



News

## Manager's Report

The first six months of this financial year were the toughest I have experienced in the nine years I have been at Seaview Marina. However, since January 2012 the business has improved and we are looking at stronger growth, both in our berth/trailer park tenancies and the hardstand operation. Good news as we are planning two major projects for the 2012/2013 financial year; the extension of trailer park A to the east and south, and a café to be sited between Lowry Bay Yacht Club and Pier A. Details of both projects are outlined in this newsletter.

After 9 years guiding Seaview Marina as Chairman, Bryan Jackson has retired from the Board. His sound business acumen and entrepreneurial flair will be missed. The improvements in the marina can be credited to his leadership. We do have a new Chairman, Brian Walshe. He has already shown he is keen to continue the job started by Bryan Jackson in April 2003.

Over the next couple of years the Board will be focusing on improving the Seaview Marina environment as a destination. We plan to make it more 'user friendly' for both our tenants and the general public. Already improvements have been made to our Port Road landscaping and we hope to develop a pathway around the waters edge, with seating and landscaping.

Alan McLellan  
Marina Manager



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# Major project for 2012-13

## The Seaview Marina Café

The Board has been working for a couple of years now on the concept of establishing a café at Seaview Marina. There are not many marinas in New Zealand that don't have a café or restaurant. The research we have done indicates a café here would be well supported. The 'catchment' for patrons is significant. There are 600 businesses within the Seaview/Gracefield area and approximately 8,000 people travel past the marina on Seaview Road each day. On top of this Seaview Marina has in excess of 500 customers on its database. Not a bad start for the support of a café.

After reviewing a number of sites, including combining with Lowry Bay Yacht Club, the design has been based on a new build located between the LBYC clubhouse and the gangway to A Pier. This will be a unique building with most of it sited over the edge of the rock batter and the water. Facing west, the café will provide a wonderful view over A pier. There will be the opportunity to tie up smaller vessels alongside the café. The perspectives for the café are shown below.

*The development of a café at Seaview Marina had support from 74% of those responding to the 2012 Customer Survey*



We still have some way to go. Two resource consents are needed – one for the Hutt City Council and one for the Regional Council. The first is needed to establish a café on the marina site and the second is required because the piling for the café and deck are within the area below mean high water spring.

The most critical component will be getting the right operator. The result of our search has identified a couple of excellent applicants. We will be making our choice within the next three weeks.

We are planning to have the café operational for the coming summer.

# 2012 Seaview Marina Customer Survey

For the first time since becoming a Council Controlled Organization (CCO), Seaview Marina ran a Customer Survey in March 2012. The survey used a technology-based programme called Survey Monkey. This allowed us to create the survey, send it out by email and once the results were in, to analyze them easily by whatever categories we required. For example we could separate responses from trailer park customers, Lowry Bay Yacht Club members or yacht owners and analyze the results.

We had a great response and I would like to thank those who participated. In all there were 167 respondents which represented 53% of those we sent surveys to. There were one or two glitches, for instance we could only send one questionnaire to each boat. Not perfect when there are a number of boats with joint owners, however we hope to rectify this for future surveys.

The results provided the Board with some excellent information and we have summarized some key findings below. It was heartening to see that generally the marina operation and staff were seen in a very good light.

It was interesting also to note that in ranking the essential reasons for choosing to store their vessels at Seaview Marina, our customers rated security ahead of location and parking.

There was some very helpful feedback too on projects that we have been researching. The development of a café/restaurant on site had support from 74% of those responding.

## Some Key Customer Survey Findings

- 86%** Felt the marina is managed efficiently.
- 85%** Said the marina is well maintained.
- 89%** Positive rating for the haul out service.
- 97%** Would recommend the marina to other boaties.
- 74%** Supported a café on site.

## 2012 Customer Survey Prize Winner

Thank you to all those who completed our 2012 Customer Survey.



The lucky winner of the GME EPIRB MT406G was Malcolm Harrison, owner of 'Victory'.

Malcolm is pictured here receiving his prize from Marina Manager Alan McLellan.





## Increase in Marina Charges - Effective from 1 January 2013

The last increase in charges at Seaview Marina was announced in June 2010 and came into effect in 2011. To assist our customers the Board split this increase over two billing periods, charging 50% in January 2011 and the final 50% in June 2011. In recognition of the economic climate the Board decided that there would be no increase in marina charges during 2012.

