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marina



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THE NEWSLETTER OF HALF MOON BAY MARINA

docklines

CUSTOMER SURVEY RESULTS

You're a happy lot

It seems the Marina is doing most things pretty well! Your answers to the questions in the Customer Survey in the last issue of Docklines have been analysed and the result is an overwhelming level of 'agreement' with the way things are around here.

It reveals a tremendously positive attitude towards the facilities, the services and the operation in general.

All questions were answered on a 5-point agree-disagree scale. In Section 1 of the questionnaire which dealt with general points about facilities and services, all questions bar one, that's ten out of eleven in this section, scored 80 percent or above for 'agree' or 'strongly agree' the top two ratings combined. Top score rating went, not unexpectedly to the convenience of location question with 98%, closely

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'Promenade' Start-up

Construction has begun on The Promenade building, the third stage of the redevelopment of our commercial centre. The marketing search for 'food' tenants has been successful and reached the level to allow work to begin. Completion is estimated in 12 months. The tenants will be the eclectic mix we wanted to make The Promenade THE food centre for the whole area.

The tenants

The Promenade's key tenant will be a 'FreshChoice' supermarket. It will occupy both floors on the Southern side of the building facing onto Ara Tai road. FreshChoice is a relatively new Progressive Enterprises brand in this part of the country. These supermarkets are owner-operated, community-focused businesses with the accent on fresh food and a 100% fresh guarantee to back it up! Such a store we believe will be perfect for our community.

A variety of restaurants/café's will fill the Marina promenade and western sides of the building offering a wide variety of food styles including; Crepes, Thai,

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Inside

• Parking Masterplan • An office to die for • New sanding pen



Ara Tai ... Where did all the boats go?



Argo Drive... Oh, there they are



Entrance to temporary parking area marked 'STAFF PARKING' to the East of Anchor building

Parking passes pending

Please don't panic if your parking pass has expired. Berth-holders on piers D through I currently have blue passes with an expiry date of June 2011. Be assured these passes will remain valid until all pier parking passes are reprinted next year. Just a small cost-saving alignment!

Thank you for your patience.



A parking masterplan to meet all demands

Parking in any property development is always a major consideration. So it is here at the Marina. We are acutely aware that the provision of adequate parking space is an essential ingredient to create a happy environment for all Marina users.

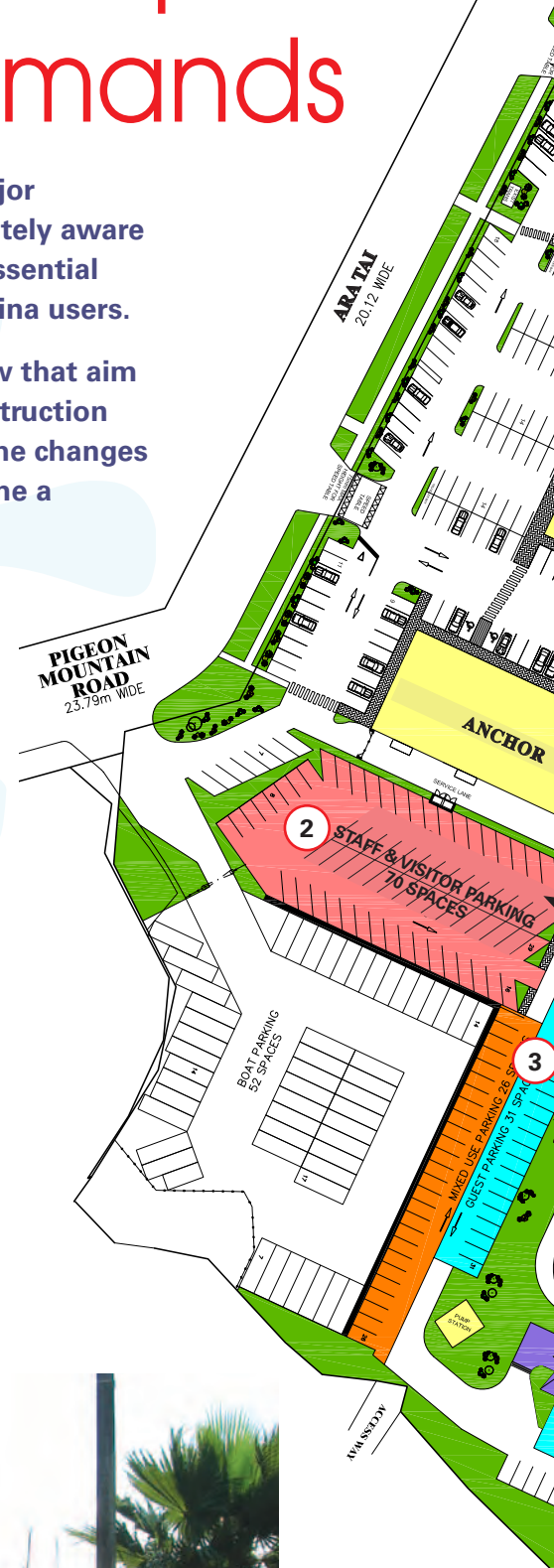
What you see here, in this future parking plan, is how that aim can be comfortably accommodated – when the construction crews have gone away and all disruption is ended. The changes have begun but the plan you see here will not become a complete reality until the middle of next year.

