

# **RYA BERTH HOLDERS CHARTER**

## **GUIDANCE NOTES**



### **- GUIDANCE NOTES CONTENTS -**

- \* The Charter and its purpose**
- \* Adopting the Charter at your marina**
- \* The Charter Template**
- \* Example of a completed Charter**



## **THE BERTH HOLDERS CHARTER AND ITS PURPOSE**

This Charter has been developed by the RYA's National Moorings and Marinas Panel. Its purpose is to encourage and recognise good standards in customer service and value at all UK marinas.

Using considerable survey information from berth holders and marina operators we have been able to identify the most important things boat owners require at any marina. These have been developed into the nine key points of the Charter.

This Charter asks marinas to provide:

1. Value for money - Facilities and services commensurate with fees
  - A written management policy on customer satisfaction
2. Security
  - Protection from thieves
  - Prevention of improper access
  - Emergency help always readily available
3. Facilities
  - Suitable for the purpose and competently staffed
  - Adequate in number and readily available
4. Maintenance
  - Facilities maintained in good working order, safe and clean
5. Suggestions and complaints
  - A readily available procedure for receiving both suggestions and complaints
  - A prompt effective response and feedback of results
6. Staff
  - Available, competent and helpful with authority to act quickly
7. Peaceful enjoyment
  - freedom from noisy and disorderly elements, harassment and nuisances
8. Communication
  - Advance information on changes to facilities, conditions, charges, services etc.
9. Safety
  - Effective action for the safety of persons and property
  - Implementation of the requirements of Health and Safety legislation

Standards generally compare favourably with those of even a few years ago and a number of marinas already meet these requirements. For the benefit of its members, the RYA is keen to encourage every marina, irrespective of its size or facilities, to adopt these key provisions within their own working practices.

# **ADOPTING THE CHARTER AT YOUR MARINA**

## **STEP ONE:**

\* The first step towards adopting this Charter should be to identify whether the level of service and facilities currently offered at the marina meets the spirit of the Charter. To help with this process we have developed a Charter Template questionnaire which follows the Charter's nine key requirements. An example of a completed Charter agreement is attached for your guidance. This particular example happens to feature a marina with multiple facilities but it could apply to any marina irrespective of facilities. The Charter has been designed for use at all UK marinas and requires marina operators to deliver good service and value within the limitations of their current facilities.

## **STEP TWO**

\* Once the template has been completed, this document forms the draft Charter which should then be shared and discussed with representatives of the marina's berth holders. In discussion the following points should be considered:-

- \* Is the marina operator satisfied that all its provisions are capable of both practical and consistent delivery?
- \* Are the berth holders satisfied that the developed Charter offers them sensible and appropriate service levels representing good value?

### **Please note**

***When practical, the RYA's Berth Holder Association Co-ordinator is available to assist in the preparation of the Charter Template and the final Charter Agreement.***

## **STEP THREE**

\* When the final Charter document has been agreed and signed on behalf of the marina management and berth holders, the RYA will then endorse the event by arranging an initial inspection visit prior to presenting the marina with the Berth Holders Charter Award plaque. The award will then be subject to reissue on a satisfactory once every two years inspection by the RYA. To offset costs of travel and time, an administration and inspection fee will be charged to the Marina.

**Initial inspection - £250-00**

**Renewal visits - £200-00**

## **STEP FOUR**

The RYA's annual Marina Guide will separately feature all marinas who have qualified each year for the RYA Berth Holders' Charter Award. From time to time the RYA News and other yachting publications will be provided with current information on the growth of the Charter and the Marinas who consistently operating to its standards.

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In encouraging this Charter the RYA's National Moorings and Marinas Panel are not seeking to impose additional cost or facilities on marina operators. The spirit of the Charter will help us all identify and encourage good practice within the capability of existing facilities. The RYA will applaud through positive publicity, every marina that consistently delivers these agreed service levels. In this way we believe standards and value must improve for the benefit of all. The Charter should not be seen or used as a "legal document" capable of enforcement through the law:-

**"THIS CHARTER SEEKS TO ENCOURAGE AND APPLAUD NOT TO IMPOSE"**

For further information and assistance please contact:-

**Peter Waring - RYA Berth Holders Charter Co-ordinator**  
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# BERTH HOLDERS CHARTER - CHARTER TEMPLATE -

