



WESTHAVEN MARINA LIMITED

ANNUAL REPORT 2019-20



TIDES OF CHANGE

Nau mai and welcome to Westhaven Marina Limited's annual report.

We are pleased to be able to provide you, as holders of Berth Entitlement Units at Westhaven Marina, with information about the Marina's progress during 2020.

It was a year filled with highs and lows. COVID-19 tested the marina, the boating community, and Aotearoa New Zealand as a whole. We thank you for your patience over this difficult time, and for your compliance with the New Zealand Government alert levels. During a time of construction and change, Westhaven Marina worked to remain a facility dedicated to the interests of its berth holders, boating, and the industries that the sector supports.

Westhaven Marina continues to grow, and with increased growth comes the need for increased and renewed infrastructure. The Pile Berth Redevelopment project is well underway and will in 2021 introduce an additional 86 berths. R Pier was redeveloped to home 14m berths which are in higher demand, and several piers received upgrades to future proof the marina.

Westhaven Marina is achieving the vision and goals set out in the 2012 Waterfront Plan to have a blue-green waterfront, a public waterfront, a smart-working waterfront, a connected waterfront, and a liveable waterfront.

We are extremely proud of the progress made this year, especially considering the challenges faced, and thank the Westhaven Marina team for all their hard work.



Stephen Mills



Adrienne Young-Cooper



Richard Leggat

Directors of Westhaven Marina Limited as Corporate Trustee for Westhaven (Existing Marina) Trust and Westhaven Marina (Marina Extension) Trust.

ADJUST THE SAILS TO SUIT THE WIND

In 2020, Westhaven Marina underwent one of the largest periods of development since it was founded. A multitude of legacy projects commenced to improve the space not just for marine use, but for the use of all. With change comes disruption, and I thank you for your patience and understanding during this time.

Navigating COVID-19 has been no easy feat for anyone. At Westhaven Marina, over the lockdown periods we worked hard around the clock to keep your vessels safe and secure, and continued to offer ground facilities. Over each New Zealand Government alert level, Westhaven Marina

continued to operate as an essential service. I am extremely proud of the Westhaven Marina team for how they went above and beyond the call of duty during a tremendously difficult time.

Despite the pandemic, the marina made progress on major infrastructure projects, and had a successful year winning a multitude of awards and recognitions. At the New Zealand Marina Operators Association awards, Westhaven Marina received the Outstanding Initiative Award for the 'Load n Go' berth, and was highly commended in the Marina of the Year Category.

It was encouraging to receive the results from the 2020 independently-conducted customer survey, with 94% of respondents scoring the marina 4 or higher out of the 7-point scale. These results were reassuring, and the feedback received was incredibly helpful, so thank you to everyone who took part.

Although COVID-19 shaped a different event to what was expected, the 36th America's Cup was a success domestically, and it was amazing to see so much support and fanfare for this fantastic sport. I hope you were able to make the most of the event while out on the water over the summer months.

Ngā mihi



Kevin Lidgard, Head of Marinas,
Eke Panuku Development Auckland

MARINA OPERATIONS

Westhaven Marina, the largest recreational marina in the Southern Hemisphere, continues to develop as a place where people can recharge and enjoy the best of what the outdoors has to offer.

WESTHAVEN MARINA DIRECTOR CHANGES

Following completion of her term as the Board Chair of Eke Panuku Development Auckland, Adrienne Young-Cooper has stepped down from the Board of Westhaven Marina Limited. Adrienne made an immeasurable contribution to Westhaven Marina and the wider waterfront over the years she served as a director of Westhaven Marina Limited. We thank her greatly for her time and achievements.

Paul Majurey joins Westhaven Marina Limited as a director after being appointed Board Chair of Eke Panuku In November 2020.

Paul Majurey is a senior partner at environmental and public law firm Atkins Holm Majurey, having practised law for over 35 years. He chairs several statutory entities and companies, and is a director on many company boards, including chair of the Tūpuna Maunga Authority and chair of Te Pūia Tāpapa (the Māori investment fund).



Paul Majurey

MARINA MANAGER ANNOUNCED - KARENZA HARRIS

Karenza Harris was announced as the Westhaven Marina Manager in June 2020 after acting in the role for the first six months of the year. Prior to this role, Karenza had been with the marina team for two years as the Customer Service Team Leader. Karenza is well-acquainted with the marine industry, having joined the Royal New Zealand Navy at age 18 and serving for six years.

CLEAN MARINA ACCREDITATION

In 2020, Westhaven Marina was accredited in the international Clean Marinas programme. This accreditation is awarded to marinas that promote and educate environmental awareness and sustainable actions. In 2020, Westhaven Marina introduced the 'Best Sustainable Action of the Year' award, which recognises boaties and businesses within Westhaven who are leading by example to protect the environment. The Royal New Zealand Yacht Squadron (RNZYS) were the winners of the 2020 award, due to the great work their Green Team is doing to educate sailors on responsible waste management.

