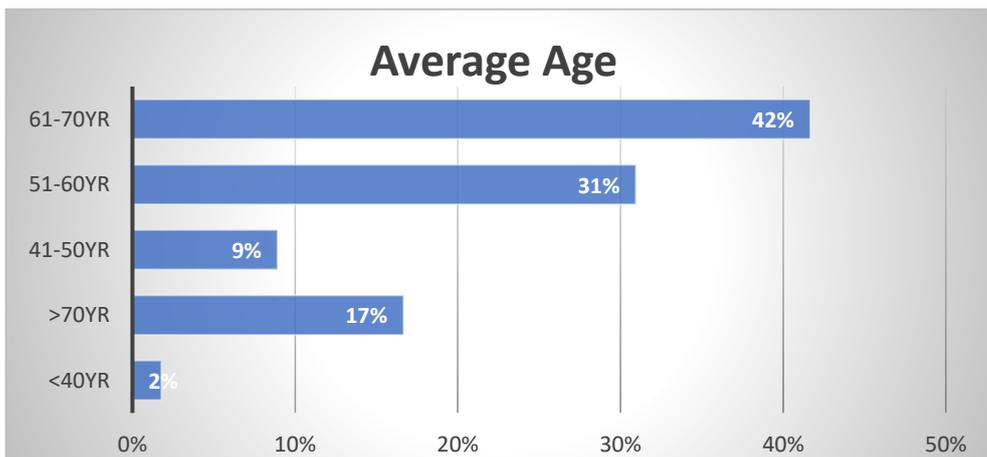
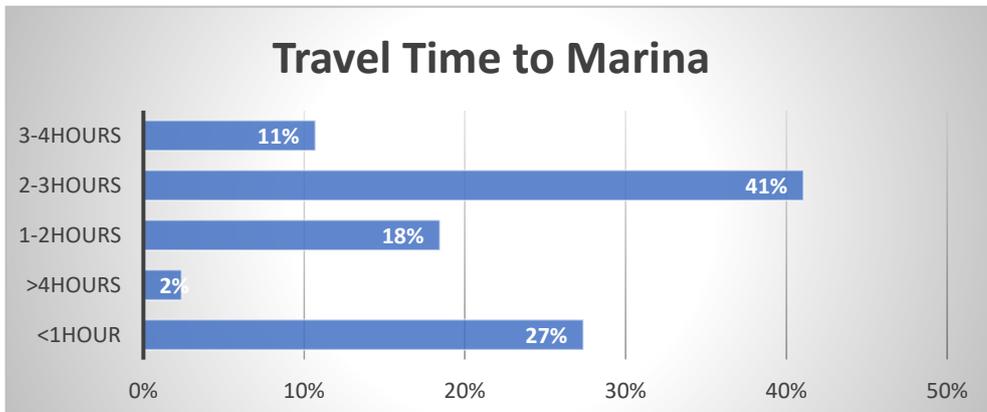
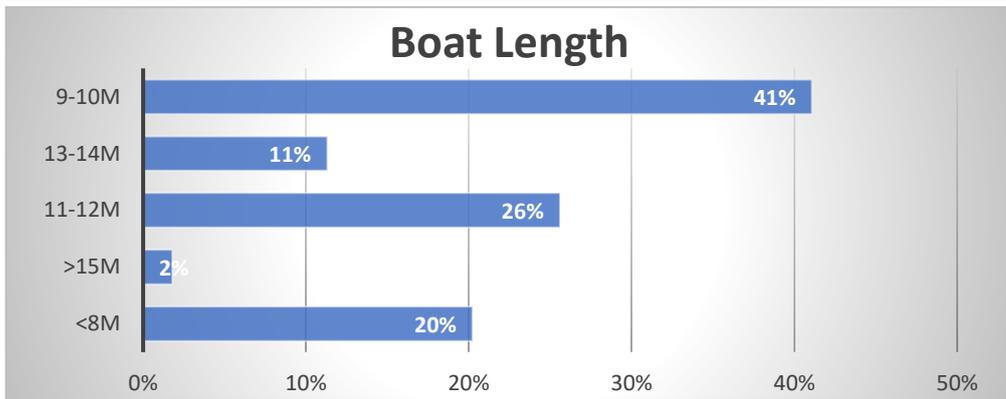
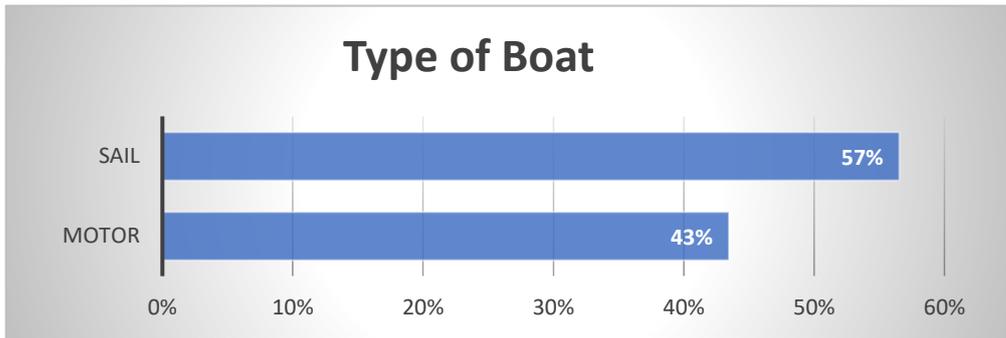
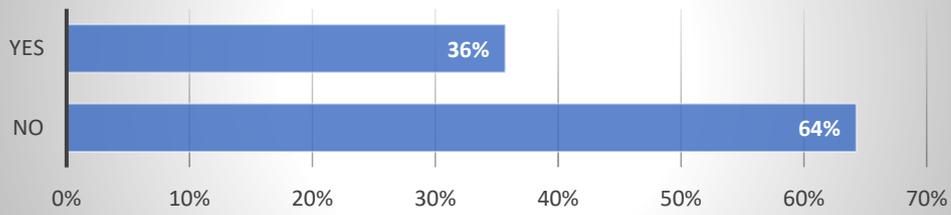


