



WESTHAVEN MARINA LIMITED

ANNUAL REPORT 2024-25



HOLDING OUR COURSE THROUGH A YEAR OF CHANGE

Tēnā koutou and welcome to Westhaven Marina Limited’s annual report for the 2024–2025 financial year, covering both the Existing Marina Trust and the Extension Marina Trust.

Westhaven Marina Limited continues to act with integrity, guided by the trust deeds, and remains committed to making decisions in the best interests of berth holders and beneficiaries. This includes careful oversight of expenditure, ensuring equitable annual charges, and meeting all licence obligations.

This past year has seen notable achievements and operational progress. Our marina team has maintained high standards of service, safety, and security. The year also saw a seamless transition of marina management functions to Auckland Council, and we are proud of the team’s professionalism in ensuring continuity for berth holders and visitors. Coupled with ongoing recognition through awards, accreditations, and Westhaven’s record 94% customer satisfaction score, these accomplishments reflect the strength of our operations and the value of the marina as a world-class facility.

Going forward, we are preparing for a key change in the Existing Marina trust area (covering berths from AB to the western side of T). From 30 September 2026, berths in this area will transition to a full rental occupancy model. The board is confident this change will be implemented smoothly, ensuring current berth holders retain access while supporting consistent marina operations.

This change applies only to berths within the Existing Marina trust area. The Marina Extension (from the eastern side of T pier to Y pier) and Z pier remain unaffected. Berth licences in the Marina Extension trust remain valid until April 2029, and separate communication will be issued to licence holders ahead of that expiry date.

We thank our marina team for their dedication, and our berth holders, partners, and wider community for their support. Together, we remain committed to delivering excellence and ensuring Westhaven Marina upholds its position as a leading facility both nationally and internationally.



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 (please note that Paul Majurey’s term concluded 31 August 2024).

A YEAR OF DELIVERY, OPERATIONAL STRENGTH, AND PROGRESS

Westhaven Marina remains a defining part of Auckland’s marine landscape – an iconic destination that we have shaped to meet the expectations of our berth holders, clubs, contractors, and wider waterfront community. It is a pleasure to share an overview of the past year’s operational achievements and the progress we have made together.

The 2024–25 financial year brought a number of notable milestones. Westhaven Marina was awarded Five Gold Anchor accreditation by the Marina Industries Association, placing us among the highest-rated marinas globally, and received a Highly Commended recognition at the 2025 MIA Marina of the Year Awards. These achievements reflect the capability, professionalism, and commitment of our team.

Sustainability also remained a key focus. Through our Clean Marina and Five Gold Anchor accreditations, we continued to uphold our environmental responsibilities.

Operational performance remained strong throughout the year, with our 2025 customer satisfaction survey returning Westhaven’s highest score to date: 94% of respondents rated the marina five or higher on a seven-point scale. This feedback reinforces the value of our focus on service quality, responsiveness, and maintaining a safe, well-managed marina environment.

We also made strong progress across our asset and systems programmes. An upgrade to our marina management software was completed, improving efficiency and enhancing the customer experience. Major physical works – including the northern reclamation seawall upgrade, full reconstruction of K and L piers, and targeted refurbishments – strengthened the resilience of our infrastructure.

On 1 July 2025, marina management functions transferred to Auckland Council. I would like to acknowledge our team for ensuring continuity and consistency throughout this transition, and to thank our berth holders for their support during the change.

Looking ahead, preparations are underway for the transition of berths in the Westhaven (Existing Marina) Trust area to a full rental occupancy model in 2026. This change will provide continued access for current customers while supporting a consistent and sustainable operational framework.

Finally, I am proud of the development within our team. Achievements by our certified marina professionals and investment in our cadet programme demonstrate the strength and depth of talent supporting Westhaven’s operations.

Thank you to our berth holders, partners, and the boating community for your trust and collaboration. We look forward to building on this financial year’s momentum and continuing to deliver a world-class marina experience for Auckland.