**THESE 6 WORKSHEETS  
COVER THE NINE KEY POINTS OF THE CHARTER AND MAY BE OF  
ASSISTANCE IN DEVELOPING YOUR MARINA'S AGREED  
CHARTER DOCUMENT.**

**RYA BERTH HOLDERS CHARTER FOR .....**

The management of ..... will use its best endeavours to provide the services below:

**1. VALUE FOR MONEY**

1.1 Facilities and services commensurate with fees

*The facilities available at ..... are listed in the RYA Marina Guide. They are believed to be comparable with those at other Marinas on .....and are provided at a competitive price.*

*.....Marina's contract terms and rules are designed to be fair to all parties.*

1.2 Written management Policy of Customer Satisfaction

- \* .....
- \* .....
- \* .....
- \* .....

*.....Marina Management's performance in meeting all requirements of this Policy will be monitored by discussions with representatives of the Berth Holders and regular surveys and spot checks.*

2. SECURITY

*Overall statement here indicating the Marina management's commitment to security and the general extent of cover (see example)*

.....  
.....

2.1 Protection from thieves

\* .....

\* .....

\* .....

\* .....

2.2 Prevention of improper access

*\* Only bona fide berth holders and their guests have access to the pontoons.*

\* .....

\* .....

\* .....

2.3 Protection of boats

\* .....

\* .....

\* .....

\* .....

2.4 Readily available emergency help

\* .....

\* .....

\* .....

\* .....

### 3. FACILITIES

*The principal facilities of concern to berth holders meet the following criteria:*

<u>Facility</u>	3.1 <u>Suitable for purpose and competently staffed</u>	3.2 <u>Adequate number or capacity and readily available</u>
<u>On shore</u>		
<u>On pontoon</u>		

<u>Within Marina</u>		
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**4. MAINTENANCE AND CLEANING**

*The maintenance and cleaning schedules relevant to each of the facilities in Section 3 are:*

<u>Facility</u>	4.1 <u>Maintained in good working order</u>	4.2 <u>Safe, clean and tidy</u>
<u>On shore</u>		
<u>On pontoon</u>		
<u>Within Marina</u>		

**5. SUGGESTIONS AND COMPLAINTS**

*Berth Holders are encouraged to advise ..... Marina Management of any aspects requiring improvement through:*

**5.1 A readily available procedure for receiving both suggestions and complaints**

*This is carried out in the following ways:*

- \* .....
- \* .....
- \* .....
- \* .....

**5.2 Prompt effective response and feedback of results**

*The management of ..... Marina undertakes that every suggestion or complaint logged and noted as above will be addressed within a reasonable timescale. If necessary an acknowledgement of receipt and report on the action to be taken or decision reached will be sent within ..... days.*

**6. STAFF**

**6.1 Available, competent and helpful staff with authority to act quickly**

*..... Marina management and staff are trained in customer service and are empowered to act promptly to satisfy berth holders' reasonable needs. Regular monitoring takes place of their performance in meeting the ..... Marina priority of customer service.*

**7. PEACEFUL ENJOYMENT**

**7.1 Freedom from rowdy elements, harassment and nuisances**

*.....Marina staff are instructed to advise and/or alert any berth holders or visitors who are causing a nuisance that they are in breach of Marina Regulations. Their ultimate sanction is to exclude them from further use of..... Marina.*

*Disciplinary action will be taken by ..... Marina management against any members of staff who conduct themselves or their work in such a way as to disturb the peaceful enjoyment of berth holders and visitors.*

**8. COMMUNICATION**

8.1 Advance information on changes to facilities, conditions, charges and services

\*.....Marina management undertakes to advise all berth holders of significant changes to the operation of the Marina by:

- \* .....
- \* .....
- \* .....
- \* .....

**9. SAFETY**

9.1 Effective action for the safety of persons and property

\*All .....Marina management and staff are trained in the importance of the Health and Safety at Work Act (HASAWA) and are aware of their role responsibilities as defined in the Marina's Health and Safety Policy.

- \* .....
- \* .....
- \* .....

9.2 Implementation of the requirements of Health and Safety Legislation

Compliance with Local Authority and insurance inspection and certification requirements.

**10. OTHER MATTERS (e.g. Environmental procedures)**

- .....
- .....