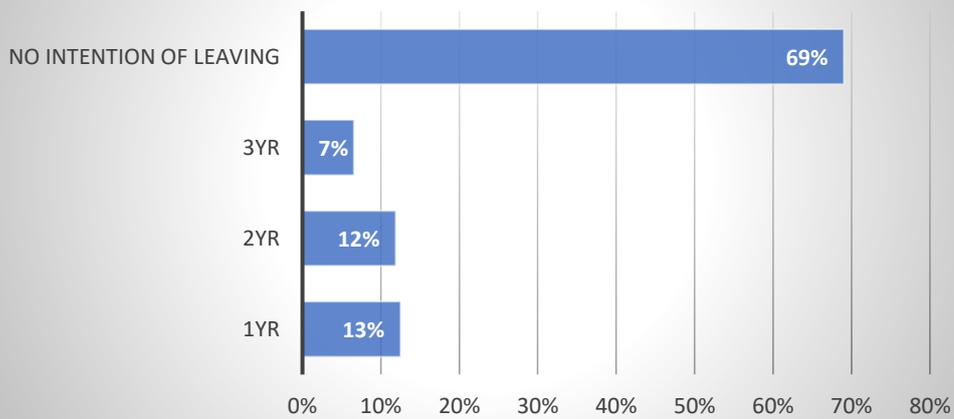
PMBHA Customer Survey Results January 2023