CUSTOMER SERVICE SURVEY

548 customers responded to our independently-conducted annual survey in 2020. 94% of those customers reported positive customer satisfaction, scoring the marina 4 or higher out of a 1–7 point scale.

Although we are pleased with this result, it showed a 2% decrease in satisfaction from the year before. We understand that with the number of construction projects underway within the marina, a slight decrease in satisfaction is expected. We again thank you for your patience over this time of growth and change.

Key findings of the 2020 survey were:

- 95% of customers are satisfied with Westhaven Marina Staff overall
- 95% of customers are satisfied with Westhaven Marina's service towards safety
- 90% of customers say it's easy to find the information they need – whether asking in person, using the website, signage or newsletter.
- 91% were satisfied with the facilities, both on land and on the water. Although this was the biggest overall decrease in the survey from 97% in 2019. The condition of car parks, gardens and walkways was the main driver for this decline.

REPAIRS AND MAINTENANCE

In line with the marina Asset Management Plan, the marina team continues to improve the overall condition of pilings and pontoons within the trusts.

Utilities have been upgraded to provide piers with reliable services, monitoring, and warning systems.

INFRASTRUCTURE

Replacement water mains, fibre, sewer, and electrical services have been delivered as legacy improvements with the construction of Promenade stage two and the Marine Village. These utility improvements future proof the marina and enable it to support an increase of users.

THE MARINA MANAGEMENT SOFTWARE

'Pacsoft MMS' has been replaced by 'PacSoft NG', and staff training has been completed to get the best use of this new management software.

ONLINE PARKING SYSTEM

The transition from manual paper parking permits to an electronic, online parking system from June 2020 was a significant milestone for Westhaven Marina. The online system provides accurate reports on parking and eliminates the need for paper permits, which were easily lost and damaged. Going paperless means all parking permits are registered and monitored electronically using licence plate recognition, and can be managed online by the permit holder.

WESTHAVEN MARINA LICENCE AMENDMENT DELAYS

The Westhaven Marina licence amendment process was delayed in 2020 due to COVID-19 disruption and uncertainty around being able to safely hold a meeting to vote. The amendment process will be revisited in 2021 when an appropriate process of consultation can take place.

The proposed changes include:

- a. Approving the current non-recreational operations within the Marina water space;
- b. Formalising the user pay regime for power and water within the marina;
- c. Allowing berth holders to sublet their marina berths for 12 months or more; and
- d. Approve a limited number of 'live on boards' within the Marina.



WESTHAVEN DEVELOPMENTS

WESTHAVEN MARINE VILLAGE

The construction of the Westhaven Marine Village was completed in November 2020. It is a result of the Waterfront Plan 2012 goal to create a smart-working waterfront that can both support economic growth and give the marine industry a permanent home in Westhaven.

The building is to home to the new Westhaven Marina office, as well as new tenants Harken, Fosters Chandlery, Burnsco, Signcorp, Sports Marine and Hospitality. The new building includes sustainable elements such as rainwater tanks, shaded window glazing and cycle racks.



WESTHAVEN PROMENADE - STAGE TWO

The Promenade - stage two offers a continuous shared path along Westhaven's foreshore between Wynyard Quarter and the Auckland Harbour Bridge.

The Westhaven Promenade was ranked by the public as the highest priority for investment during the consultation phase of the waterfront plan in 2011, and its completion embodies the vision of making the waterfront edge a space for all people.

Thank you to all berth holders who were affected by the works, we really appreciate all your patience over the duration of this project.



PILE BERTH REDEVELOPMENT

With Westhaven Marina operating at full capacity, there is a growing demand for new berths. One of the solutions outlined in the 2013 Westhaven Plan is the pile berth redevelopment.

The pile berth redevelopment project will provide an additional 86 berths that will help to reduce the current waitlist. The extension of the Northern reclamation will create new space for public use, pier access, and car parking for the new berths. Completion of the new berths is on target for September 2021.

DREDGING

In 2020, Westhaven Marina Limited agreed to undertake maintenance dredging. The dredged material has been blended with cement and disposed of within the seawall works of the pile berth redevelopment saving costs of the alternative disposal options. The dredging has returned the main fairway to a safe navigable depth and that benefit has been well received.

J PIER REDEVELOPMENT

J Sales Pier was completed in January 2021 and is located directly in front of the Marine Village. The J Sales Pier features nine 16m-22m boat sales berths to complement the brokerage business within the Marine Village.





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