**AGREED (For completion by both parties on the agreed final charter document)**

**For..... Marina Management**

**For..... Marina Berth**

**Holders**

**Name:**

**Name:**

**Title:**

**Title:**

**Date:**

**Date:**

# RYA BERTH HOLDERS CHARTER

## EXAMPLE OF COMPLETED CHARTER DOCUMENT

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### RYA BERTH HOLDERS CHARTER FOR XXXXXXXX MARINA – JANUARY 2003

The management of XXXXXXXX Marina will use its best endeavours to provide these services:-

#### 1. VALUE FOR MONEY

##### 1.1 Facilities and services commensurate with fees

*The facilities available at XXXXXXXX Marina are listed in the RYA Marina Guide. They are believed to be comparable with those at other Marinas on the South Coast and are provided at a competitive price.*

*XXXXXXX Marina's contract terms and rules are designed to be fair to all parties.*

##### 1.2 Written management Policy of Customer Satisfaction

*Statements from the Managing Director of XXXXXXXX Marina published in their Newsletters place customer service high on the list of priorities. This continues the good record of customer orientation established at XXXXXXXX Marina since its opening over 30 years ago.*

*XXXXXXX Marina Management's performance in meeting all requirements of this Policy will be monitored by discussions with the Berth Holders Association and regular surveys and spot checks.*

#### 2. SECURITY

*XXXXXXX Marina is manned by 1 Security Patrol and at least 1 Lock Keeper for 18 hours per day (0600 - 2400) and by a mobile Security Guard from 0000 - 0600. In addition, at least 2 other managers are on call at any time. Their role is to ensure that, inter alia:*

##### 2.1 Protection from thieves

*Video cameras regularly viewed and constantly monitored. Video tapes retained for a minimum of 3 months before being re-used.*

*Marina, car and boat parks patrolled 24 hours per day. Security Supervisors carry out random visits, with all incidents and patrol patterns logged.*

##### 2.2 Prevention of improper access

*Only bona fide berth holders and their guests have access to the pontoons. Potential purchasers of boats have restricted access by arrangement only.*

##### 2.3 Protection of boats

*Security patrols check ropes, canopies, etc. at regular intervals and report any defects to the Manager or Lock Keeper. Marina staff carry out regular patrols 24 hours a day in high winds. Any possibility of boats sinking are notified to owner (if possible) and vessel retrieved and lifted out within two hours of danger being identified, or first thing next morning if at night.*

##### 2.4 Readily available emergency help

*Emergency help is available 24 hours per day by calling the Marina Office, Lock Keeper or Security Guard on:*

*VHF Channel:*

*BT telephone no:*

*or by operating a panic alarm button linked to the Harbourguard alarm system.*

### 3. FACILITIES

The principal facilities of concern to berth holders meet the following criteria:

	3.1 <u>Suitable for purpose and competently staffed</u>	3.2 <u>Adequate number or capacity and readily available</u>
<u>On shore</u>		
Car parking	Open 24 hours per day for 365 days	Average of 1 space for each berth
Toilets and showers	Full services including facilities for disabled	Available at all times except during daily cleaning
Hard standing	Water and electricity available in specified areas close to pontoons	
Chandlery, convenience store and restaurant *	Open from early morning to evening	Good range: choice of meal prices
<u>On pontoon</u>		
Draft	Access to lock via channel with depths and times published annually	Average 1.5 metres of water at all times depending on position in marina
Electricity	365 days per annum	3kW to each pontoon: faults investigated immediately and remedied as soon as possible
Fresh Water	Hoses sited to reach all boats: drinking quality supply to current regulations available 24 hours per day except in freezing conditions	Strong pressure at all times
Safety	Ladders and emergency equipment	Ladders accessible from water: 1 installation for every 10 boats
Lighting	Adequate illumination along full length	1 luminaire for every 2 boats
<u>Within Marina</u>		
Lock	Manned 24 hours per day for 365 days except for maintenance shutdown: free flow for up to HW $\pm$ 2 hours	Outbound boats called up by Lock Keeper on Channel 80 with additional staff at busy times to realise maximum available capacity of lock
Fuel bay	Available from 0600 to 2400 daily by calling on Channel 80	To be kept clear of moored boats and visitors at all times
Slip	Access for trailable dry sailed boats 24 hours per day for 365 days: visitors' boats by arrangement with marina office	All boats launched at risk of owners who must take adequate precautions for their boats and vehicles
Lift out *	Hoist and crane manned during daytime hours by arrangement as required	Up to 60 tonnes

