

Great Response to 2014 Customer Survey

Thank you to the 306 marina licensees who responded to our 2014 customer survey. Compared with our 2012 survey we had an additional 168 participants. This provided a response rate of 68% - an excellent rate in survey language.

Your comments and suggestions were extremely useful in providing the board and management with information on which to base future strategies. Here is a brief summary of key results and once all the responses have been fully analysed a more detailed study will be provided to all our clients.

We will be doing the draw for the \$200 Burnsco voucher and announcing the winner at the end of the month.

A summary of key results

Question	Strongly Agree/Agree
Effective management	89%
Good Haulout service	90%
Friendly and helpful Staff	97%
Well maintained marina	89%
Would recommend Seaview Marina to others	94%
I feel my boat is secure	95%
I feel Seaview Marina is heading in the right direction	
Agree	70%
Disagree	15%
Neutral or not relevant	15%



Inside

Construction underway on Stage 2 of the pedestrian walkway • F and G Pier redevelopment gets go-ahead • Trailer Park A to be extended • Good news for trailer park customers • Reminder about 1 July 2014 change in marina charges • snack vending machine installed • Jetty upgrade..... and more

Marina development activity continues

There is going to be plenty of contractor activity on the marina over the next few months. The first project, which is currently underway, is the extension of the pedestrian walkway along the eastern edge of the central causeway. The next major project, which the Board approved at their May meeting, will be the redevelopment of F and G Piers. We thank you for your patience during the construction phase of these projects and apologise for any disruption or inconvenience caused.

Extension of the internal pedestrian walkway

As the marina has increased in size it has become obvious that creating a separation between cars and pedestrians is important. We have consulted ACC and experts in Health and Safety who agree that this is a high priority. The pedestrian walkway is designed to provide a safe pedestrian way for licensees and the general public.

The first section of the walkway—from the boat ramp gate to the marina office was completed last year. Construction is well underway on the next section which will run down the east side of the central causeway from the marina office to the south abluion block. The walkway will follow the design of stage 1 and include seating areas and planter boxes. As part of this project the small boat ramp by the south abluion block will be tidied up and concreted to make it easier for those using the ramp, especially our customers on pole moorings.

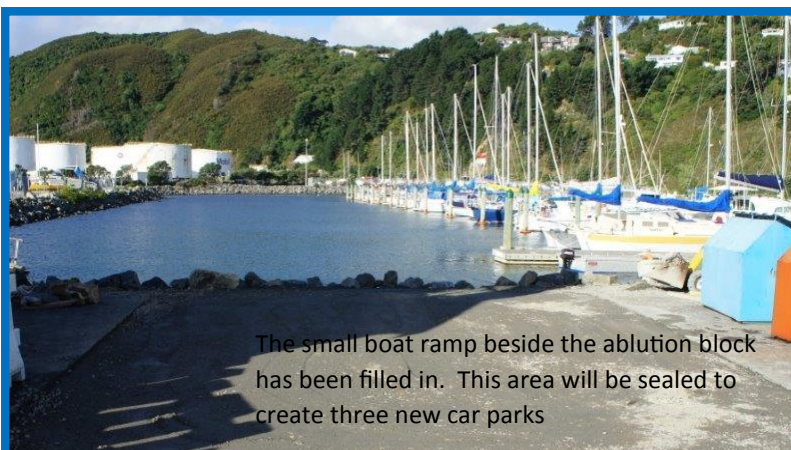
To improve vehicle movements, parking and pedestrian access, the existing car parks will be re-marked and angled at 30 degrees to the vertical and through-traffic will be required to travel clockwise

There will be no loss of car parking as a result of the construction of the walkway. In fact car park numbers will increase. The small launching ramp to the south of the office has been filled in and this will create an additional three new car parks. The removal of the ramp also allows the new pathway to run from behind the marina office straight down the causeway.

