from the harbour authority so I am out of pocket. I feel it should be 50/50 with the berth holders and the berth at least checked after the visitors departure.
Not satisfied	Never effected me but a neighbour came back to fined birth occupied unable to birth
Not satisfied	Not at all. why should I have the berth I paid for being used, with possible damage being done. If the situation arose then perhaps half the fee being taken off my annual bill or even if the council wised up and got involved with other marinas so a recipocol arrangement could be made.
Not satisfied	Not really fair especially when on return can be made to raft up whilst the visiting craft remains until an alternative is found berth is in use
Not satisfied	Pwllheli, run by the same council, have had remuneration in the past and are campaigning for it to be brought back. We should have it too.
Not satisfied	Some form of split would be fairer
Not satisfied	There should be some means of recompense in this situation
Not satisfied	This has happened many times when I've been away cruising or lifted out in the winter.I'm paying full price for the berth and it's been occupied the whole time .Surely there can be a way of reimbursement if this happens
Not satisfied	This is also a concern in the winter when a berth holder lifts and a visitor is paying to use their berth and the owner looses 6 months fee.
Not satisfied	we do in Largs.
Not satisfied	We were away from our berth for 5 months. The berth was occupied throughout this period.
Neutral	Giving berth holders compensation encourages them to inform the dock of their movements. Having potential to increase the harbours income, as well as compensating the berth holder.
Neutral	Standard practice in all marinas. Not a problem as long as I can get back on my berth when I return without having to wait outside the dock for them to move, which has happened a couple of times. If getting lifted out for the winter and stored on the car park by the castle, you shouldn't have to pay for storage as well. That's like two bites of the cherry. Pay for lift out/in but not storage.

16. DOCKMASTER TEAM:: Iwan Rees-Jones left his post as Dock Master some months ago, and the new Dock Master, Rob Coulon, has only recently ... level of satisfaction with the Victoria Dock team?

56 responses



76.8% Satisfaction Response for Dockmaster Team

16.1 DOCKMASTER TEAM:: 16.2 Comments(10 = 6 satisfied, 0 not satisfied and 4 neutral)

Satisfied	Looking forward to meeting Robert Coulon
Satisfied	Iwan was, and Rob is, very helpful.
Satisfied	I took fuel from Rob Coulon and he was most helpful.
Satisfied	Was satisfied with Iwan and Rob looks set to fill the role admirably.
Satisfied	Robert has made a good start
Satisfied	All the lads are second to none! they saved the day when the gate 'failed' turning up even on their day off. It was under control before the harbourmaster showed up. Rob seems very sensible and practical and has reduced the overloading of the visitors pontoon on both sides.
Neutral	Haven't met the new Dockmaster so can't comment.No complaints with previous incumbents.
Neutral	Let's wait and see?!
Neutral	We feel unable to comment so early after the changes
Neutral	Too soon to tell



## 17. LEVELS OF SERVICE:15 responses

1. No comment
2. Two conditions of the dock concerning running businesses from the dock and dogs on leads seem to have been ignored recently. Also too many long term boats on visitors pontoon.
3. The telephone number listed appears to not be regularly manned, perhaps an indicator of contact times would be useful.
4. Provision of petrol at the dock
5. An Automatic gate would give better access
6. What are the arrangements when you want to contact a member of the team in an emergency when there is no dock master present?
7. Clear floating rubbish out of the dock, usually trapped between the pontoons and the wall for days/weeks.
8. If during the service personnel walk round they feel the need to alter my moorings or note any problems with my boat I would like to be informed. I am happy though that they take the actions they do. I would value and be prepared to pay for a pump out service for my black water holding tank
9. Perhaps review gate opening times related to the extended daylight hours and tides times to optimise further potential in Summer and reduce accordingly in Winter
10. No comment
11. Operatives just need to be aware of and follow the Customer service section of the berth holders charter
12. No, I think you're doing a great job. Thank you.
13. Improved access to fuel pontoon
14. Restore the old opening times from March to October. They were changed without berth holders consultation and have severely impacted sailing opportunities. This has also impacted visitors and their accessibility to visit Victoria Dock.
15. Correspondence should be in pdf format rather than doc format as pdf files are more universal

## 18. OTHER PRIORITIES: 8 responses

1. So pleased it is being done though let's hope it's worth waiting for
2. See my comments re New Year's Eve above.
3. Car parking: a large proportion of cars / vans using berth holders spaces do not appear to have any passes / permits. During busy periods surely this should not be allowed.
4. Too many permanent boats on the Visitor berths, both in the winter when they have been rafted three or more deep and in the summer season when the rafts are even bigger. I know other sailors that are avoiding VD as destination because they can't get an alongside berth for the night. Is the attraction to permanently berth on the visitor berth because it's cheaper for someone to pay visitor rates, rather than pay for a berth in another marina? If so, perhaps there should be a maximum stay period or increased visitor rates?
5. Provision of a pump out service for my black water holding tank. I would be prepared to pay a small charge for this though at most mariners its free (included in the berth charge)
6. n/a
7. None
8. We were promised improved cctv for the berth holders to view....it hasn't happened. We were supposed to be getting key fobs to improve security...never happened. Damage from 'gate failure' still have floats missing or out of position. There are crack in the pontoons since their grounding (2 occasions). Can't wait for the new toilet block to open. Wi-Fi....promised new and better....is worse than before!! Was it legal for the gate opening hours to be reduced without consultation or explanation....not mentioned when paying an increase in fees for a lesser service

## 19. VDBHA FUTURE:19 responses

1. great service and input thank you.
2. Thank you to the committee for their work. Much appreciated
3. Maybe a summer get together
4. Keep up the good work!
5. sorry could not complete comments above probably due to my lack of computer skills. once an error made could not re-access
6. Keep up the good work
7. I am grateful to the team who give their time and energy.
8. Thanks for your hard work, good luck in finding new committee members.
9. It does a good job in representing us. Thanks to all involved.
10. To encourage berth holders to volunteer for committee membership or at the least communicate issues to VDBHA committee as well as to CHT. Perhaps a digital or physical suggestion box for berth holders to communicate issues and suggestions other than through the annual survey.
11. Keep up the good work. Thankyou.
12. No comment
13. Berth holders need to either put up or shut up - we need more active volunteers to represent berth holders interests by joining the committee and working with CHT and Gwynedd council on issues of concern , otherwise nothing will get done.
14. We feel that the VDBHA is extremely important and many positive changes have been achieved because of it. The mass resignation of the current committee is a matter of concern and will no doubt adversely affect the election of a new committee.
15. Members should be prepared to stand for office.
16. After founding the VDBHA I would be very disappointed to see it lapse
17. Great work by the existing committee members.
18. I do hope that it carries on in the future. It is a useful link between berth holders and dock staff etc
19. The VDBHA team work very hard and we appreciate them very much. It would be a shame if it folded but would understand why. Don't think CHT have any understanding of sailing/sailors needs. It is a leisure pursuit and is being restricted by CHT by charging more money whilst restricting our access to sailing. Without consulting their customers. Not a way to run a marina and treat loyal customers.

# VDBHA SURVEY March 2024

Survey and Results Analysis

by

John Whittaker Data Services

for

VDBHA