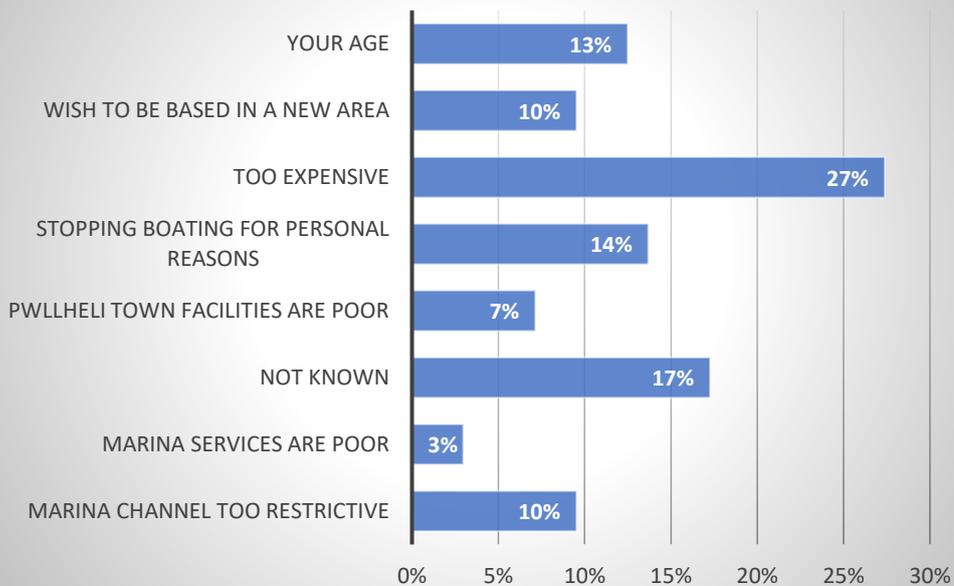
Find the channel depth a problem?



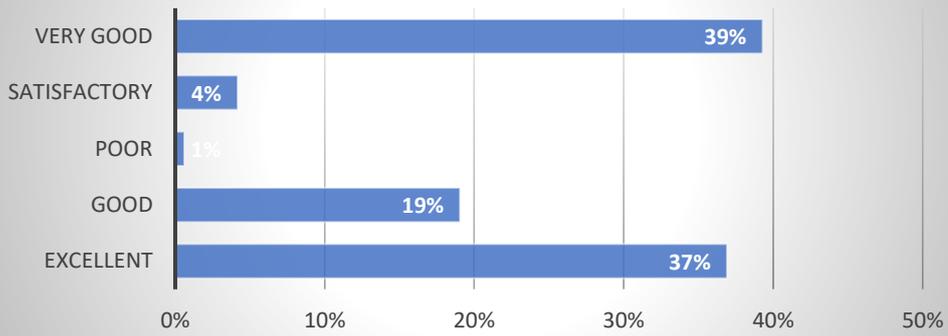
How long will you stay in the Marina?