Ngā mihi

Kevin Lidgard



**Head of Marinas
Auckland Council**

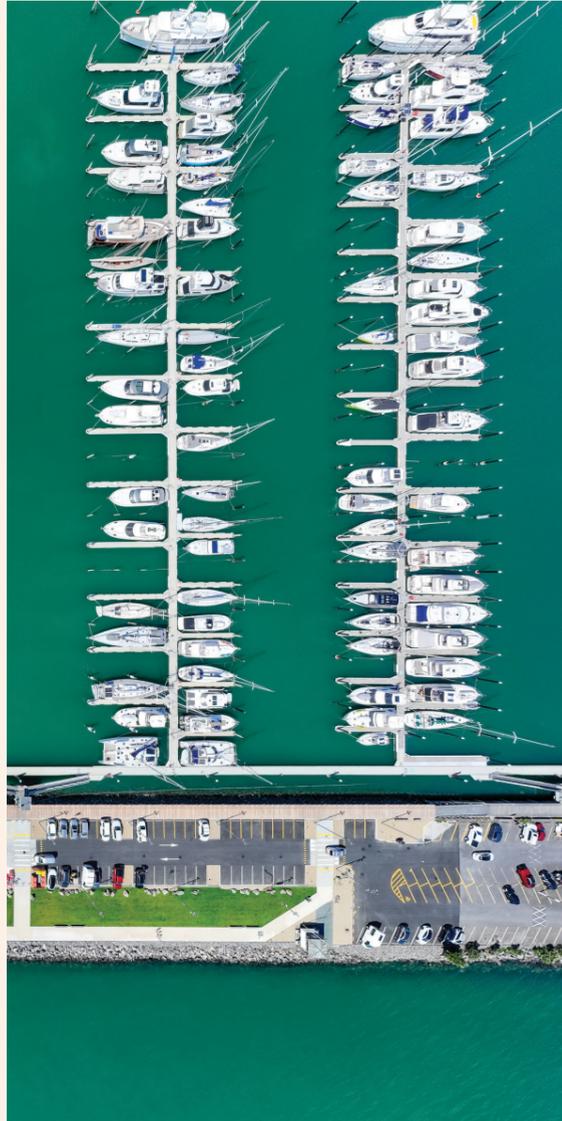
MARINA OPERATIONS

MARINA MANAGEMENT MOVED TO AUCKLAND COUNCIL

In December 2024, the Mayor and Auckland Councillors resolved to bring all functions of Eke Panuku Development Auckland into Auckland Council. This decision formed part of a broader organisational strategy to strengthen the council group and improve service delivery across the region. For many years, Eke Panuku had managed Westhaven, Silo, and Auckland Central marinas on behalf of the council.

On 1 July 2025, the management of these marinas – along with all other responsibilities formerly undertaken by Eke Panuku – formally transferred to Auckland Council. As part of this process, all existing agreements were carried across to the council.

Although this represented a significant structural change, operational continuity was maintained. Customers continued to be supported by the same experienced marina team, and service delivery remained uninterrupted. The council's commitment to providing safe, reliable, and high-quality marina services also remained unchanged.



TRANSITION TO FULL RENTAL OCCUPANCY FOR WESTHAVEN (EXISTING MARINA) TRUST AREA

Auckland Council has announced that berths in the Westhaven (Existing Marina) Trust area will move to a full rental occupancy model after the expiration of current licences associated with those berths on 29 September 2026. Current berth licence holders will be offered the opportunity to enter new rental agreements, ensuring continued access to berths under updated terms.

The Existing Marina area includes berths from AB pier to the western side of T pier, while the Marina Extension area includes berths from the eastern side of T pier to Y pier.

The change to full rental occupancy applies only to berths within the Existing Marina Trust area at this stage, while the Marina Extension, pile mooring, and Z pier berths remain unaffected. There is a separate and later expiry date for the berth licences held in the Marina Extension trust, which means they continue unaffected until April 2029. There will be separate communication to berth licence holders in the Marina Extension trust well in advance of that expiration date.

This carefully managed change reflects our enduring commitment to providing reliable and future-ready marina access for all customers.

FIVE GOLD ANCHOR ACCREDITATION ACHIEVED

Westhaven Marina reached a significant milestone in February 2025, earning the prestigious Five Gold Anchor accreditation from the Marina Industries Association (MIA). This internationally recognised rating places Westhaven among the world's top-rated marinas and makes it just the second marina in New Zealand to receive this status. The accreditation reflects the marina's high-quality facilities, customer service, and focus on continuous improvement.

About Gold Anchor

Gold Anchor is a global marina accreditation programme that operates similarly to a hotel star rating system, with levels of recognition ranging from one to five Gold Anchors, and Platinum representing the highest standard. To achieve accreditation, marinas undergo a comprehensive independent audit covering 86 criteria across facilities, operations, environmental management, and customer service. Ongoing verification and customer feedback ensure accredited marinas continue to meet international best practice.