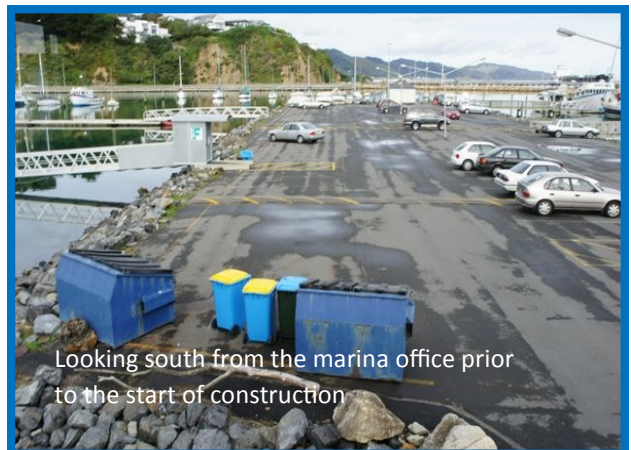
The next stage of the walkway will run from E Pier to Lowry Bay Yacht Club and construction is planned to start this time next year.



Contractors place bollards along the outside edge of the walkway to separate cars from pedestrians



The small boat ramp beside the abluion block has been filled in. This area will be sealed to create three new car parks



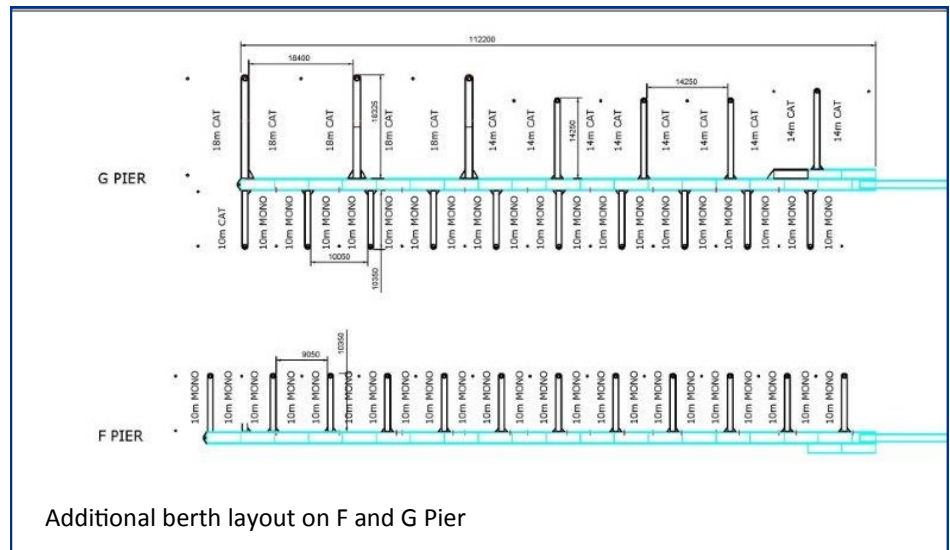
Looking south from the marina office prior to the start of construction

F & G Pier redevelopment will create much needed 10m berths

Demand for our smaller-sized berths has been such that at present we have no 10m, 12m or 14m berths available. In addition, because of the shortage of 10m berths, there are 55 vessels presently moored in 12m berths and paying a 12m rate that could measure into a 10m berth. Because of this demand the Board has approved the construction of 43 new 10m berths in 2014. These will be placed along the south side of F Pier and the north side of G Pier.

To accommodate the additional 10m berths the existing catamaran berths will be removed and 5x18m and 9x14m catamaran berths will be re-established on the south side of G Pier. The relocated catamaran berths will each have a finger to moor against making docking and access much easier.

At this stage we anticipate the additional berths will be completed and ready for use by October 2014. We expect that all of the 43 x 10m berths will be filled from the existing vessels currently in 12m berths.



Additional berth layout on F and G Pier

We will be contacting all affected customers on our 10m waiting list to allocate berths once the construction timetable is finalised. These customers, once relocated, will each have a reduction in their rental of \$832 per year!

We are likely to be left with no 10m berths but plenty of 12m berths. This will provide the marina with capacity in a size which generally is in high demand



The catamaran berths on F Pier (left) will be moved to the south side of G Pier (right) and 43 new 10m berths will be constructed on the south side of F Pier and north side of G Pier.