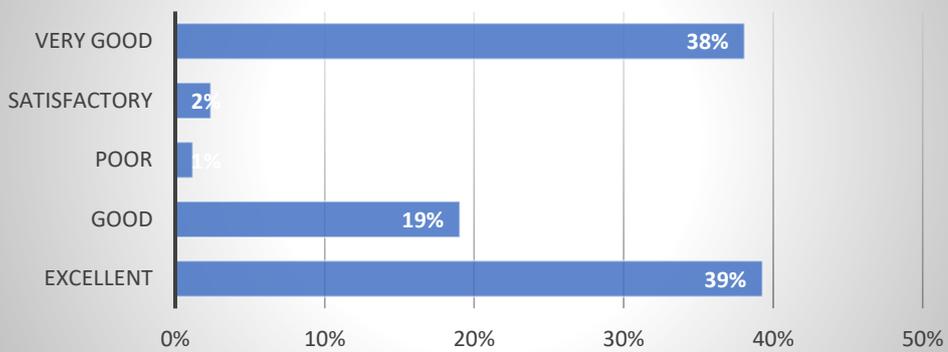
Reasons for leaving



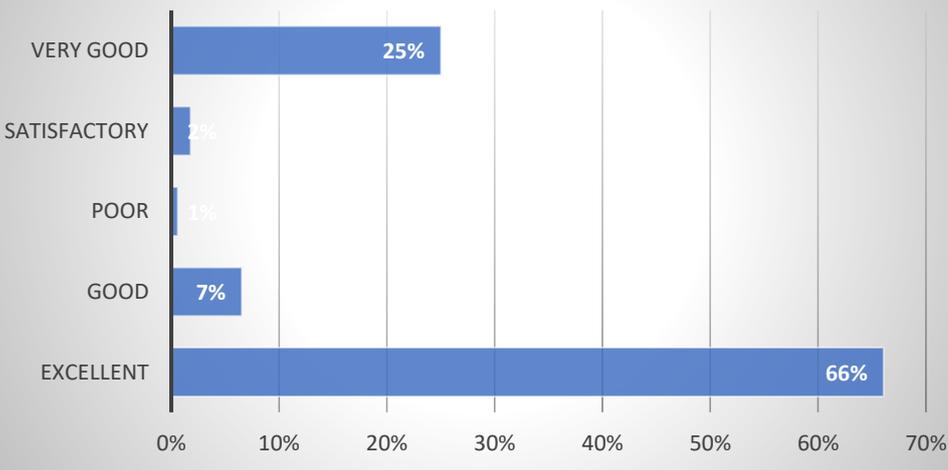
Rate maintenance of pontoons



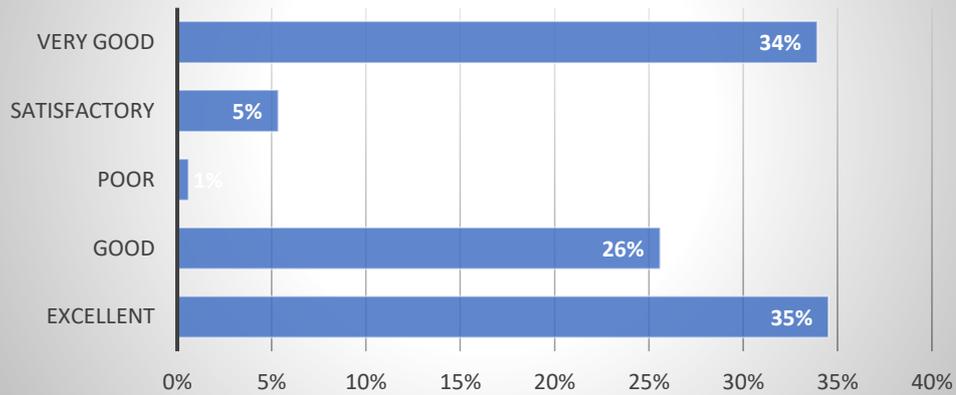
Rate cleanliness of showers



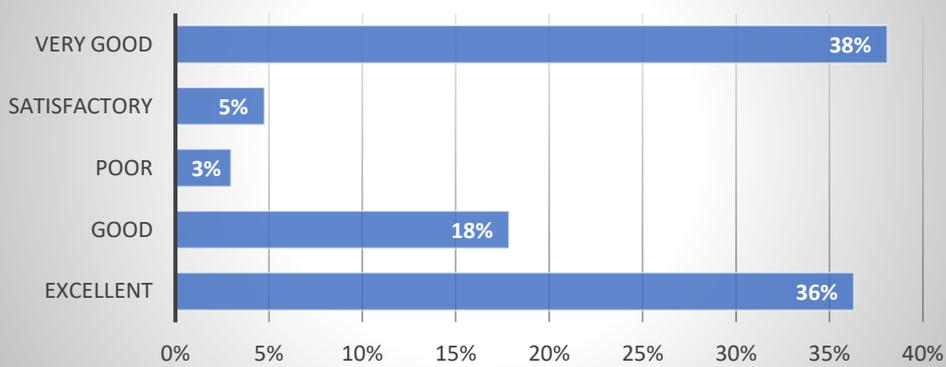
Helpfulness of Marina staff



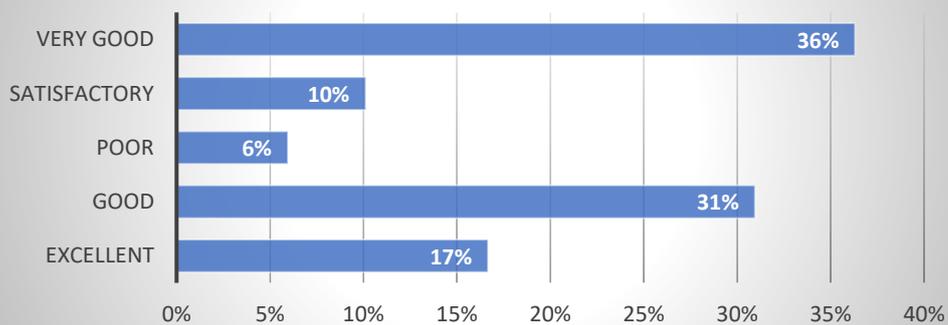
How do you rate the appearance of the Surroundings?