Pictured below: Westhaven Marina's Five Gold Anchor flag.



Industry recognition

Head of Marinas Kevin Lidgard said the accreditation is a testament to the dedication of the Westhaven team, who work tirelessly to deliver a high-quality experience for berth holders and visitors. MIA President Andrew Chapman noted that the Pacific region has some of the best marina facilities in the world, with Gold Anchor accreditation helping to highlight that standard internationally.

RECOGNITION AT INTERNATIONAL MARINA AWARDS

Westhaven Marina was awarded Highly Commended at the 2025 MIA Marina of the Year Awards, an international programme recognising excellence in marina management, operations, and customer service.

Announced at the awards evening on 6 May 2025, Westhaven placed as runner-up to Dubai Harbour Marina. The recognition reflects our commitment to delivering high-quality service, safe and sustainable facilities, and a first-class experience for berth holders.

"We were up against some outstanding marinas from across the region, and the judges told us the decision was incredibly close," said Marinas Manager Gareth Wilson. "This recognition is a real testament to the hard work and passion of the entire Westhaven team."



Pictured above: Marinas Manager Gareth Wilson (left) with event sponsor representative Andrew Mulholland at the MIA Awards evening.

TEAM MEMBERS EARN INTERNATIONAL ACCREDITATION

Marinas Asset Manager Mike Keown and Marinas Quality Manager David Marginet achieved internationally recognised accreditations through the Global Marina Institute in 2025 – Mike as a Certified Marina Manager (CMM) and David as a Certified Marina Professional (CMP).

The programmes involve rigorous education and training across all aspects of marina management – from financial resilience and strategic planning to marketing and environmental stewardship. Both were presented with their certificates and badges at the New Zealand Marina Operators Association (NZMOA) Marina and Boatyard Conference in September 2025.

We congratulate Mike and David for their professional achievement and thank them for their leadership and expertise.

BRAND REFRESH FOR WESTHAVEN MARINA

In 2025, refreshed branding was introduced for Westhaven Marina as part of a wider update across our marina network. Westhaven's updated logo and visual identity have been designed to reflect its role as New Zealand's largest recreational marina and a central destination for Auckland's boating community.

The refreshed identity is being progressively rolled out across signage, customer communications, uniforms, and digital platforms. Customer response has been positive, and the new branding aligns with our commitment to delivering a contemporary, high-quality marina experience.

Pictured below: Westhaven Marina's new logo.



ANNUAL CUSTOMER SURVEY RESULTS

Customer satisfaction remains a core priority for Westhaven Marina. Our annual, independently conducted customer satisfaction survey is an essential tool for assessing performance, identifying improvement opportunities, and shaping how we deliver the best possible experience for our customers.

We thank the 512 customers who participated in the 2025 survey. Your feedback directly informs our operations and helps ensure Westhaven remains a safe, welcoming, and enjoyable environment.

We are pleased to report our highest overall satisfaction score to date: 94% of respondents rated Westhaven Marina five or higher on a seven-point scale.

Key highlights from the 2025 survey include:

- satisfaction with our **marina team** reached 95% (up 2% from 2024), with customers praising the openness, friendliness, and helpfulness of our staff
- satisfaction with our **facilities** remains strong at 92% (up 1% from 2024), with the condition of toilets and showers having the greatest influence on overall satisfaction (among those less satisfied, public use and cleanliness were the most common concerns, particularly within shared public facilities)
- satisfaction with **personal safety** remains exceptionally high at 97%, consistent with 2024's result
- satisfaction improved across most **communication channels**:
 - email remains the most preferred method at 94% (up 1% from 2024)
 - direct contact with staff follows at 85% (up 2% from 2024)
 - satisfaction with operational updates via the Westhaven newsletter rose to 82% (up 2% from 2024), while satisfaction with other news increased to 80% (up 1% from 2024)
 - Facebook's perceived usefulness declined, with only 25% of respondents finding it valuable compared to previous years.

These results are a testament to the dedication of the entire Westhaven Marina team and the strength of our partnership with customers.