We can assure you all - berth-holders, tenants, staff and visitors – that the plan is carefully calculated, matching space with users needs.

Trailerboat park goes North... (1 on the plan)

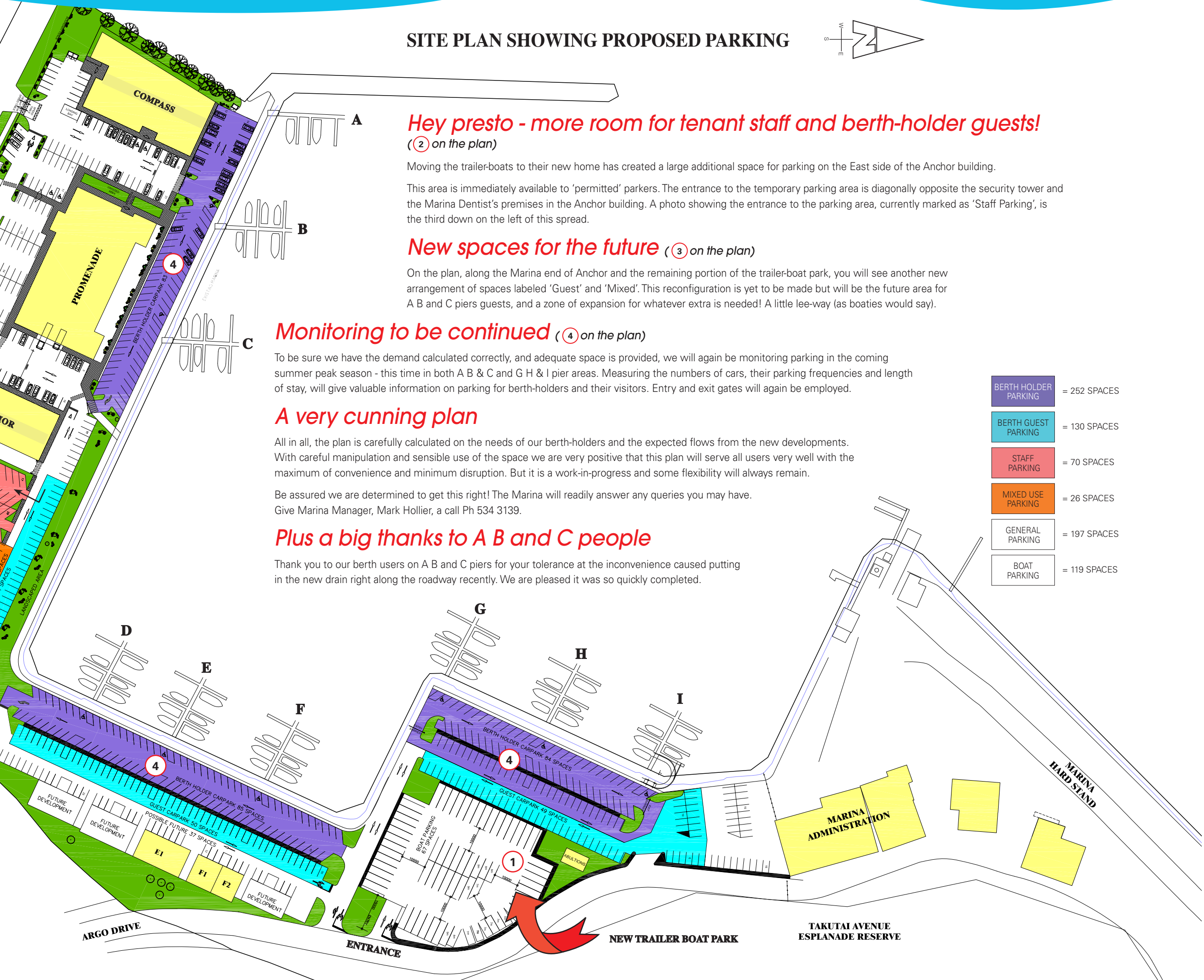
One change already well under way is the split in the trailerboat park. Half of it has already been moved to the northern parking area off Argo Drive with fences and kerbing being installed. This was the logical move to finding more space in the commercial precinct to fill the heavy demand in that area and it is only a few hundred metres up Argo Drive where space was available and going spare. This new location has all the same security features, is closer to the security centre in the Customer Services Office - and with easier traffic flow.

