

CEO's Message

What a great summer this has been. After a less than inspiring spring the improved weather has had a big impact on marina activities. Boat ramp usage and trailer boat storage activity have both improved dramatically over the last three months. In fact we have now a waiting list for trailer parks for the first time since I started here.

Our hardstand has also been close to full over the last three months. The demand for the spray booth (Unit 3) has picked up markedly too and it is booked out for the next two months. It's great to see our tenants with plenty of work. They certainly encourage boat owners from other marinas to come and get work done here at Seaview.

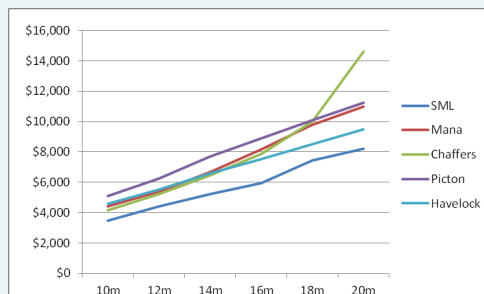
The Marine Centre has now all but two units leased. The New Zealand Police Dive Squad moved into Unit 2 before Christmas and are currently installing a mezzanine floor to provide accommodation for both their equipment and personnel. It's great to have the team on site. They provide an essential service, albeit an often harrowing one.

With H Pier now in place, Sailability have moved their operation to this pier. It is great to see the achievements of the disabled sailors. It is a credit to Don Manning and his team of volunteers who introduce them to the joys of sailing.

Hardstand Supervisor Mike Croft is currently on leave until the middle of April. Tony Kelly is providing the hardstand and maintenance support for the marina. Where necessary we will get assistance from contractors when critical maintenance issues arise. Please keep the office informed of any maintenance issues you come across and

we will prioritise them and get them attended to.

A study of berth rentals was undertaken in November 2015 to determine how Seaview compares with our competitors in the Wellington region. It is very interesting that in all berth sizes our prices are well below our competitors' annual rentals. The graph below provides the results of the analysis.



On top of this the services that are provided at Seaview Marina are superior to all other marinas in the Wellington Region and of an equal status to the three operated by the Marlborough Sounds Marinas.

All in all Seaview Marina is having a good year and has achieved its business targets set by the Board for the first six months of the year. This bodes well for the remaining six months.

Hopefully the good weather will continue and provide plenty of opportunity for all of us to make use of our vessels for a few months yet.

Best wishes
Alan McLellan, CEO

Inside

2016 Customer Survey • Anti-fouling safety • new policy for debtors to be introduced • RPNYC Fishing Contest • what's on at Lowry Bay Yacht Club • and more...



Lowry Bay Yacht Club

Lowry Bay Yacht Club kicked off the 2016 sailing year with plenty of fanfare at its annual Opening Day celebrations on 31 January. The traditional speeches and firing of canons were observed but the fun element was out in force too with competitions for the best dressed boat and crew.

The Club's support for cruising has taken a big step forward with the laying of six moorings throughout the harbour for its members. These provide shelter in different bays without the hassle of anchoring. They are proving highly popular with existing members and are also attracting more cruisers to join the Club. Seaview Marina have been a key supporter of the moorings which the Club gratefully acknowledges.

Yacht racing hasn't been forgotten and the non-spinnaker Friday night races are continuing to set record fleet sizes for the Club. These races have a very friendly atmosphere and are always popular with people wanting to have a go at yacht racing or to just try sailing in general. The Club is always keen to introduce people to sailing so welcomes anyone to get in touch or just show up on the day if they would like to be involved. The Club will also help anyone wanting to start racing their own yacht.

Graeme Walkinshaw has returned as the Club's caterer after an absence of several years. Graeme's great value meals had become famous and it's great to see his followers returning to the Club on Friday nights. The Club welcomes all Marina users to come and use the restaurant and find out more about what the Club offers.

The Club took the unusual step last year of reducing its fees. Membership of the Club is now only \$150pa and to join for the remainder of the financial year, i.e. March to June inclusive, is only \$50. Additional family members can join for even less.

With these additional services and lower fees the Club hopes that even more Marina users will make the Club their place to enjoy and will become part of their friendly community so invites all interested people to make contact or pop in for a chat.

Contact us

Website: www.lbyc.org.nz

Email: info@lbyc.org.nz

Phone: 568-3715

Visit: next to Gate 2



New members and visitors welcome



**Unit 1, Wellington Marine Centre
100 Port Road, Seaview,
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Phil: 021 648 304

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New Debtor Policy to Be Introduced



With the increase in the size of Seaview Marina, the number of customers has grown accordingly and now stands at over 500. An unfortunate consequence of this growth is an increase in the number of bad debts and in the time marina staff are spending contacting those customers who do not pay their accounts by the due date. This considerably reduces time they could be spending on other tasks and this cost is passed on to all customers.

The Marina Board have requested that the marina's policy on bad debtors be tightened to reduce both the debt level and administration time. Please note the details of the new policy below and feel free to contact marina staff if you have any queries or concerns:

1. Customers receive a rental invoice on the 20th of each month.
2. Payment of all rental invoices is due on 1st of the month following. All other invoices are due within 7 days.
3. If payment has not been received by due date the customer will be contacted.
4. If payment has not been received by the 1st of the second month the customer will have their access disk cancelled.
5. Marina staff will contact the debtors in this category during the first week of this month and explain what is about to happen.
6. If the account remains unpaid the customer will be referred to the marina's debt recovery agent, Credit Consultants Ltd. This will incur a \$11.50 referral fee and a 20% commission charge. In addition the customer will be required to make future payments by Direct Debit.
7. The customer's vessel will be secured so it cannot be removed from the berth or trailer park.