Facility upgrades informed by customer feedback

Customer feedback continues to guide our maintenance planning. In response to concerns around public facility condition and cleanliness, we are pleased to share that targeted toilet refurbishments have been approved to improve comfort, durability, and overall presentation at the following facilities: Ponsonby Cruising Club, J pier and Q/R piers. Exact timings are being finalised, with a goal to commence works in early 2026. Progress updates will be communicated via our newsletters.



DEVELOPING FUTURE MARINA TALENT

Marina cadet programme

Complementing our wider staff training and development initiatives, our marina cadet programme remains a cornerstone of our commitment to building future capability and ensuring strong succession across our operations. The programme gives cadets practical, hands-on experience across all aspects of marina management – from customer service and dockside operations to maintenance and asset care – helping them develop the adaptable skills and confidence needed for a successful career in the marina industry.

Over the past year, Georgia Dresner has been an integral part of the Auckland Central and Silo Marinas team. Georgia's enthusiasm and willingness to learn have seen her quickly adapt to the diverse challenges of marina operations. She will soon transition to Westhaven Marina, where she will train with the customer service team to broaden her experience.

We were pleased to see Adrian Naicker complete his cadetship in 2025. Since joining in August 2023, Adrian developed strong technical and operational skills and has now joined Westhaven Marina's maintenance team.

We welcomed Jasper Camenzind as our newest cadet in November 2025. Jasper brings experience in composite boatbuilding in Switzerland and with Emirates Team New Zealand in Auckland, and is the 2025 New Zealand WASZP National Champion, ranked eighth in the world in this technical foiling dinghy class.

Through this programme we invest in people who are passionate about the marine sector, ensuring our operations are supported by capable, motivated professionals ready to meet the evolving needs of our marinas and customers.

Pictured below: Marina Operations Cadets Georgia Dresner (left image) and Jasper Camenzind (right image).



MARINA MANAGEMENT SYSTEM UPGRADE (PACSOFTNG)

In 2025, the successful completion of Phase II of the PacsoftNG marina management system upgrade marked a major milestone, unifying Westhaven, Auckland Central, and Silo marinas under a single, integrated platform.

The upgrade delivers a modern, efficient, and future-ready system that enhances operational performance and the customer experience. It simplifies internal processes, supports faster communication, and establishes a foundation for future innovation across our marinas.

Key outcomes of the upgrade include:

- **system modernisation** – deployment of the latest PacsoftNG software version, improving performance, stability, and functionality

- **unified platform** – integration of Westhaven, Auckland Central, and Silo marinas into a single system, streamlining operations and reducing duplication
- **enhanced user experience** – increased functionality, including improved record filtering, greater statement accessibility, enhanced customer data entry capacity, advanced reporting, and integrated SMS messaging directly to customers
- **improved billing and payments** – simplified statements and additional payment options make transactions easier and more convenient for customers
- **optimised financial management** – updated SAP interface enabling faster, more accurate, and efficient financial processing
- **faster communication** – integrated SMS functionality allows the marina team to deliver timely updates directly to customers
- **strengthened audit capabilities** – enhanced reporting and audit tools provide greater transparency and accountability
- **modernised utility tracking** – integration with Tallyweb, the latest offering from Tallykey (Denmark), ensures faster, more consistent, and accurate utility management across all marina sites
- **future-ready foundation** – the system establishes a platform for continuing improvements, including the introduction of an online self-service portal for customers.

The completion of this upgrade significantly strengthens our digital infrastructure and operational resilience, supporting a seamless experience for customers and staff.

SUSTAINABILITY IN ACTION

Westhaven Marina remains committed to protecting the marine environment and supporting a sustainable future for our waterfront community. Over the past year, we promoted responsible boating practices, upheld high standards across our operations, and continued to collaborate with organisations that share our commitment to environmental care.

Key initiatives and achievements included:

- **supporting organisations that protect our waterways** – we continued to support Sea Cleaners in protecting and restoring New Zealand’s coastal and inland waterways. Based at Westhaven Marina, they run volunteer and education programmes that highlight the impacts of litter and promote responsible boating practices. We also host and promote other community-led initiatives, including the Kai Ika Project and Let Them Fish, which encourage sustainable fishing, reduce waste, and engage the local community in caring for our marine environment.
- **educating and empowering our boating community** – throughout the year, we shared sustainability updates, waste-reduction tips, and recycling information through our newsletter and website. These resources help boaters understand best practice, reduce their environmental footprint, and stay informed about initiatives across the marina.
- **maintaining Clean Marina accreditation** – at the 2025 NZMOA New Zealand Marina and Boatyard Conference, Westhaven Marina was recertified as a Level 3 Clean Marina, recognising our continuing efforts to minimise environmental impact and uphold industry-leading standards. The Clean Marina

programme encourages marinas, contractors, and recreational boaters to adopt responsible operational practices to protect coastal and inland waterways. Nationwide, 19 marinas now participate in the programme, with 12 holding full Level 3 accreditation.