Reminder About Change in Marina Charges from 1 July 2014

The table (right) shows the new monthly charges which will apply from 1 July 2014. If you are paying your rental by monthly automatic payment please ensure:

- ◆ Your payment is changed to the new rate from 1 July 2014
- ◆ Your payment is made to us on the first of the month so your rental is always one month in advance.

If you are paying your rental by direct debit, no action is required, the correct charge will be automatically debited from your account on the first of each month.

If you have any queries about new charges or your account, please do not hesitate to contact Suzanne or Alison - P: 04 568-3736

E: accounts@seaviewmarina.co.nz.

	Annual Charges from 1 July 2014	Monthly charge from 1 July 2014
Berth size	Annual Fee	Monthly fee
10m	\$3,516	\$293.00
12m	\$4,348	\$362.33
14m	\$5,136	\$428.00
16m	\$5,858	\$488.16
18m	\$7,311	\$609.25
Catamaran (12m-16m)	\$5,632	\$469.33
Catamaran (16m-20m)	\$6,612	\$551.00
Pole Mooring	\$1,312	\$109.33
Trailer Park	\$1,312	\$109.33

You can now pay your rental by Direct Debit

A big thank you to everyone who has arranged to pay their monthly rental by direct debit – we really appreciate it. Direct debit takes the hassle out of paying your rental by automatically debiting your account on the first of the month for the exact amount owing. These amounts are automatically adjusted for you when rates change so you don't need to visit your bank. Each month you will continue to receive an invoice showing the amount and date of agreed deductions in that period.



To arrange a monthly direct debit for your marina berth, trailer park or pole mooring rental please contact the office and ask to be sent an application form. Marina Office: 04 568 3736 Email: admin@seaviewmarina.co.nz

Follow us



follow us on
twitter





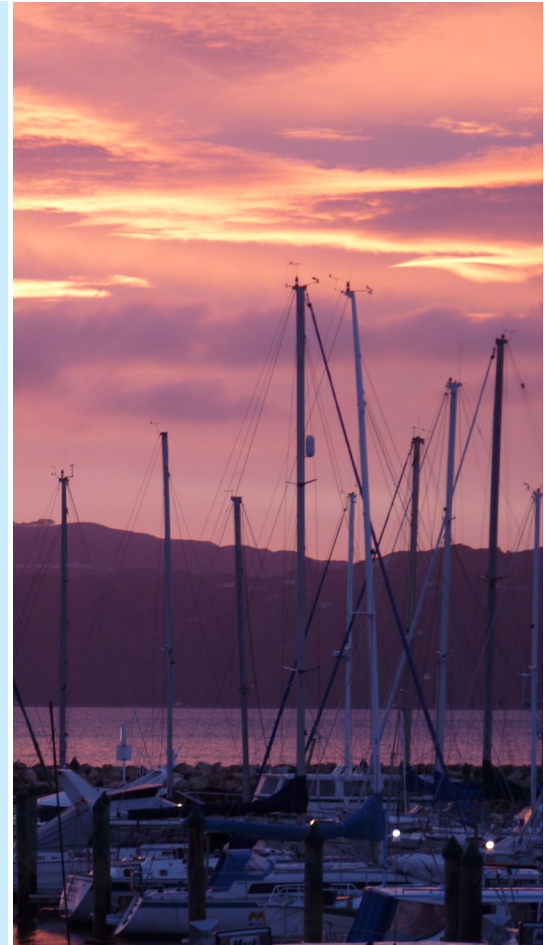
Please don't use marina fire hoses - except in an emergency

We've all done it— the boat needs hosing down, a water tank has to be filled. What's the easiest option? Grab a marina fire hose.

Customers using fire hoses for general maintenance are causing big problems - pedestals are getting pulled over, their bases are being broken and hoses are wearing as they are continually dragged over the ground. Some people are even cutting off and throwing away the hose nozzles because they aren't compatible with their deck fittings!

The cost of repairing a fire hose and fittings is significantly more than repairing a standard hose or tap. If a hose is broken it may be out of action when needed in an emergency.