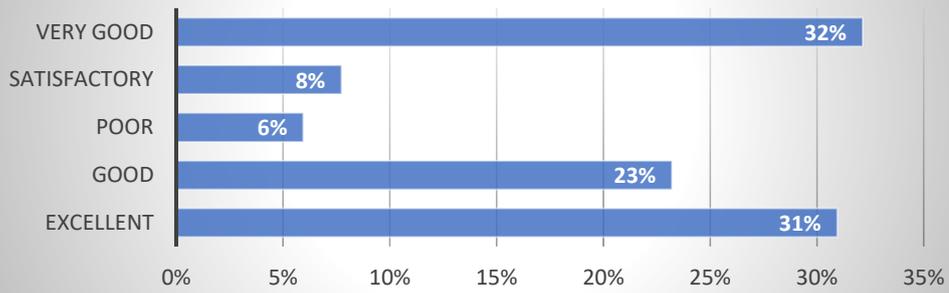
Rate Recycling/Rubbish services



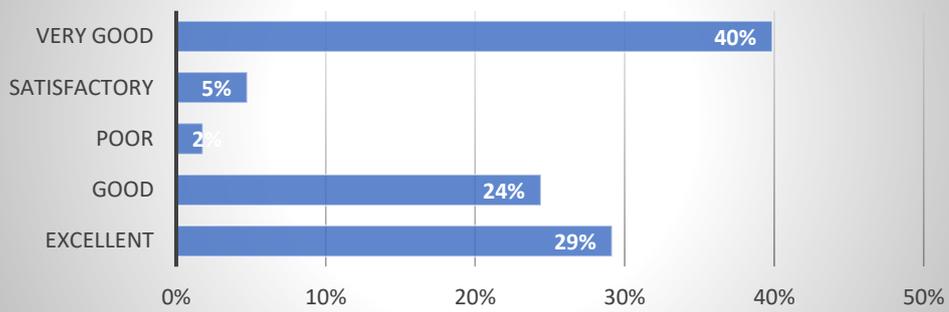
Rate Car park



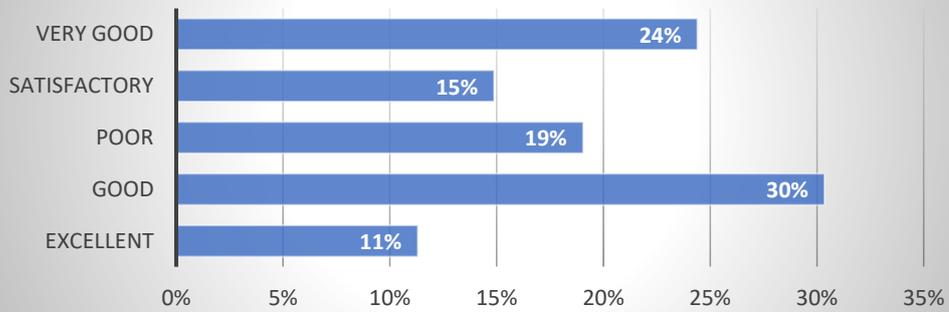
Bicycle parking facilities



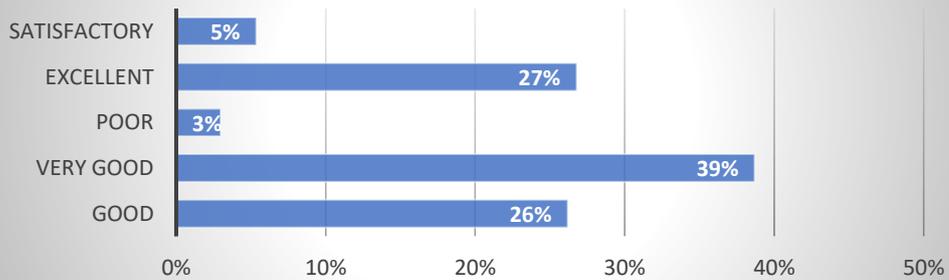
Marina website

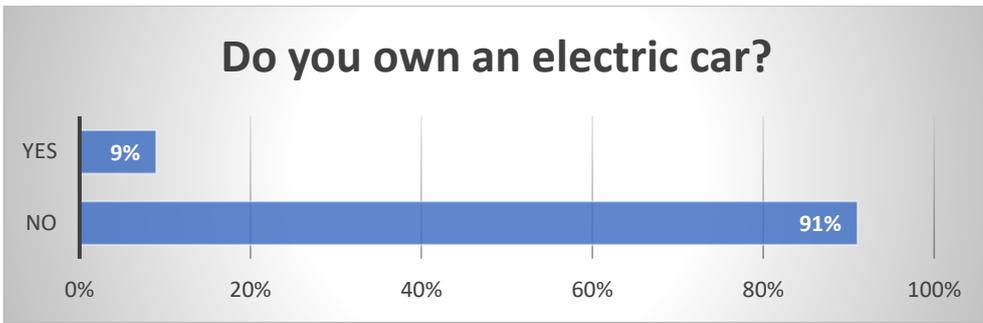


Wifi on Pontoons



Marina Newsletter





Following sheets contains Comments

The road from the town could have more inviting facilities which, in my opinion, would attract more clients if the surroundings from town would be more inviting.
Bridge in winter can be very slippery
Storage compound has been organised to accomodate more boats (which is good)
What is the plan going forward to keep the channel as deep as possible?
I do get very irritated by the park and launch users parking on the marina whilst waiting for a lift out and also when they use the marina to drop off and pick up. They are not contributing to the cost of the marina but (some) think they have a right to use what they want.
I'm not sure how many bikes will be accommodated with the new shelters but it will be disappointing if these are filled up straight away. Also we really should have a facility for freezing Ice blocks for us smaller boat owners. I understand the health issues but a freezer solely for ice blocks, no frozen bottles or food is surely achievable.
new bikes racks need to be monitored as they are being filled with the same bikes and locked but not used, you can see now how rusty they are. Need to have a time / date limit as its for commuting not storage.
Possibly security camera on pontoons. ? Our electric is switched off every time we check it. Paying for electricity & not getting it
Not directly relevant to the marina but the behaviour of some jet skiers needs sorting out.
