





Setting the course

Welcome to the fourth edition of Westhaven Marina Limited's annual report, an opportunity for us to share with you, the holders of Berth Entitlement Units at Westhaven, the latest thinking on the marina's development, and considerations in terms of managing your interest in the marina.

Since our last report, we have begun to notice the impact of the development of Wynyard Quarter on marina operations, in particular carparking, and facilities such as rubbish, security and bathrooms.

Our mandate as directors is to guarantee that Westhaven is able to operate as a successful, world class functioning marina and with Panuku's custodianship and Tom Warren at the helm, and with an experienced team, we see this as happening very effectively.

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 operating fees continue to be amongst the lowest in Auckland.

Thank you to those that have worked with us through the year, contributing advice and opinions on a range of matters. We will look forward to seeing you at the next formal meeting of BEU holders.

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



Stephen Mills



Richard Leggatt



Terry Kayes

From the navigator's table

Westhaven Marina is thriving. Operating at full capacity over summer 2015-16, with a wait list numbering more than 180 boats, and an excellent team in the office and on the docks, the marina is in great shape.

Two major focuses in this financial year were the introduction of user-pays electricity and water, and the introduction of security measures, particularly swipe card access and an improved CCTV network, to provide great security in the marina precinct. We opened the new Sales Pier, upgraded all bathroom and laundry facilities, and completed refurbishment on two piers, bringing the total to eight.

As we indicated to you last year, water quality and sustainability are becoming ever more a focus for marina operations throughout New Zealand, and the more that we learn about this issue from working with Watercare, Healthy Waters and Iwi, the more deeply we are committing to achieving optimal outcomes and 'walking the talk' in improved and continuously more innovative ways.

Now that Skypath has been given the blessing to progress, one of the most important pieces of work that we are undertaking is ensuring that the marina will continue to stand alone as a public facility that services the requirements of boaties and the marine industry. In particular this relates to access and carparking, and our own ability to maintain an operations yard within marina grounds. As you can imagine, it is a complex issue, but the carpark management measures that you are seeing introduced now, are about protecting these areas so that boaties, their customers and guests, and our tenants, have convenient access to the marina.

We continue to appreciate your contribution via our Westhaven Forums and BEU meetings, your questions and correspondence.

It's great to be able to say once again that Westhaven Marina is on a great course for the future.



Tom Warren

*General Manager, Marinas
Panuku Development Auckland*



As we continue to operate at full occupancy, the 2015-16 financial year was marked by a continued application of positive operational improvements, initiatives to minimise waste and recycle more, actions to improve our water quality, and careful attention to cost control to operate a marina that is modern, sustainable, and prepared for the next stage of significant developments.

Security improvements

A combination of controlled pier access, a well trained and vigilant team of dock masters working closely with police, a network of 141 CCTV cameras, and Auckland Council's alcohol ban, has led to significant observable improvements in security at the marina: fewer reported incidents, less unknown people accessing the marina with shared codes, and fewer loitering and incidents in the carpark. As a result both you and your property are safer at Westhaven.

Customer survey results

As an Auckland Council owned facility, Westhaven Marina conducts an independent customer survey each year, to assess our performance in terms of customer experiences and perceptions. This year 540 customers responded by email or telephone. 95.4% of these customers indicated satisfaction with the marina, and 68% are very satisfied. In particular our staff scored highly, especially our dock masters, who have the most day to day contact with our berth holders. Vehicle security is the area customers are most concerned about, perceptions of toilet, shower and laundry facilities has improved thanks to the recent upgrades. Thanks to all those that participated.



We are fortunate to have a team that are passionate and knowledgeable about boating

Changing times require marina license update

A review of current marina licenses has indicated that these documents don't specifically enable some valued members of Westhaven, such as sailing schools, charter fleets, and even the Floating Dock, to berth here. We will soon commence a review of the berth licence wording, to accommodate these aspects and to refresh some outdated clauses.

Of consideration will be the fact that commercial vessels - such as ferries that currently stay overnight at Y Pier - may be able to layover at the marina, but conduct their commercial activities such as boarding passengers, elsewhere on the waterfront. As discussed at the recent Westhaven Forum, this process will require BEU holder approval, and a special meeting will be scheduled for this later this year. We will keep you informed.



Modern glass entrances are the direction for future developments

Liveaboard trial concluding

It's now 18 months since Y Pier was opened, accommodating 12 Liveaboard customers via specially equipped berths with reticulated sewage disposal. The Liveaboard experience has been a good one for Westhaven, and the results of the trial will now go to the Trustees of Westhaven Marina Limited for discussion and approval.



Communication and events

We continue to communicate with our customers and stakeholders openly and transparently about Westhaven's vision, projects, and operational decisions. Westhaven Forums and twice yearly meetings for BEU holders are opportunities for constructive, two way information sharing, and our website, newsletters and Facebook page contain current, up to date information. The Westhaven Open Day last October was a great opportunity for a new generation of prospective boaties to visit the marina, and will be repeated - in a bigger and better format - on Sunday 19 March 2017.