Please take the time to use your own hose and leave marina fire hoses for emergencies only



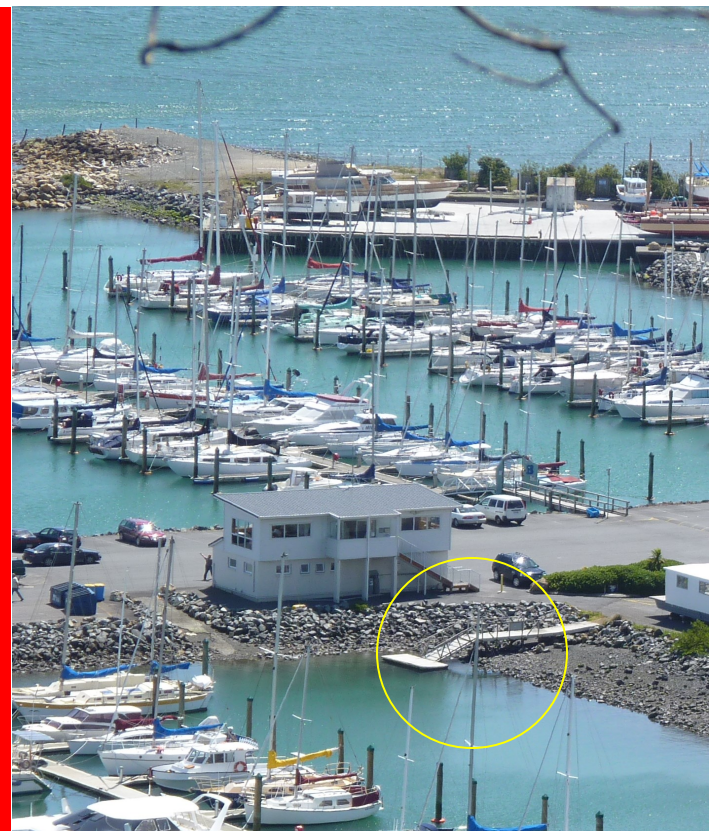
Radio Controlled Yacht Club jetty and pontoon to be upgraded

A number of years ago the Wellington Radio Controlled Yacht Club gifted the small wooden jetty and pontoon structure to the east of the marina office to Seaview Marina . The jetty (circled) is now due for an upgrade.

Marina staff have removed and scrapped the old pontoon at the end of the gangway. This will be replaced with two pontoons that were upgraded on G Pier after the June 2013 storm, to provide a jetty measuring 5m x 3m.

The jetty and gangway will be upgraded to smarten the installation up.

The refurbished jetty should be a great platform for launching canoes or even a temporary mooring for smaller boats. The seabed around the pontoon was dredged on 16 May to provide better depth.



Update on Floating Rings

Maintenance of the floating pile mooring rings is on-going. We continue to replace badly corroded and/or UV damaged rings.

This work has focused on rings on piers A-D that are now some 20 years-old. Cutting off rusted shackles and unused dock lines is work that is also regularly carried out.

Here are photographs of a recently replaced floating ring from D pier.



It is reassuring to see from the image below that, despite heavy corrosion on the outside of the ring, many still have significant thickness of the original solid steel core remaining.



Please Check Your Mooring Lines

Winter weather increases the risk of damage to mooring lines. We don't want your boat damaged and we don't want your boat damaging other vessels in the marina.

Please check your lines and replace any that need upgrading. Thank you for your co-operation.



Ablution block entrance upgraded

In conjunction with the construction work on the pedestrian walkway a new concrete pad at the entrance to the ablution block has been laid. This has improved drainage and got rid of the large puddle that used to form by the doorway after it rained.

Snack vending machine installed

Need a bite to eat or to quench your thirst? A range of cold drinks and snacks are now available for sale on site from a snack vending machine. The vending machine is located in the ablution block foyer. Coffee, tea, hot chocolate and soup are available from the Sea Centre lunchroom.





Marina CEO Alan McLellan congratulates Clive Snow, winner of a \$500 gift voucher from Burnsco Marine and Leisure.

Clive booked a marina berth in March 2014 and automatically went into the competition draw.

SEAVIEW MARINA BOATYARD

One Month Deal



Lift your vessel out in **June** and you can use our water-blaster for **FREE**.

