



# WESTHAVEN MARINA LIMITED

ANNUAL REPORT 2022-23



# MAINTAINING THE COURSE

## Tēnā koutou and welcome to Westhaven Marina Limited's annual report.

As holders of Westhaven Marina's Berth Entitlement Units, we are pleased to present you with the annual report covering the financial year from July 2022 to June 2023 for both the Existing Marina Trust and the Extension Marina Trust.

In our role as trustee for both entities, Westhaven Marina Limited is committed to upholding the terms of the trust deeds, acting impartially, and prioritising the best interests of the beneficiaries. Our responsibility to act in the best interests of the Berth Entitlement Unit holders includes oversight of expenditure, ensuring equitable annual charges for berth holders and that license obligations are met.

The expertise of the marina team has been fundamental in effectively handling the upkeep of the marina's infrastructure and creating a safe and secure environment for all license holders. The team has carefully managed operational expenditure and implemented practical procurement procedures, demonstrating sound financial oversight. Their resolve to consistently adhere to best practices in maintenance methods, along with the integration of high-quality components, ensures that Westhaven remains an exemplary marina facility on a global scale.

We are delighted to report positive developments in water quality testing, showcasing a gradual improvement. This success can be attributed to

the rerouting of the St Marys Bay overflow outside the marina, and the implementation of raingardens – part of the Westhaven Promenade project – which effectively capture runoff from specific car park areas, minimising contaminants entering the marina.

A sincere congratulations is extended to the Westhaven team for another year of success, marked by outstanding customer satisfaction results. Achieving an impressive overall customer satisfaction score of 90% reflects the marina team's devotion to delivering exceptional service and top-notch facilities.



Richard Leggat



Paul Majurey



David Kennedy

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

## DELIVERING A FIT FOR PURPOSE MARINA

Effective communication and stakeholder feedback serve as crucial elements in our continuous pursuit of meeting and exceeding service expectations. We encourage you to keep sharing your perspectives, facilitating our ability to pinpoint areas for improvement. We place a huge emphasis on maintaining informative and transparent communication channels, such as our website, seasonal newsletters and regular email updates, all designed to be relevant and succinct to encourage broad readership.

Reflecting on another dynamic year at Westhaven Marina, I extend my appreciation to our berth holders for their pivotal role in shaping our community. The 2022-2023 financial year presented its own set of challenges, notably the persistent rain from December 2022 through most of the summer, impacting certain project timelines. Despite these hurdles, we observed progress in various infrastructure projects and scheduled maintenance initiatives within the marina.

I take great pride in the strides made over the past year and the consistent recognition of the marina team's performance, evidenced by accolades and positive feedback year after year. Celebrating our achievements, we recognise that none of this would have been possible without the patience and understanding of our customers who may have experienced inconveniences or adjustments during these improvements. A heartfelt thank you to all, with the sincere hope that the outcomes are as gratifying for you as they are for us.

Ngā mihi

Kevin Lidgard



**Head of Marinas  
Eke Panuku Development Auckland**

# MARINA OPERATIONS

## INTRODUCING OUR MARINAS ASSET MANAGER AND MARINA SYSTEMS MANAGER

In April 2023, we welcomed **Mike Keown** as our new marinas' asset manager. Mike joined us with a wealth of experience, having previously managed Gulf Harbour Marina for the past four years. Originally hailing from Liverpool in the United Kingdom, Mike's passion for sailing was ignited in the picturesque Scottish islands.

Over the course of his extensive 20-year career in the maritime industry, Mike has traversed the globe, assuming diverse roles. He served as a sailing instructor in Greece, captained superyachts in Miami, and has hands-on experience in nearly all marina positions, ranging from dockmaster to marina manager.

Mike's responsibilities extend beyond the oversight of Westhaven, Silo, and Viaduct marinas' assets. His role is crucial in ensuring the maintenance and development of these marinas, maintaining an excellent standard for both boating enthusiasts and visitors alike. Additionally, Mike plays an essential role in spearheading our comprehensive in-house training and development programme, ensuring our team stays well-equipped and knowledgeable in all aspects of marina operations.



Mike Keown  
**Marinas' Asset Manager**

**Matt Young** brought his extensive background in information technology (IT), particularly in software development, to Westhaven Marina in late 2019. Initially recruited to assist with the implementation of Pacsoft's Marina Management Software (MMS/NG), he enjoyed the environment so much that he later took on the role of marinas' systems manager. In this capacity, he oversees the security, reliability and efficiency of our business systems across all functions, ensuring our systems are strategically well positioned for the future direction of the marinas. Additionally, Matt provides ongoing support and training to users of marina systems.