- operated by concessionaires and not under direct management of **XXXXXXXX** Marina

#### 4. MAINTENANCE AND CLEANING

The maintenance and cleaning schedules relevant to each of the facilities in Section 3 are:

<u>Facility</u>	<u>4.1 Maintained in good working order</u>	<u>4.2 Safe, clean and tidy</u>
<u>On shore</u> Toilets and showers	Major clean daily with additional service at busy times	To specified standards and checked regularly
Hard standing and skip areas	Adequate provision for collection of rubbish and disposal of harmful waste, oil and paint	Areas cleared regularly and skip surroundings hosed down on emptying
<u>On pontoon</u> Electricity Lighting	Regular inspections to ensure all in full working order	All equipment in safe condition
Water within Marina	Regular inspections	Water samples taken xxxxxx
Fresh Water	Hoses run through at least twice a week	Water samples taken 24 times pa (both by xxxxxx)
Safety equipment	In good order with relevant inspection certificates	Kept clean and free from algae
<u>Within Marina</u> Lock	Maintained fully operational	
Fuel bay	Operated safely	Spillages cleared up at once

#### 5. SUGGESTIONS AND COMPLAINTS

Berth Holders are encouraged to advise **XXXXXXXXX** Marina Management of any aspects requiring improvement through:

##### 5.1 A readily available procedure for receiving both suggestions and complaints

This is carried out in four ways:

- 5.1.1 By personal notification to the Marina Office, Lock Keeper, Security Guard or other member of **XXXXXXXXX** Marina staff on site.
- 5.1.2 By entry in the diaries held in Lock Control and Reception which are checked by the Duty Manager at the commencement of each watch.
- 5.1.3 By radioing or telephoning Lock Control as paragraph 2.4 as soon as possible after the incident giving rise to the suggestion or complaint.
- 5.1.4 By parallel notification to the Berth Holders Association.

##### 5.2 Prompt effective response and feedback of results

The management of **XXXXXXXXX** Marina undertakes that every suggestion or complaint logged and noted as above will be addressed within a reasonable timescale. If necessary an acknowledgement of receipt and report on the action to be taken or decision reached will be sent within 7 days.

## 6. STAFF

### 6.1 Available, competent and helpful staff with authority to act quickly

*XXXXXXXXX Marina management and staff are trained in customer service and are empowered to act promptly to satisfy berth holders' reasonable needs. Regular monitoring takes place of their performance in meeting the XXXXXXXXXXXX Marina priority of customer service.*

## 7. PEACEFUL ENJOYMENT

### 7.1 Freedom from rowdy elements, harassment and nuisances

*XXXXXXXXX Marina staff are instructed to advise and/or alert any berth holders or visitors who are causing a nuisance that they are in breach of Marina Regulations. Their ultimate sanction is to exclude them from further use of XXXXXXXXXXXX Marina.*

*Disciplinary action will be taken by XXXXXXXXXXXX Marina management against any members of staff who conduct themselves or their work in such a way as to disturb the peaceful enjoyment of berth holders and visitors.*

## 8. COMMUNICATION

### 8.1 Advance information on changes to facilities, conditions, charges and services

*XXXXXXXXX Marina management undertakes to advise all berth holders of significant changes to the operation of the Marina by:*

8.1.1 *Notification and discussion with the Berth Holders Association.*

8.1.2 *Posting of notices around the Marina.*

8.1.3 *Mailings to all berth holders as necessary.*

## 9. SAFETY

### 9.1 Effective action for the safety of persons and property

*All XXXXXXXXXXXX Marina management and staff are trained in the importance of the Health and Safety at Work Act (HASAWA): most are trained first aiders. Management and staff are instructed to take prompt action to remedy defects in fixed plant, equipment or procedures which might lead to hazards to persons and property.*

### 9.2 Implementation of the requirements of Health and Safety Legislation

*Compliance with Local Authority and insurance inspection and certification requirements.*

## 10. OTHER MATTERS

None.

### AGREED

For XXXXXXXXXXXX Marina Management

For XXXXXXXXXXXX Marina Berth Holders

Name:

Name:

Title:

Title:

Date:

Date: