



# WESTHAVEN MARINA LIMITED

ANNUAL REPORT 2020/21



# MOVING FORWARD IN CHALLENGING TIMES

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

We are pleased to share with you, as holders of Westhaven Marina's Berth Entitlement Units, information about the marina's progress during the financial year ended 30 June 2021. This report is being issued later than anticipated because the financial statements' audit was delayed due to resourcing challenges faced by Audit New Zealand as a consequence of COVID-19.

Since COVID-19 first emerged, we have adapted to the new realities of providing leadership and oversight in a changing environment. As trustee of the Existing Marina Trust and the Marina Extension Trust, Westhaven Marina Limited has duties to adhere to the terms of the trust deeds, and to act impartially and in the beneficiaries' best interests.

We continue to ensure careful management of spending and investment on behalf of berth holders, and we are pleased to note that our annual charges continue to be amongst the lowest in Auckland.

Under Eke Panuku's management, and with Kevin Lidgard at the helm, as well as being backed by an experienced and passionate team, we have been able to continue providing the high standard of service you have all come to expect, despite the pandemic.

The challenges presented by the pandemic did not undermine the performance of the marina's core functions. They did, however, affect some of the development delivery timeframes. We are happy to say this work is back on track, and we are

proud of the progress that has been made across a number of projects such as the formation of the new AA pier and long-awaited repairs to S pier.

We thank you for your patience in dealing with the periodic disruption these projects caused, and the challenges brought about by COVID-19. We appreciate those who worked with Westhaven Marina throughout the year, contributing advice and opinions on a range of matters.

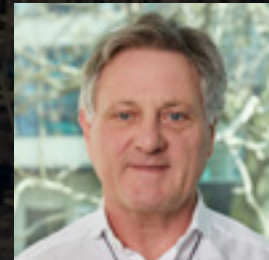
Recognition must be given to the Westhaven Marina team who worked extremely hard to keep everything going through the twists and turns of the pandemic. We admire the fortitude shown during this difficult time and congratulate the team on another successful year.



Richard Leggatt



Paul Majurey



David Kennedy

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

# NAVIGATING TOWARDS CALMER WATERS

The period covered in this annual report was certainly packed with trials and tribulations as we navigated through ongoing COVID-19 challenges.

Uncertainty from continued lockdowns brought significant disruption and a mix of anxiety and frustration. However, essential services continued with our dockmasters remaining on site maintaining a 24/7 vigil over your vessels, while our customer service and administration team worked remotely.

Disruption to our maintenance and construction programmes resulted in prolonged project delivery timeframes, which impacted marina access and parking once we were all back on site. We really appreciate the patience our berth holders demonstrated during the construction works around the marina, with specific mention of the northern reclamation extension.

A bonus of creating the reclamation extension was the dredging of 30,000 cubic metres of mud from the main fairways and being able to transfer this into the new reclamation area. This resulted in considerable cost savings.

In early 2021, Westhaven was in full swing with lots of spectator traffic heading in and out of the marina to watch the Prada Cup race and then

Team New Zealand successfully defend the 36th America's Cup. The huge volumes of vessels leaving and re-entering Westhaven Marina caused no issues, and we thank you all for your courtesy during this busy time.

A highlight from last year was that our passionate and capable customer service and administration team relocated to a fantastic new office space within the Marine Village. Drop in and see us sometime – we're always keen to connect with you.

Ngā mihi

Kevin Lidgard



**Head of Marinas  
Eke Panuku Development Auckland**

# MARINA OPERATIONS

The 2020/21 financial year was marked by operational improvements, initiatives to minimise waste and improve our water quality, and careful attention to cost control while operating a world-class and resilient marina.

## WESTHAVEN MARINA LIMITED DIRECTOR CHANGES

Richard Leggat was appointed Board Chair for Westhaven Marina Limited in January 2022 following the completion of Stephen Mills' term at the end of 2021. Richard has been a director of Westhaven Marina Limited since 2015. He is currently also a director of the architectural firm Warren and Mahoney and of Winter Games NZ, and chair of The Kiwi Trust. Previously, he was deputy chair of Tourism New Zealand and a director of NZ Post and Eke Panuku.

To maintain a board of three, David Kennedy was appointed as a director in April 2022 to be

Auckland Council's representative as reversionary holder of the marina rights along with Paul Majurey.

## CUSTOMER SURVEY RESULTS 2021

We strive to maintain exceptional customer service standards at Westhaven Marina and seek feedback annually to monitor satisfaction levels through an independently run customer satisfaction survey.

When our survey went out in 2021, 476 customers provided feedback. We are pleased to report that 89% of those customers scored the marina five or higher for overall customer satisfaction on a one-to-seven-point scale.

Key findings of the 2021 survey were:

- 88% of customers were satisfied with Westhaven Marina staff overall.
- 94% of customers were satisfied with Westhaven Marina's service towards both personal and pier gate safety.

- 86% of customers said it's easy to find the information they need via the newsletter or through direct communication with staff.
- Satisfaction with facilities increased from the previous year, with 86% of customers satisfied with both on land and on water marina facilities.

## A NEW WEBSITE

An overwhelming indicator from our previous customer satisfaction service surveys was that our website was not user-friendly. Last year we worked with a digital agency to develop a new, easier to navigate website that provides customers with the option to directly request assistance or maintenance. The website includes an improved interactive map of the marina, and the directory has been updated to allow users to search for contractors based on their needs. The site was launched in December 2021.



## A SUSTAINABLE MARINA

Westhaven Marina is committed to caring for the environment, for the benefit of both present and future generations. We know we have a duty of care and must set an example to others that sustainable practices are the way forward. In 2021, some of the ways we demonstrated this were by:

- Continuing with the ‘Sustainable Action of the Year Award’, that recognises Westhaven Marina boaties and businesses who lead by example to protect our coastlines. Harken Fosters chandlery supplies received the award in 2021 for offering an Ecostore refill station in their marina store, which is a great way to reduce plastic pollution and conserve resources, while helping customers save money.
- Educating boaties on the Kai Ika Project (we partnered with Kai Ika in 2020) after they installed a fish filleting trailer at Z pier in 2021, followed by an on-water drop off zone allowing fishers to have their catch expertly processed while ensuring nothing goes to waste. All offcuts are shared with Auckland families and community groups who value these parts of the fish. To date, Kai Ika has repurposed over 200,000kg of fish offcuts, which would have been otherwise wasted.
- Investing in an electric patrol boat, that is saving the marina around 12.5 tons of Co2 every year compared to what a traditional petrol-powered patrol boat would use. The vessel also has 200-watt of solar on the bimini, which will keep the batteries topped up once full and supply ‘free’ power at slower speeds.

- Supporting and promoting Let them Fish – a registered New Zealand charity supporting Pacific Islands villages that depend on fishing to feed their families. The donation of diving and fishing gear allows village members to harvest fish without damaging the surrounding marine environment.
- Installing a rain garden as part of the redevelopment of the marina’s southern side in 2021, which slows down stormwater flows and helps remove pollutants by providing natural filtration.
- Transitioning from our old manual paper parking permits to an online parking system in August 2020 has eliminated the need each year to use 6,000 sheets of 120gsm A4 holographic foiled paper and the plastic pouches that held the permits.

## NURTURING OUR STAFF

We continued with our marina cadet programme in 2021, with Daniel Pickles spending time learning the ropes in both our customer service and maintenance teams. We also welcomed Kiara Hamilton as a cadet in June 2021, after the role caught her attention appealing to her background in sailing. The cadet programme enables succession planning for the marina and develops a versatile workforce, which proved essential during COVID-19 when staff had to be deployed across different teams at short notice.

Maintaining our staff training pipeline, seven of our staff, including our two cadets, carried on working through the MAST (Marine and Specialised Technologies) Academy National Certificate in Marina Facilities – Marina Operations Apprenticeship,

a two year workplace based and online self-study qualification. The aim of the programme is to provide the marine industry with people who have the knowledge and skills, and are able to work safely within the regulatory framework, in the maintenance and operation of boatyard facilities.



## **UPDATES TO WESTHAVEN MARINA LICENCES**

As you know, we are proposing updates to the Westhaven Marina licences to reflect current practice at Westhaven Marina. Our work has been disrupted due to COVID-19 and we intend to re-engage with you on this later in 2022. After the disruptions of the past few years, we also propose to enable online meetings. This is to allow you to continue to make decisions virtually or in a hybrid way if the circumstances prevent in person meeting. Any changes will be subject to your approval under the terms of the Trust Deeds.

## **A GROWING MARINA**

Demand for berthage in the 12m and over size range continues to grow at Westhaven Marina, while requirement for unserviced pile moorings and for serviced 8m, 9m and 10m berths is steadily declining. The pile mooring redevelopment project, which saw the closure of our western entrance in 2020, continued in 2021 with the installation of 45 new berths, a mixture of 20m and 24m, on AA pier. The extension of S pier was completed in 2021, providing 12 new 12m berths in previously unutilised water space.

## **REPAIRS TO S PIER FOLLOWING TORNADO DAMAGE**

The completion of AA pier allowed us to carry out necessary repairs to S pier, which was damaged during the August 2019 tornado. In order to carry out the work, 40 vessels had to be relocated from S pier, and due to space constraints within

the marina, this had not been possible prior to the construction of the new berths at AA pier. S pier's main pier walkway was straightened, and the berths were refurbished with new services trench, walers and infrastructure. Once the work was completed, vessels were moved back to their original berths and AA pier berths were allocated to our waitlist customers.

## **WESTHAVEN MARINA AWARDS**

Auckland city proudly hosted the New Zealand Marina Operators Association's annual Marina and Boatyard Conference at the Maritime Museum in October 2020.

The conference rounded off with an awards dinner where Westhaven Marina was in the running for several awards such as the Marina of the Year, Best Environmental Performer, Outstanding Initiative Award and Outstanding Individual Contribution for Kevin Lidgard.

The evening was a real success for us with the marina team coming away with three awards; the Outstanding Initiative Award for our Load 'n Go berth, highly commended in the Marina of the Year category, and Kevin Lidgard (who was unaware of being nominated) was presented the Outstanding Individual Contribution award. This recognition for Kevin is a testament to his hard work and dedication to the industry and his colleagues.

The accolades continued in May 2021, with Westhaven Marina being placed as runner up for the Marina Industry Association's International Marina of the Year award, pipped at the post by ONE15 Marina Sentosa Cove in Singapore. Along

with Gold Coast City Marina and Shipyard, we were also a finalist for the Best Innovation by a Marina award, entered for our Load 'n Go berth.

## **AN AWARD-WINNING PROMENADE**

Westhaven Promenade won big at the HYNDS CCNZ Construction Awards in June 2021, taking home the prize for best project in its category after several years of hard work by Eke Panuku and the project team to implement the walkway within Westhaven. It also received a gold pin at the Designers Institute of New Zealand Best Design Awards, and a merit award at the 2021 Property Council New Zealand Awards.

Now complete, the over 1km promenade boardwalk stretches all the way from the Auckland Harbour Bridge to Z Pier, creating a scenic pathway along the water's edge, and a more connected marina that can be accessed all the way round.

A special thanks to the Westhaven Marina berth holders who were so patient and understanding over the duration of this project.

**TEAM**





0800 MARINA (0800 627 462)

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