Save \$56 on hire charge!

Please note this offer does not apply to Quickslips

To make your booking call **04 5683736**

New Seats for Ablution Block Showers

Users of the ablution block showers will have noticed that the white plastic seats in the showers below the office were recently removed. This was done because some had broken. We have ordered four wooden benches (one for each shower) like the one pictured below to replace the damaged old seats. The new benches should arrive by the end of the month and will be installed immediately. We apologise for any inconvenience caused in the interim.



Please return the pier trolleys to the gate

Just a reminder - please consider your fellow boaties and return empty trolleys to the gate when you have finished loading or unloading gear. Thank you for your co-operation.

Pier rubbish bins removed

You may have noticed that we have removed the rubbish bins at the end of each pier. While the intention was to provide bins for small rubbish items only, they tended to get overfilled with larger items and recyclables like bottles and cans.



It became obvious that because of this the bins were creating a problem, so the decision was made to remove them.

We have decided to consolidate all the rubbish bins for berth owners into two covered facilities. The large front-end loader bins will be removed and replaced.

A small container with two 1100L wheelie bins will be located at E Pier and a larger container with 3 x 1100L wheelie bins and a waste oil container will be located by the north side of the marina office, against the Trailer Park A fence line.

The 1000 litre waste oil container will provide berth holders with a more convenient location to get rid of their used oil.

By housing the rubbish bins and waste oil in purpose modified containers they will be less affected by the elements and will provide a tidier rubbish facility. The smaller 1100 litre wheelie bins should also discourage the practice of large household goods being put into them. Initially the bins will be emptied on the same schedule but this will be reviewed depending on the usage.

Great news for trailer park customers



Change of Access Points

In response to feedback from trailer park customers we will soon be moving the swipe access readers at the entrances to Trailer Parks A and B.

No longer will you need to get out of your car to enter or exit your compound. The readers are being relocated so they can be reached from the driver's side of the car. Work is underway as we go to print and will be completed by the end of May.

Wash-down area to be upgraded

A tender has been accepted for construction of a tar sealed and graded pad for vessels to park on while washing down. This will improve drainage of excess water to the adjacent garden and eliminate ponding and silting underfoot. Work is scheduled to get underway this month and we should soon have a much improved facility for trailer boat owners.

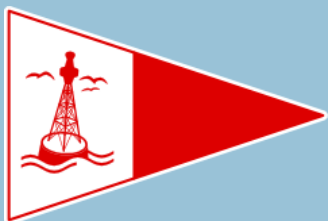
Trailer Park A to be extended

Seaview Marina is again getting close to full occupancy in our trailer parks. To tidy up a waste area and gain another 5 trailer parks we are going to relocate the fence line on the north side of the office.

The existing fence will be removed and relocated around the area behind the flag pole (circled).

The pedestrian gate will be relocated by the pathway on the south side of Trailer Park A.





Love Boats and Boating?so do we

Lowry Bay Yacht Club is now accepting applications for new members to our club.

A few benefits of club membership are;

- ◆ An extensive programme of yacht racing year-round with three divisions to suit all levels of experience.
- ◆ An enthusiastic cruising division with regular 'on the water' events or yachts and launches.
- ◆ Monthly technical evenings covering a range of boating-related subjects.
- ◆ An active social scene with regular events such as quiz nights, dining evenings and club get-togethers with like-minded boaties.
- ◆ Friday night club nights with music and meal service.
- ◆ Discounted rates for venue hire of the clubrooms.
- ◆ Family-friendly activities including fishing competitions and kids Christmas party.

Membership starts from as little as \$125 per year.

**We will be hosting a new members evening
on Friday 6 June from 6pm**

So come along, join the fun & meet the members

Please RSVP to Trish Murphy 027 496 7007

www.lbyc.org.nz

Lowry Bay Yacht Club, Seaview Marina, Port Road, Lower Hutt

Stick to
the



knot rule

Please stick to
the 5 Knot
speed limit
within the
marina.

Make no
Wake!



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

Manager:

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:

Mark Cousins M: 0274 102 196
E: mark@seaviewmarina.co.nz