8. If payment has not been received by the 1st of the third month a lien will be placed on the vessel and the owner advised that unless the arrears are cleared within the next 5 working days the vessel will be listed on Trade Me to be sold.

How you can help

Please help us reduce administration costs and time by:

- Paying your accounts by the due date.
- Setting up an arrangement to make all account payments by Direct Debit. Ask staff to send you a form.
- Contact marina staff to discuss any issues which may be affecting your ability to pay on time.

Marina office contact: Phone: 04 568-3736

Email: admin@seaviewmarina.co.nz



2016 Customer Survey

We are constantly working to improve the facilities and services provided to our customers.

One of the many ways we obtain invaluable information and feedback about whether we are meeting our customers expectations and needs is via our biennial customer survey.

In March we will be conducting our third Seaview Marina customer survey. All marina customers will be contacted by email to undertake our survey which should only take a few minutes of your time to complete.

We encourage and welcome your participation.

If you are not on email and would like to participate in the survey please contact the office staff.



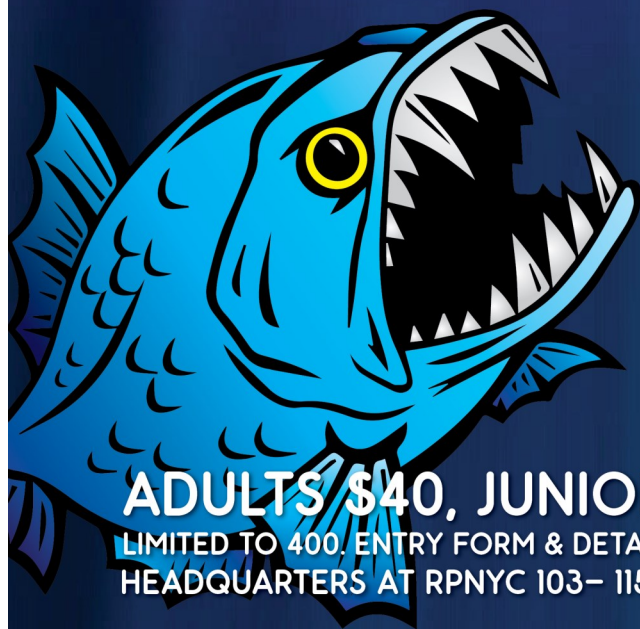
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We have a defibrillator in the marina office



A defibrillator is a life-saving machine that delivers an electrical stimulus to the heart to re-start or stabilize heart function.

All marina staff are fully trained in the use of our defibrillator but without training anyone can use them effectively as it has full instructions with it.

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Diver down?



(Code Flag A -
Min size: 600 x 600mm)

If you are diving from a boat, or are the skipper of a boat with a diver down, you must ensure that Flag A is displayed in such a manner that it can be clearly identified by other boats from a distance of at least 200 metres. (bylaws 3.7.1 and 3.7.2)

Failure to comply can put the diver at risk of injury and/or the skipper at risk of a \$200 fine.

Boat supplied courtesy of Power Boat Centre, Port Rd, Seaview

greater WELLINGTON
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Please Don't Use Fire Hoses - except in an emergency

We've all done it— the boat needs hosing down, a water tank has to be filled. What's the easiest option? Grab a fire hose. Unfortunately, this practice is resulting in damage to fire hoses and pedestals with pedestals being pulled over, hoses ripped out and bases broken. This damage is not only expensive to repair but means hoses may be unavailable if required in an emergency.

Please take the time to connect your hose to the tap on your pedestal and leave the fire hose for emergencies only.



Please use the marina fire hoses in an emergency

Anti-fouling Safety

Anti-Fouling Paints—remember to protect yourself

Antifouling paints are useful in preventing the build-up of unwanted organisms on your boat. However, these paints are toxic and can harm your health as well as the marine environment.

Before using an antifouling paint always read the product label. It will tell you the hazards of the product and what precautions to take when handling the product and how to dispose of it safely.

Ask your supplier for an up-to-date safety data sheet when you purchase anti-fouling paint.

Wear the Right Safety Gear

Contact with antifouling paints can irritate your skin and eyes and even permanently damage your health. To protect you must wear the right safety gear to avoid getting paint onto your skin or breathing in vapours.

When applying paint with a brush or roller you should wear:



Goggles, full body overalls, covered shoes and chemical resistant gloves. If you are spraying these paints **respiratory protective equipment** should also be worn.

Collecting and Disposing of Waste

Old antifouling removed from boats can still be toxic to people and the environment. When scraping, sanding or removing paint from your boat you must collect your waste and properly dispose of it.

This can be done by putting a drop sheet under your boat and sweeping and vacuuming after you have completed the work.

Special rules apply to the spraying of anti-fouling paints and a controlled work area must be set up.

For details of comprehensive rules and safety precautions to follow when using antifouling paints refer to the EPA website www.epa.govt.nz or obtain a brochure from the marina office.

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Might is right

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Seaview Marina Hours & Contact Details

Office Hours

8am-5pm, Monday to Friday
8:30am-12 noon, Saturday

Boat Yard Hours

8am-5pm, Monday to Saturday

Office Phone:

04-5683736 **Fax:** 04 5683586

Staff

CEO:

Alan McLellan M: 027 443 5330 E: alan@seaviewmarina.co.nz

Marina Administrator:

Suzanne Willis M: 0275 995 857 E: suzanne@seaviewmarina.co.nz

Assistant Administrator:

Alison Watt M: 021 449 845 E: alison@seaviewmarina.co.nz

Boat Yard Supervisor:

Mike Croft M: 0275 022 888 E: mike@seaviewmarina.co.nz

Maintenance Dockhand:

Tony Kelly M: 0274 102 196 E: tony@seaviewmarina.co.nz