Given the ever-evolving landscape of technology and our expansive customer base, Matt's role has expanded significantly, leading to the creation of a new position for a Marinas' Systems Administrator. This role primarily involves supporting Matt in maintaining and improving current systems, participating in new system implementations, and providing user support. We are currently in the process of recruiting for the marinas' systems administrator vacancy.

Matt's integral role ensures the seamless day-to-day functioning of our systems, proving indispensable to the overall success of our marinas and enhancing the customer experience.



Matt Young  
**Marinas' Systems Manager**



## ANNUAL CUSTOMER SURVEY RESULTS

At Westhaven Marina, ensuring customer satisfaction remains a top priority as we strive to continuously improve our service standards.

The information gathered through our annual independently run customer satisfaction survey serves as a valuable tool for identifying areas where we can enhance our services and optimise operational performance.

We are grateful to the 461 customers who participated in the 2023 survey. The results indicate a consistently high overall customer satisfaction rate, with 90% of respondents rating Westhaven Marina at five or higher on a one-to-seven-point scale.

Key findings from the 2023 survey include:

- Overall satisfaction with marina staff increased by 1% from the previous year, reaching 91%. Staff members are recognised for being contactable and knowledgeable, as well as for their ability to resolve issues, earning them a 92% satisfaction rating.
- The overall personal safety rating remains high, with 95% of customers expressing satisfaction with these services.
- Feedback from the survey highlights a decline in satisfaction with pier gate security, with a 5% drop from last year's rating to 80%.
- Overall satisfaction with marina facilities remains consistent with the previous year at 87%.
- In the 2023 survey, customers were asked for the first time about the usefulness of email as a communication method. The results reveal that email is considered the most useful form

of communication at 91%, followed by direct communication with staff at 82%, and then the newsletter at 79%. The ease of finding information from Westhaven Marina has significantly increased from 83% in 2022 to 89% in 2023.

We have taken note of common themes in your feedback, and these have been addressed in the latest editions of the Westhaven newsletter. Our commitment to addressing your concerns will continue in future publications.



## PROMOTING SUSTAINABILITY AT WESTHAVEN MARINA

Embedded in New Zealand's maritime community, Westhaven Marina is steadfast in its obligation to safeguard our coastal and inland marine areas for the enjoyment of future generations. Our unwavering dedication to sustainability guides our ongoing efforts to explore initiatives aimed at enhancing the environmental friendliness of Westhaven Marina. In 2023, we took the following steps toward this goal:

### 1. Supporting partner services

We endorse and promote various partner services aligned with our sustainability goals, including:

- **The Kai Ika Project:** Focused on repurposing fish off-cuts that would otherwise go to waste, contributing to better use of our marine resources and less waste going to landfill.
- **Let them Fish:** Dedicated to collecting surplus or unwanted fishing and diving gear, which is then donated to communities in the Pacific Islands.
- **Sea Cleaners:** Engaged in educating people and coordinating volunteers to remove and dispose of litter using eco-friendly methods.

### 2. Empowerment through education and information

We continue to equip our customers with knowledge about waste reduction, recycling methods, and champion environmental initiatives through the sustainability segment in our newsletter and the 'Environment & Sustainability' section on our website.

### 3. Eke Panuku Sustainable Action of the Year Award

Each year, we acknowledge and celebrate the outstanding efforts of a Westhaven boatie or business committed to minimising their environmental impact. In 2023, the Eke Panuku Sustainable Action of the Year Award was presented to Skipperi, a valued member of the Westhaven community since June 2021 at Z pier.

Skipperi offers a subscription-based boat-sharing service that began with a single vessel and has since expanded into a fleet of 25 Haines Hunter SF 545s. Their innovative service not only makes boating more affordable through shared costs among users, but also contributes to environmental preservation by reducing the number of boats in use. The production and outfitting of just one boat now serve the boating needs of multiple subscribers.

The judges were particularly impressed by Skipperi's approach to environmental care, subscriber education, and resource efficiency. Their commitment to sustainability aligns with the values we hold dear at Westhaven, making them worthy recipients of the Sustainable Action of the Year Award for 2023.