The team are currently upgrading and improving P Pier

Pier upgrades on track

We are now nearly halfway through a seven year refurbishment program, which will ensure that these facilities are fit for purpose through until at least the end of the 2026 licence expiry. To date we have refurbished J, K, L, M, N, W and X Piers. P is well on the way to completion with Piers Q, R and S projected to be completed by June 2018. All gangways have been surveyed and maintained as needed. Marina piles have been condition surveyed and a number have been replaced. The piling program is ongoing and planning of extensive pile improvements is underway.

New pier creates sales cluster

The new Sales Pier has helped to create a lively and interesting cluster of boats for sale at Westhaven. Currently Flagship Marine has 12 boats berthed in the marina, with private sales featuring at occasional times. The Sales Pier is located near the Sails Restaurant building, which is home to well known and established brokerages, making the area a destination for anyone looking to purchase a boat.

As part of the Existing Trust, the new berths are contributing to overheads, therefore helping spread the cost of running the trusts across a greater number of boats.

A fairer payment system for utilities

The move to user pays electricity and water was one of the biggest changes the marina has ever undertaken to its core operations. Some customers have been surprised by the volume and cost of their power consumption while others have been pleased to not receive an account as they have not used any power in a year. Many BEU holders have asked why Westhaven Marina is charged so much for wastewater by Watercare, which we agree with, and we are now in a better position to take the data collected by our pedestals to Watercare and negotiate a better deal for you.

Reducing waste, recycling more

Refuse disposal is one of the biggest costs that Westhaven Marina faces. You may have noticed that we have recently changed our rubbish system to one with smaller bins, in order to get more Westhaven customers recycling. Disposing of recyclable waste is significantly cheaper than sending waste to landfill and it will lead to real savings, but only if you sort your rubbish into the correct bins.



Boats for sale on display at Westhaven

Westhaven Marina recognises the importance of maintaining and improving water quality. As a marina nearing eighty years in age, this often means doing the best that we can with historic infrastructure, retrofitting of new technologies, and ensuring that new projects achieve best practice benchmark or better in terms of environmental outcomes. St Marys Bay, a popular destination for learn to sail, paddling, and more, is a specific focus this year. Some of our strategies are:

A rigorous program of water testing

Westhaven is adjacent to heritage suburbs that have ageing infrastructure resulting in regular sewage contamination, especially after periods of heavy rainfall. Panuku Development Auckland has supported a program of water testing for bacteria in twelve (and sometimes more) specific locations in Westhaven. This enables the marina to pinpoint contaminated areas, and to look for trends. Results are shared with Auckland Council’s Healthy Waters team, and with Watercare, so that we can work collaboratively together in the future.

Seeking solutions to Fanworm

Mediterranean fanworm is a perennial problem for which there are no known solutions. This marine pest is already well established in Auckland, and we help to ensure that our customers understand the importance of keeping a clean hull and don’t carry it with them on their travels to pristine areas such as Northland or Coromandel. Right now we are working closely with the Biosecurity team at Auckland Council, the Ministry of Primary Industries, and the Copthorne Institute to trial two promising new technologies.



The Clean Marina environment is upheld by the marina team

Best practice for wastewater

If we are asking for help in cleaning up St Marys Bay, we need to be sure as boaties that our own practices are impeccable. Westhaven continues to be a ‘no discharge zone’ and we have taken a hard line on black water discharges from boats into the marina. Liveaboard customers have been given mechanisms to lock off their holding tanks, and 44 sewerage removal sites have been installed on berths at Westhaven that are available for customers, and for commercial vessels to use. The Floating Dock service is also connected to reticulated sewage, so that its water blasting residue is collected and piped away instead of being allowed to enter the marina. Through stories in our newsletter and website, we are helping customers to understand the best way to handle disposal of both black and grey water from their boats. We have also sent video cameras into sewerage pipes from our toilet blocks to ensure there is minimal seepage into the land mass adjoining the water’s edge, and meters on all water outlets help us to quickly detect and fix leaks.

Under our carparks

It’s a little known fact that several Stormwater 360 devices, and stormwater pits fitted with ‘matsorb’ sausages lie hidden under Westhaven’s carparks. Enviropods will also be retrofitted to stormwater catchment pits. These devices are all designed to reduce toxins in run off from the motorway, Westhaven Drive and the carpark that flow into the sea. These are regularly serviced and maintained and are a great first line of defence against water pollution. Westhaven also implements a sweeping and gutter cleaning program to minimise airborne rubbish entering the water.

Taking toxins away

Antifoul is one of the major causes of toxins in marina waters. We are assisting with trials of nano technology, and with plastic wrap, as alternatives to antifouling vessels. Dredging through fairways, and soon within berths, also removes toxins from the seabed and water. Dredgings can be combined with concrete and recycled as ‘mudcrete’ which is proposed to be used to build the new headland and access-way associated with the Pile Mooring Redevelopment Project which is detailed on the next page.

Marina programme partnerships



With the completion of the first stage of the Westhaven Promenade, the addition of new capacity and a fuel facility at Y Pier, the ongoing refurbishment of Piers G - S, and the opening of the Sales Pier, we are working through the projects detailed on the Westhaven Plan, and three key projects that are now imminent for Westhaven.