Unfortunately the marina has been impacted hugely in 2011-12 by increases in insurance, electricity, water, maintenance and rates charges and this has necessitated a review of our prices. At their May 2012 meeting the Board adopted a resolution to increase berth, pole mooring and trailer park charges by 5%, effective from 1 January 2013. It is worth noting that even with this increase the charges at Seaview Marina are still below those at Mana, Chaffers and Waikawa Marinas.

We note there will be no change to ramp fees, ablution and boat yard charges or to the live aboard surcharge.

### The new annual charges from 1 January 2013 are:

Category	Current Charge	Charge from 1 January 2013
10m berth	\$3285	\$3450
12m berth	\$4064	\$4267
14m berth	\$4800	\$5040
16m berth	\$5475	\$5749
18m berth	\$6833	\$7175
20m berth	\$8422	\$8843
Cat Berths 12-16m	\$5264	\$5527
Cat Berths 16-20m	\$6180	\$6489
Trailer Parks	\$1226	\$1287
Pole Moorings	\$1226	\$1287

### Casual Marina Berth Rates (per day):

10-12m	\$16	\$17
14m	\$21	\$22
16m	\$26	\$28
18m	\$31	\$33
20m	\$36	\$38
Trailer Park (per day)	\$10	\$11
Pole mooring (per day)	\$10	\$11

### A Note for those paying by Automatic Payment

If you are paying your rental by monthly automatic payment your rental should be **two months in advance**. This means you will need to contact your bank to increase your automatic payments to the new rate from **November 2012** to cover the new charges. To calculate the correct monthly payment amount, just divide your new annual charge by 12.

In an effort to reduce administration pressure we are also contacting all customers who are currently paying their rental by weekly or fortnightly automatic payment to request that they change to only one payment per month. If you could please assist us by making a change to one payment per month it would be greatly appreciated. Please don't hesitate to contact Suzanne or Alan if you have any queries about the new charges or your account.

## Seaview/ Gracefield Survey

We wanted to find out what our local community thought about Seaview Marina and so we carried out a survey of the businesses around Seaview/ Gracefield.

With around 600 businesses in the area, there is quite a large catchment of people who might have an interest in Seaview Marina and its services. Indeed the results did reflect this.

96% knew of the marina and 83% had visited it. The key reasons were for walking, cycling and launching their boats.

19% of the respondents had a boat and around 33% thought they would be buying a boat in the next 12 months. This is a good market for both the LBYC and ourselves.

The most interesting statistic however was that 90% of the respondents supported a café being built on the marina site.



# Recent Marina Improvements

## New Bins & Seats

Some comments which came out in the recent customer survey indicated that there was a need for more rubbish bins around the marina and better seating. You may have already seen the new rubbish bins we have placed at the beginning of Piers A to E, as well as three over at the launching ramp area.

Over the next couple of months another four bins will be placed around the Lowry Bay Yacht Club and in front of the Sea Centre.



As well as the bins we have four two person seats and two four person seats (pictured below) to be placed around the waters edge. This area will eventually be developed into a walkway joining the Hutt River Trail with the Eastern Bay's Walkway.



## Port Road edge gets a tidy up

Many will have noticed that the marina gardens along Port Road, in the area stretching from the corner of Eastern Bays Marine Drive to Entrance 3 have had a major tidy up.

Hutt City Council staff, in partnership with Seaview Marina, have removed old plants, trimmed the pohutukawa trees and laid down a bark mulch. The area now looks much neater, is easier to maintain and the amount of rubbish discarded into the gardens has reduced considerably.

The landscaped area in front of the Sea Centre is also growing well and looked fantastic when the pohutukawa trees were in bloom last summer (pictured right).



## New Gate for Trailer Park B

A new cantilevered gate similar to the one at the northern entrance to the boat yard, was installed in Trailer Park B in April. It replaces the two hinged gates which were damaged in a recent southerly storm. The new style gate has already proven itself on the boatyard and should easily handle the conditions.



## Ablution Block Door

No longer will it be like going to prison when entering the ablu-tion block below the marina office. The old metal gate has been replaced with a Rylock aluminum door.