The final configuration of the new trailerboat park, as shown on the plan, will include moving the position of the ablution block too.



New trailer boat park entrance

SITE PLAN SHOWING PROPOSED PARKING



Hey presto - more room for tenant staff and berth-holder guests! (2 on the plan)

Moving the trailer-boats to their new home has created a large additional space for parking on the East side of the Anchor building.

This area is immediately available to 'permitted' parkers. The entrance to the temporary parking area is diagonally opposite the security tower and the Marina Dentist's premises in the Anchor building. A photo showing the entrance to the parking area, currently marked as 'Staff Parking', is the third down on the left of this spread.

New spaces for the future (3 on the plan)

On the plan, along the Marina end of Anchor and the remaining portion of the trailer-boat park, you will see another new arrangement of spaces labeled 'Guest' and 'Mixed'. This reconfiguration is yet to be made but will be the future area for A B and C piers guests, and a zone of expansion for whatever extra is needed! A little lee-way (as boaties would say).

Monitoring to be continued (4 on the plan)

To be sure we have the demand calculated correctly, and adequate space is provided, we will again be monitoring parking in the coming summer peak season - this time in both A B & C and G H & I pier areas. Measuring the numbers of cars, their parking frequencies and length of stay, will give valuable information on parking for berth-holders and their visitors. Entry and exit gates will again be employed.

A very cunning plan

All in all, the plan is carefully calculated on the needs of our berth-holders and the expected flows from the new developments. With careful manipulation and sensible use of the space we are very positive that this plan will serve all users very well with the maximum of convenience and minimum disruption. But it is a work-in-progress and some flexibility will always remain.

Be assured we are determined to get this right! The Marina will readily answer any queries you may have. Give Marina Manager, Mark Hollier, a call Ph 534 3139.

Plus a big thanks to A B and C people

Thank you to our berth users on A B and C piers for your tolerance at the inconvenience caused putting in the new drain right along the roadway recently. We are pleased it was so quickly completed.

| | |
|----------------------|--------------|
| BERTH HOLDER PARKING | = 252 SPACES |
| BERTH GUEST PARKING | = 130 SPACES |
| STAFF PARKING | = 70 SPACES |
| MIXED USE PARKING | = 26 SPACES |
| GENERAL PARKING | = 197 SPACES |
| BOAT PARKING | = 119 SPACES |

TAKUTAI AVENUE
ESPLANADE RESERVE

NEW TRAILER BOAT PARK

ENTRANCE

ARGO DRIVE



Work has started in there!



Promenade Start-up

(continued from cover)

a café-bakery, Indian, plus Pizza operator Dominos - with space still available and aimed at a 'european' food offering and bar. All are experienced operators with established successful food businesses who believe the location will be very successful for them.

Target for opening is 1st September 2012

Variety and quality was the objective to suit our discerning neighbourhood tastes and we are confident that this will be achieved with the style

envisaged in the drawings.