All OK or good. Never had problems getting in or out. 2mtr keel and I count the 0.5 channel as extra. So 2hrs each side of low is not useable and we work round that. Only thing I would suggest is a few weeks on hard standing included in fee.and if marina is full letting the berth to visitors if your away for a few weeks. To reduce your annual charge.
We think it unreasonable to be charged for hard standing in the marina yard when we pay for an annual berth.
Too much emphasis on the yacht club which seems to be for the few. Shame. All the available space seems to go to them and i for one feel very excluded.
Payment for electricity, we would like the option to buy 6 months as we don't plug in April to Sept but like some power through the winter. Skip needs an empty a little more often, two skips were in place for a while which worked.
would still like a free lift and launch once a year we all need this. Happy new year pmbha.
The staff , over the previous three years we have been on the marina have been exceptionally skilled helpful and knowledgeable
Please work to keep the fees down. Otherwise,we will start seeing empty berths again. The marina newsletter stated how many berth holders are in arrears already, a scary scenario that's not going to get better I feel
Not happy about having to pay to keep berth when boat out of the water for which I also have to pay for. So in effect paying twice. I know some marinas around the uk give birth holders maybe 6 - 8 weeks ashore for free
The sailing club café/ bar is a welcome amenity but a good bar/restaurant is lacking.
Marina entrance occasionally difficult on low tide due to depth
We really enjoy our time on the Marina. The only criticism we have is the use of jet ski's but this is nothing to do with the Marina or your selves. Thank you, the work of the PMBHA is much appreciated.