This has made a big difference to the toilets, showers and the laundry. No longer does the wind whistle through the ablu-tion block, much less rubbish finds its way in and consequently the environment is cleaner and warmer.





## New screened area for boat yard

A new post and rail enclosure has been constructed over by the diesel pump, on the wash down area to the south of the hardstand.

The enclosure allows for screen material to be attached and provides a work area that can be completely enclosed for doing 'dirty work'. The area drains to the Trade Waste through a three stage sump.

If you have work to do on your boat which requires it to be screened then this is the answer. Supply your own impermeable covering and you have the ideal area to work on your boat. The marina staff will need to see the covering in place before you start work however. There is a cost of \$20 per day on top of the cost of your cradle to hire the screened area.



## Lowry Bay Yacht Club has something for all boaties

Known for its friendly atmosphere and the way it actively encourages new members with support and advice, LBYC aims to meet the needs of all boat owners, not just yachties. In addition to on-the-water activities, the club offers an active social calendar and great meals for members and guests in the clubrooms on Friday nights. Membership is very reasonably priced, and more details are on the club website: [www.lbyc.org.nz](http://www.lbyc.org.nz)



### Want to try racing?

LBYC Commodore Warren Snowden says many newcomers say the most daunting thing about beginning racing is getting their heads around the seemingly complex (but in reality not all that tricky) rules and knowing what to do the first time they get out in a yacht race. The club understands (all its members have been there themselves!) so they have ways to make it easy:

- They run a number of racing divisions, with the Commodore's Division being ideally suited to learning, as it is quite relaxed, doesn't have as many boats, and doesn't use spinnakers. It's how many people started racing (and is home to a number of experienced sailors with cruising boats). The club sails on Sunday afternoons throughout the year.
- They can arrange for experienced people to come out with you for your first few races, just to help you settle in, and to explain the confusing bits.

On Friday nights during daylight saving months the club runs social, non-spinnaker, evening races. These are a great way to unwind after work, and to improve your skills in a fairly relaxed environment.

*If you'd like any more information please feel free to contact Wendy Edwards on (021) 486 795 or ([sailingsec@lbyc.org.nz](mailto:sailingsec@lbyc.org.nz)), or Ian White on (027) 212-0655 or ([treasurer@lbyc.org.nz](mailto:treasurer@lbyc.org.nz))*

## Sewage containment to be required for all those staying overnight on your vessel

We all want to enjoy healthy, safe and pristine waters. With this aim in mind Seaview Marina provides excellent onshore ablution facilities and sewage pump-out at the dock. We also encourage boat owners to use our onshore facilities at all times. However, we have had reports of vessels discharging into the marina. Untreated sewage can seriously degrade water quality, cause disease and pose a risk to humans, fish and other aquatic life. As part of our commitment to New Zealand's Clean Marina Programme, Seaview Marina will be insisting in future that vessel owners overnighing or living on board fit a holding tank. This need not be an expensive exercise involving modifications to your vessel. A portable toilet can be purchased for as little as \$200 and can be emptied on site at the dump station by the Marina office.

**To give you time to modify your vessel or purchase a portable toilet, this change will not be imposed until 1 January 2013**

## Important Changes to Rules for Living Aboard your Vessel

*Are you sleeping overnight on your vessel for more than 3 consecutive nights? If your answer is yes ,please read on:*

On 1 July 2009 the marina introduced a live aboard surcharge of \$82 per month for those vessels with persons living on board. This charge covers the additional costs incurred to accommodate live boards such as power and water, ablution, cleaning, mail delivery, internet, and laundry. It was also decided that to control pressure on facilities, the number of vessels with live boards allowed on the marina at any one time be limited to 10% of the total berths. Living aboard vessels is also strictly by approval of the marina management. From a health and safety perspective it is also vital that in an emergency we are aware which vessel may have persons living aboard.

Clause 5.2k of the Marina Berth License currently states to "live on the boat" means to sleep overnight on the Boat for 5 or more consecutive nights. We are aware from monitoring security access that some vessel owners are regularly staying 4 consecutive nights on board and are to all intents and purposes living on board, but are not paying any surcharge. We see this as an unfair situation to those who are paying their way.