It won't be long before those marina-side tables will be filled with Half Moon Bay-ers enjoying al fresco dining and wine-ing.

An apology for Annika

She wasn't the good looking one, she was the very good looking one! In Docklines last issue we showed a photo of who we thought was Annika Andresen - the young lady who so enjoyed her voyage on Spirit of New Zealand. We got it wrong! Well, this is the real Annika.

She wrote to say she didn't recognize herself. Our humble apologies Annika. It seemed so simple at the time! But in the rush, etc etc....



Survey Results

(continued from cover)

followed by your confidence about the 'security' offered - at 96%. And even with the re-arrangements going on, the Parking Facilities question scored over 80% 'agreement'.

Just one aspect, the obvious one, scored under 75% - the cost of mooring! Even then, only 14 percent 'disagreed' with the current charges. While we would like everyone to think our charges are fair and reasonable it is inevitable that some split on this particular point will exist. It goes against the grain to 'agree' with something that costs money! We are pleased so many of you accept the costs as fair and reasonable.

Thank you to all who took the trouble to fill out our form and return it. Much appreciated

Section 2 concerned the service you received in the haul-out process and on the yard. And again, very high scores were recorded on the 4-5 'excellent/good' points of the scale. Six out of ten questions rated 95% or more! Only one question received less than 80% approval - that being the

question on painting precautions. Every survey we have ever done receives this slightly less than excellent rating - and we continue to strenuously address the issues in this area.

It should be noted that the 80% in these figures doesn't mean that 20% of respondents are unsatisfied. Up to 18 percent of them are in the 'neither-for-nor-against' category, leaving only the odd one or two who have had a problem. And we usually investigate those cases.

Please don't think all these high rankings leave us smug or easing-off in our quest to keep improving our service to you. Responses were received from just over a quarter of all berth users - enough to show significant trends and with none of those indicated we'll still keep our noses to the grindstone!

The bottle of Chivas went to Mr Brian Studman on D 50. May it warm the cockles of his heart. Cheers!



Yo ho ho. Lucky survey winner Brian Studman gets his prize from Ross Rodgers, HMBM Customer Services Manager.



New painting preparation 'pen' on trial

A new 'pen' has been built on the hardstand for pre-painting preparation wet-sanding work – with no need for sand or bund to contain contaminants and residues. It is located close to the filtration plant on the yard and waste will be collected through a sump and pumped to the plant.

Boats that can be safely moved with the yard 'trolley' and can fit the pen's physical size can take advantage. Typically they will be no more than 34/35 ft LOA and 8 tonnes. Our Travelift staff should be consulted about boat suitability. They will have the last word.

The boat movements will be at no cost to owners during the trial period.

All other wetsanding work on the hardstand will continue to require sand and bund containment.

The pen is on trial for six months. Quicker, much less fuss and bother with contaminants collection – sounds like a winner. Contact Ross at Customer Services for full details.



An office to die for

While almost all the tenancies on the ground level of The Promenade building having been assigned to food purveyors of various sorts, there remains, on the second level, what would have to be one of the smartest, most desirable pieces of office floor space in the whole of Auckland. Where else would you find 700 square metres, elevated, north-facing with a wide open expansive outlook over a marina out into the gulf beyond? You wouldn't!

There will be someone with an eye for creating the dream office for himself and his staff and it won't take long.

Interested? Know someone who might be? Just get in touch with Marina Manager Mark Hollier and he'll show you around. But be quick. Ph 534 3139.



MORE FROM THE SURVEY

Is the DIY-er DI-ing out?

Two questions in the survey related to who does the R&M work on boats and how often. We have asked about this in previous surveys so a comparison can be made between now and a survey from 2006. Whether any serious conclusions can be reached is very speculative, but this is what it said:



| | | 2011 | 2006 |
|---------------------------------------------------------|---------------|------|------|
| How often does your boat come out of the water for R&M? | 6 months | 25% | 16% |
| | 12 months | 48% | 45% |
| | 1-2 yrs | 27% | 38% |
| Who does the work? | Yourself | 32% | 29% |
| | Professionals | 16% | 10% |
| | Both | 53% | 43% |

Are boats being brought out more often and professionals doing more of the work? Guess that's a sign of the times.