In view of Gwynedd Council's excessive surcharges on second homes, I have recently sold my second home in Gwynedd, which I had owned for more than 10 yrs, and have decided to move my boat to a marina closer to my primary residence in England. The only reason I berthed my boat in Pwllheli was because of its closeness to my second home. Ignoring the hundreds of thousands of pounds that I have spent over the years on improving my second home using local tradesmen, in restaurants and pubs, and in local shops, I have spent many tens of thousands of pounds on annual berthing fees and boat maintenance costs in Pwllheli. Thus, as a result of its imposition of the surcharge on second homes, Gwynedd Council is directly responsible for me leaving Pwllheli Marina and consequently for depriving the Marina and local craftsmen and engineers of the money I shall now be spending on berthing and maintaining my boat elsewhere. I am happy for you to share these comments with members of Gwynedd Council so that they can see the consequences of their actions on local businesses and tradesmen.

EV points in the car park would be fantastic!

Generally a nice marina let down by Pwllheli town which is very tired.

Lack of available visitor berths, owners of leisure craft cruising the Irish Sea bypass Pwllheli's facilities and services

A nice place, very helpful and friendly staff, clean facilities. I'm finding it expensive for a small boat but I guess that just comes with boating. I wonder if there's a kinder way of layering cost. Owners with big boats are more likely to be well off and feel the cost less than owners of small boats who are probably less well off. A generalisation I know but probably not far off the mark. I suspect owners of small boats fees are a higher proportion of their income than those with big boats.

Keypads must remain for bridge and showers

Now at the upper end of charges for our berth but we will wait and see

Electric charging points on car park would be good.

Only issue is fuel at times very busy and a wait so an extended petrol jetty would be great

Enjoying most things

I have always stored my trailer for my boat at the Marina for aprox 7 years but last year I was told i would have to move it to make room for non marina boats and jet skis that would like to leave them in the marina storage as the local park and launch yards are full I thought this was unfair as i have a berth in the Marina and they do not, my trailer has been moved to near the hoist from the secure compound and could not be located for a few weeks last year but turned up after a few weeks after i questioned its whereabouts.

None

The only negative is the lack of communal bars cafe's at the marina to make a community even though the buildings are there empty, yes you have the sailing club but competition is good to keep business working



Can't understand why the council shortfall has any bearing on the marina Berth fees... Also disappointed in the loyalty berth rates that were discussed in 2020 during covid and now being put off until 2024 .. basically it's never going to happen... also why is the rebate on berths being sublet not being discussed to off set out costs and bring more revenue for the marine, everyone wins..... makes no sense or is it easier just to put the berth holders costs up....

An App rather than Marina website would be good. Opening the old bar on the Marina might make berthholders feel a bit more valued too...!