Special new headland emerges from pile mooring redevelopment

One of the most interesting plans to emerge from Panuku Development Auckland this year is the development of a new headland for Westhaven North. Led by General Manager of Marinas Tom Warren and Special Projects Manager Philip Wardale, Panuku has worked closely with Auckland region's 19 Iwi to design the public realm part of this project, and consulted with berth holders and tenants to develop the marine based aspects. Ultimately, this headland will be a special part of Westhaven for all Aucklanders to enjoy and connect with the harbour - whilst providing the marina with valuable car parking space and amenity to access the new capacity it needs.

At the core of the project is conversion of two rows of pile berths into modern serviced berths for which Westhaven has waiting lists of more than 180 boats. It also closes the smaller of Westhaven's two entrances through the extension of the northern reclamation, which will reduce sedimentation through the marina, and assist with navigation safety at the main entrance.

While pile berths are a valued low-cost entry point to the marina, about 40% of them currently sit empty, and all or most existing pile berth customers, will be relocated to facilities in the adjacent rows.

The Promenade journey continues

Officially opened in January 2015, Westhaven Promenade is now fully integrated into our day to day use of the marina, and is accessed by between 1,000 and 2,000 marina customers, walkers, runners and cyclists a day. Stage 2 of the Promenade, which will replace the temporary connection alongside Westhaven Drive by completing the uninterrupted journey around the waterfront from Sails Restaurant to St Marys Bay, is soon to enter the design phase. We will be looking closely at the optimal way to integrate additional access piers with a busy public thoroughfare.

Westhaven Marine Village

A series of stand alone 'boat sheds' is now proposed to accommodate the marine industry within Westhaven Marina. Following a six month leasing program on a single larger two level building the project has been given the green light to progress subject to lessee take up. It's essential that the marine industry has a presence within the biggest marina in the Southern Hemisphere, and this project enables customised, affordable buildings that will lend genuine 'marina' aesthetic and practical considerations to the area.

Please visit westhaven.co.nz for more information on these projects



The overarching Waka theme, green space, and rain gardens are features of the new northern headland

Westhaven Marina Limited takes a long term, responsible view in all of its decisions and its approach to marina management. Our objectives are:

- To provide and manage a quality inner-city marina which meets the needs and expectations of boat owners and the marine industry while also providing an environment and facilities which can be enjoyed by visitors to the marina.
- To continuously seek real improvements in the marina, the facilities and services offered, the marina surrounds, and the management of water space within Westhaven for the benefit of boat owners, Westhaven yacht clubs, the marine industry and visitors to the marina.
- To provide affordable, safe berthage to lessees and renters alike, in a range of berth sizes with adequate car parking reserved for boat owners.
- To provide a vigilant and effective security service over the marina area on a 24/7 basis.
- To seek responsible environmental measures that will minimise the impact we have on our local environment, in particular relating to water quality.
- To ensure that surpluses from berths owned by Panuku, once an appropriate return on assets is delivered here, is reinvested in the marine operations of the marina via the Westhaven Plan, and that costs associated with public facilities are met not only by boat owners but financed via Auckland Council either wholly or pro-rata, and/or by private enterprise activities within the marina.
- To maintain and encourage collaboration and communication between the management of the marina and boat owners, Westhaven's Yacht Clubs, the marine industry, harbour users generally and interested members of the public.
- To help support and develop our sport and our community by the means that we have available.

About Westhaven Marina Limited

Westhaven Marina Limited (WML) is the corporate Trustee for both of the Westhaven trusts:

- the Westhaven (Existing Marina) Trust (encompassing the east side of T through to Y Pier).
- the Westhaven (Marina Extension) Trust (encompassing Piers A - the west side of T)

The company has three directors who are appointed by the company's shareholder, Panuku Development Auckland. Westhaven Marina Limited has duties to:

- adhere to the terms of the trust deeds;
- act in the beneficiaries' best interests;
- act impartially having regard to the interests of all beneficiaries of the trusts; and
- oversee the management of berths in accordance with the terms of the license.

About Panuku Development Auckland

Panuku Development Auckland has three distinct purposes in the Westhaven area:

1. It is the manager of Westhaven (Existing Marina) Trust and Westhaven (Marina Extension) Trust.
2. It owns 53% of the BEU's in Westhaven Marina. Panuku Development Auckland pays annual charges on the same basis as all other BEU holders.
3. It is the owner of the assets in Westhaven and is the shareholder of Westhaven Marina Limited. Panuku Development Auckland is fulfilling its primary capacity as a development agency in preparing the Westhaven Plan which is a plan to guide the development and maintenance of the marina's land and on-water assets.



The Westhaven team scored very highly in our annual survey



"With nearly 2,000 boats, yachting and boating clubs, hundreds of marine contractors, and on the doorstep of the incredible Hauraki Gulf, Westhaven Marina is the heart of boating in Auckland, and a precious icon of Auckland"



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We love getting your feedback and ideas.
If you have any questions, complaints
or compliments please get in touch.

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