Pictured below: NZMOA Chair Chris Galbraith (left) with Marinas Manager Gareth Wilson (right) at the 2025 NZMOA New Zealand Marina and Boatyard Conference.



- **celebrating sustainable leadership within our community** – to further encourage environmental action, Westhaven Marina introduced the Sustainable Action of the Year Award, recognising individuals, crews, and businesses demonstrating innovation, leadership, or consistent effort to reduce their environmental impact. The winner receives a trophy and is profiled in the Westhaven Marina newsletter. The award highlights the positive contributions within

our community and reinforces the importance of collective responsibility in caring for our marine environment.

INFRASTRUCTURE UPGRADES AND MAJOR PROJECTS

Westhaven Marina’s ongoing programme of renewals, maintenance, and infrastructure improvements strengthens the reliability, safety, and resilience of our facilities. The 2024-2025 financial year saw steady progress across dockside works, along with the completion of several projects delivered by the former Eke Panuku or, more recently, by Auckland Council.

Maintenance and renewal works

- **Pile replacement (ongoing)**
The programme to replace piles identified through condition assessments carried on over the year, supporting the structural integrity of marina assets.
- **Pier refurbishments**
Targeted renewals included: X pier (underwent a full refurbishment, including new timber walers, through-rods, corner brackets, pile guides, and full pile sleeving); Y pier and the sales pier (had their timber walers replaced); and a new fendering system was installed on the fuel dock.
- **Lighting enhancements**
Bulkhead lighting along the northern path was replaced to enhance safety and presentation. Safety lighting is also being trialled on select gangways to improve night-time visibility.

- **Safety upgrades**
Safety panels were installed across gangways marina wide. Additional improvements included new high-grip gangway decking to reduce slip risk and the installation of further handrails.

- **Tree pit improvements**
The pōhutukawa tree pits along the northern reclamation were upgraded with timber edging and river stones, improving tidiness, drainage, and overall appearance.

- **Renewal of K and L piers**
Following the replacement of K pier in December 2024, L pier was fully rebuilt by May 2025 after reaching the end of its serviceable life. Both piers were dismantled and replaced, with all works delivered efficiently, safely, and ahead of schedule.

- A notable feature of the projects was the extensive reuse of materials from both piers, reflecting Westhaven’s commitment to sustainability. Repurposed components supported:
- farm infrastructure and retaining walls in Kaipara
 - community garden planter boxes in South Auckland
 - recycled steel components and reprocessed PE sleeves.

Only the foam-filled pile floaters were unable to be recycled – an issue now addressed through the use of fully recyclable, foam-free systems in the new piers.

These upgrades have strengthened critical marina infrastructure while significantly reducing waste and providing benefits to communities across the region and the Pacific.

Pictured below: The new L pier



Auckland council funded projects

- **Westhaven seawall upgrade**
The upgrade of Westhaven’s northern reclamation seawall, undertaken to address recurring coastal flooding, was completed in early 2025.

The new structure is designed to dissipate wave energy more effectively, protect council/marina assets, and increase resilience to severe weather and king tide events. The project also delivered public-realm improvements, ecological planting to support biodiversity, and improved pedestrian connections along the waterfront.

Pictured below and right: The upgraded seawall.



• **Start Tower refurbishment**

Westhaven's historic Start Tower, a fixture of Auckland's yachting landscape since 1956, underwent a much-needed refurbishment in February 2025.

Originally constructed to support safe yacht race operations during the building of the Auckland Harbour Bridge, the tower has long served local clubs and is well known for its colourful history – including the era of shotgun start and finish signals.

The refurbishment included:

- full recladding in durable vitex timber
- modernised electrical and plumbing systems
- a new yellow visibility marker on the water-facing side
- structural and safety upgrades.

These works preserve the tower's character while ensuring it remains safe, functional, and fit for purpose for years to come.

Pictured right: The refurbished Start Tower.



TEAM





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