### 4. Maintaining our Clean Marina accreditation

The NZMOA's Clean Marina programme encourages marina operators, boatyards, contractors and recreational boaters to actively contribute to the protection of coastal and inland water quality. In September 2023, Westhaven Marina was recertified by NZMOA as a Clean Marina, acknowledging our ongoing efforts to mitigate the environmental impact the marina has on the environment.



Gareth Wilson  
**Marinas' Manager**

Alexander Rosenthal  
**Director of Skipperi NZ Ltd**



NZMOA's Clean Marina Certificate

### BUILDING A ROBUST WORKFORCE

In the continuation of our marina cadet programme, we warmly welcomed Adrian Naicker as our newest Marina Operations Cadet in August 2023. Adrian holds a National Certificate in Mechanical Engineering Technology, and prior to joining our marina team, he honed his skills as a boat painter, fostering a keen interest in the marina industry.

Our cadet programme stands as a key component of our succession planning, aiming to cultivate a versatile and skilled workforce for our marina. Throughout his cadetship, Adrian will not only accumulate a wealth of experience in various marina roles, but will also be awarded a New Zealand Certificate in Marina Facilities – Marina Operations upon his completion.

Looking ahead, we are set to commence the recruitment process for another cadet in the coming months.

## MARINA METAMORPHOSIS: A YEAR OF EVOLUTION AND PROGRESS

### General maintenance

Ensuring the day-to-day upkeep and maintenance of Westhaven Marina is an ongoing responsibility. In the last financial period, we've made notable progress, including the reconstruction of several blackwater pumps, replacement or upgrade of three pier gates, refurbishment of the ID signs mounted on the pier end piles, replacement of various piles that had reached the end of their lifespan, waterblasting and chemical treatment of piers, and the complete refurbishment of F, F1, B, and C piers.

### Eke Panuku projects

#### 1. Fire alarm system upgrade

Eke Panuku initiated an upgrade to the fire alarm system for our piers last year, as the existing system has reached the end of its operational life. The upgrade is currently in progress, being implemented in stages, pier by pier, and is anticipated to reach completion by mid-2024.

#### 2. Westhaven's northern reclamation

After four years in the making, the recently unveiled reclamation at the northern end of Westhaven Marina is now accessible to berth holders, offering expansive floating berths, an extension of the award-winning Westhaven Promenade boardwalk along the southern side, and increased car parking complemented by landscaping. Notably, it also provides some of the most spectacular views across the Auckland Harbour.

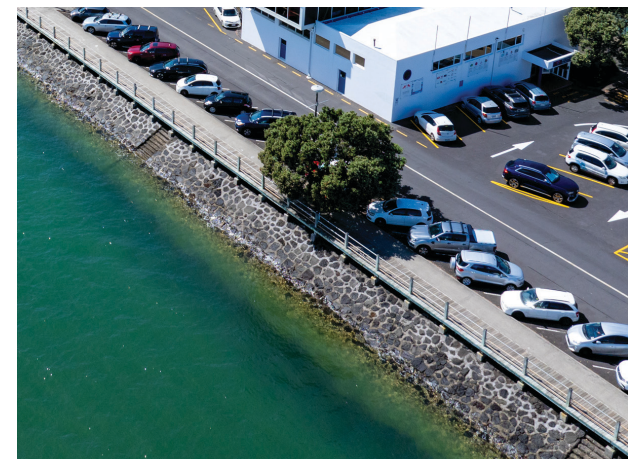
Looking ahead to the coming years, collaborative ventures between Eke Panuku and mana whenua will guide the development of the lawn area along the northern edge of the reclamation. The goal is to create a scenic green space, where people can enjoy getting close to the water in a beautiful setting.

#### 3. Westhaven seawall upgrade

In response to adverse weather events and king tides causing significant inundation on Westhaven's northern reclamation in previous years, work is now underway to upgrade the seawall in that location. Spearheaded by Eke Panuku, the Westhaven seawall upgrade project aims to protect people, infrastructure and assets from coastal flooding by delivering a redesigned seawall that effectively dissipates waves.

The project also involves:

- Enhancements to the waterfront area, creating a more aesthetically pleasing and functional space that complements the existing Westhaven Marina development.
- Design and ecological initiatives through a partnership with mana whenua, including increased planting.
- Improvements to the connection with the surrounding environment, particularly for pedestrians.
- Futureproofing of infrastructure and services in the vicinity.
- Early works commenced in March 2024, and the main construction phase is scheduled to begin in April this year, with completion anticipated by early 2025.



# TEAM







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[westhaven.co.nz](http://westhaven.co.nz)