At their April meeting the Seaview Marina Board moved to change the definition of "live on the boat" from '5 or more' to 'more than 3 consecutive nights'. This new rule will come into effect and apply to all Licensees from 1 July 2012.

*From 1 July 2012 if you are staying on board your vessel for more than 3 consecutive nights you will need to contact the Marina Office to apply for live aboard status and, if approved, pay a monthly live aboard surcharge of \$82. We acknowledge that on occasions vessel owners may wish to stay on board for a week or more. This rule is not meant to prevent you from doing so. However we do ask that you advise the office if you intend staying on board for more than 3 nights.*

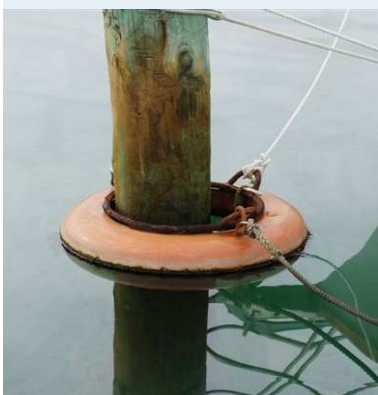
*If you have any questions about this rule change please do not hesitate to contact the marina office.*



*Morgan Stuart Mckeown shares a sandwich with the resident swan family*



## Please Remove all Shackles



As part of ongoing maintenance Mike and Jono are continuing to replace and clean worn floating rings.

The life of floating rings is seriously compromised by wear caused from shackles being used to attach mooring lines to them. The photograph above shows the corrosion caused by metal shackles wearing away the galvanizing on a floating ring.

Please help us extend the life and efficiency of our floating rings and all other metal pier fittings by NOT using shackles to secure mooring lines to them and by removing all existing shackles.

The image below shows the correct way to attach your lines to rings or pier fittings.



## Extension to Trailer Park A planned

Work will be commencing shortly on increasing the size of Trailer Park A to provide another 35 trailer parks, including about 10 being set up to accommodate larger trailers.

To achieve this we will be moving the southern fence line out to within a couple of metres of the edge of the rock batter, as well as fencing off the area up to the access gate for the launching ramp. As part of this development the existing entrance gates to the park will be replaced with a cantilevered gate, the same as that recently installed in Trailer Park B.

The area between the new fence line and waters edge will be developed into a pathway with seating and landscaping, to improve the link between Eastern Bays Marine Drive and the Hutt River Trail.

## Selling your boat or leaving the marina?

Just a reminder that under the terms of your Marina Berth License (Clause 12.3) or Trailer Park License (Clause 14), if you leave the marina and wish to relinquish your berth, pole mooring or trailer park you are required to give us **three months notice in writing**.

Unfortunately, failure to give the required notice may result in a three month cancellation fee (equivalent to three months rental) being added to your account on departure. Please read your license carefully so you are fully aware of potential additional charges or conditions.

We are happy to answer questions about marina licenses at any time.



## Potholes to be filled

Potholes are a constant maintenance issue on the marina. There are currently a number by the ramp and in the trailer parks. We are in the process of obtaining quotes from contractors and will be engaging one to repair these areas over the next few months.



## Please keep the boat ramp clear

Recent complaints from users of the boat ramp alerted us to the fact that some people are parking their cars and trailers across the front of the ramp, making access difficult for others. In response we have recently had 'no parking' signs painted across the ramp entrance to discourage illegal parking. Please assist by parking well clear of the ramp.



# Abraham Lee

Joins



Abraham Lee was employed by Hakes Marine Limited in the position of boat builder from 12/03/2007 until 29/03/2012. His position was terminated due to the company being placed into liquidation by the owners. During his time with Hakes Marine Abraham's position was that of a leading hand, this meant that he was responsible for the organisation and overseeing of the production of a small team of boat builders and labourers. Abraham was primarily responsible for construction of bulkhead and component structures both in prepreg composites and resin infusion with epoxy resins.

As a professional boat builder with 14 years experience, he has vast knowledge of composite applications ranging from wet-lay, vacuum bagging, infusion, prepreg, mould building, laminate, layouts, boat repairs and schedules. He has been involved in numerous high tech projects including, but not exclusive to: South African America's Cup Yacht, Ecover 3 – Vendee Globe, Aviva – Vendee Globe, SL33 catamaran – sailed by Emirates Team NZ.



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