



# 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.



# FINANCIAL STATEMENTS

## SUMMARY FINANCIAL STATEMENTS WESTHAVEN (EXISTING MARINA TRUST AND WESTHAVEN (MARINA EXTENSION) TRUST

### Financial Performance (Profit and Loss)

### Extract of key Items from the Statement of Financial Position (Balance Sheet)

Actual Year ended 30 Jun 19	Actual Year ended 30 Jun 20	Budget Year ended 30 Jun 20	Budget Year ending 30 Jun 21
<b>Operating revenue</b>			
4,622,106	4,999,810	4,973,503	5,025,274
315,195	292,721	315,904	320,054
64,832	36,413	57,000	50,000
5,002,133	5,328,944	5,346,407	5,395,327
<b>Operating expenditure</b>			
23,582	22,109	22,459	23,582
43,376	43,376	43,376	75,000
270,068	236,285	190,214	331,692
15,304	5,099	6,353	8,100
196,493	194,235	183,635	200,525
55,020	57,201	57,201	59,403
240,135	244,863	245,136	257,392
598,075	589,574	645,040	647,648
75,314	147,456	145,522	130,931
381,362	402,041	401,097	430,027
1,624,243	1,525,880	1,859,973	1,563,998
33,427	37,991	51,804	51,804
1,381,290	1,355,720	1,439,052	1,559,678
52,496	60,277	55,546	55,546
4,990,185	4,922,107	5,346,407	5,395,327
<b>11,948</b>	<b>406,837</b>	-	-
-	-	-	-
<b>11,948</b>	<b>406,837</b>	-	-

Actual Year ended 30 Jun 19	Actual Year ended 30 Jun 20
<b>Westhaven (Existing Marina) Trust</b>	
246,979	662,829
1,334,313	1,640,329
<b>Westhaven (Marina Extension) Trust</b>	
38,240	29,226
366,027	462,052

## NOTES TO THE FINANCIAL STATEMENTS

### INCOME

#### Annual Charges:

This is the income from annual fees paid by individual Berth Entitlement Unit (BEU) holders (including Auckland Council). There are three components of this annual invoice: operating expenses, refurbishment fund contributions, and management fees.

#### Expenditure Recoveries

During the year we collect certain recoveries from a variety of BEU holders and casual renters. This income currently includes such items as metered power and water users, along with any sundry income.

#### Interest Income

Interest income is received from the bank whilst the operating expenses bank account is in credit.

### EXPENDITURE

All costs incurred at Westhaven are assessed to determine what part of the cost should be charged to the Westhaven Trusts. In some cases, a portion of the costs are charged to the Westhaven Trusts and a portion directly to Auckland Council. This allocation recognises that the pile moorings, Z Pier, and some of the public areas at Westhaven should not be paid for by the Trust annual charges.

#### Audit Fees

These are the fees charged by Audit New Zealand to complete the statutory audit of the Trusts' annual financial statements.

#### Building Occupancy

This is the rental cost of the marina office. It is apportioned between the Trusts and Auckland Council to reflect the shared use.

#### Cleaning & Refuse

These are the costs associated with the removal of waste and recycling materials, and the cost of cleaning the various ablution buildings and the marina office. These costs are higher than budget due to the contractor (Green Gorilla) doing an analysis of the collection size and weight.

#### Computer Expenses

These are the shared costs associated with running the marina management software and the variety of computer systems used by marina management and staff.

#### Electricity

This is the cost of the electricity supply to the marina.

#### Insurance

This is the cost of insurance premiums for the marina.

#### Local Government Rates

These are the council rates that are applicable for the entire Westhaven area which includes the water and land areas.

#### Management Fees

This is the 15% management fee as detailed in your berth licence that is applicable to all expenses in operating the marina. The management fees are adjusted at the end of each year to reflect actual operating expenditure for the year.

#### Other Expenses

This category includes such expenses as legal costs, telecommunications, bank fees, office supplies, postage, and printing.

#### Refurbishment Fund Contribution

This is the amount that is transferred to the major refurbishment fund which is collected from all BEU holders in your annual charges invoice each year. The contribution is based on 10% of budgeted expenses for the prior year.

#### Repairs & Maintenance

These are the expenses associated with all aspects of the upkeep of the marina including the floating structure, piles, rings, abutments, gangways, electrical plinths, water standpipes, electrical wiring, fire system including call points, fire extinguishers and hydrants. It also includes day-to-day costs such as grass mowing, gardening, lighting, road and car park maintenance and access control to name a few items.

#### Security (excluding staff costs)

This includes the repair and maintenance of the CCTV security system including the software used to monitor the marina.

#### Staffing (including security staff)

This expense covers the customer service, security staff, operations and management teams that run the marina. There has been a minimal change in staffing during the year.

#### Water

This is the total cost of the water supplied to the marina berths and ablutions.

## TEAM





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