<p>The cycle rack is great if</p> <ol style="list-style-type: none"> 1 you can lift the bike into the rack 2 if your bike is a folding or small wheel bike it does not fit in the rack ! <p>Please may we request that you keep the bike rack underneath the ladies bathroom window to accommodate bikes which do not fit in the new racks ?</p> <p>We find in the summer months that very often the skips are over flowing Wondered if they are being used by people who do not have a boat on the marina?</p> <p>The staff are amazing and do their best to keep it tidy.</p> <p>Please may we suggest that an extra skip is provided during July and August</p> <p>The recycling facility is great thank you</p> <p>The ladies shower block needs checking on a regular basis and regular cleaning twice a day in the height of the summer</p> <p>Thank you to all the staff they are extremely friendly and helpful</p>
<p>Congratulations to a marina which is well run. Frustrations to improve surrounding areas to attract clients. A great sailing area. Staff are vigilant checking boats in bad weather. Money input is the only attribute to keep the marina in a good condition and keep it in good order.</p>
<p>So much potential at Pwllheli but wasted due to lack of investment & progressive thinking by. Gwynedd Council</p>
<p>I'm in the outer harbour, so I don't get wi-fi</p>
<p>I Have marked the car park down only when busy. This is due to some people having no consideration for others parking badly and even blocking the road so you cannot get out and potentially taking up 2 parking spaces</p>
<p>Generally a great facility and helpful staff. A bit frayed around the edges but that's fine by us. Fellow owners are a friendly welcoming bunch.</p>
<p>Would like to se something done with old PSC building.</p>
<p>It's not that I will definitely be leaving in 1 year. I am currently looking at my options. No shop in close distance. No club house exclusively for marina customers. There is enough depth to get in and out as long as there aren't idiots all over the place on the wrong side in 20 foot boat wanting you in your 42 footer to get over out of their way. Needs supervision</p>
<p>Toilet block needs rebuilding to be fit for purpose. The width of the channel is exceedingly dangerous. I know of no other harbour with so many boats in such a narrow bottleneck. There will be an accident soon.</p>
<p>Overall I'm very happy with the marina.</p>
<p>Car parking is tricky in the summer, but there's a limit to how close we can get people's cars before turning the area into a large ugly car park and the overflow system works well.</p>
<p>Wifi has been terrible all year, being totally unusable for large periods, even in the winter when the car park is nearly empty and there are clearly few people on their boats.</p>
<p>Electricity should be metered per boat. I feel this would dramatically cut down consumption.</p>
<p>loyalty discount ??? 30 years</p>
<p>more parking space and car charging would be helpful</p>
<p>No</p>
<p>would bee good to have provisions shop on site</p>
<p>Quite satisfied</p>

<p>We need 50kw + rapid chargers. Using Caravan post type charge point takes anything up and beyond 12 hours. Which means the charge point will clogged and to all intents and purposes not fit for purpose. Most Electronic vehicles will charge sufficiently in 30 to 40 minutes on a 59kw RAPID charger. I personally would prefer to pay the going rate for a rapid charge.</p>
<p>We would love to see the old clubhouse get a new lease of life as a cafe/bar with snacks. nothing pretentious and AFFORDABLE! I would hate to see berthing cost go much higher, as that would rule us out. We have a very limited budget. If we couldn't afford the marina, then we would sell up.</p>
<p>Electric charging points required on the car park!!!</p>
<p>We are happy in general with the Marina facilities and the staff are excellent. We marked the WiFi down as it weak and drops. The everyday shower block cleaning is good and we sympathise with the cleaners because of the disgusting way some people leave the facility. We feel the block could do with a deep clean because the floor tile joints look dirty and from a design perspective the "dry" floor changing area in the shower cubicles gets wet which makes showering awkward.</p>
<p>With another increase in council tax on second homes we need to recoup some costs . We can easily move the boat to a swinging mooring and will do so. We don't get a vote so we are voting with our money.</p>
<p>Would be great to have a club house and bar</p>
<p>Wifi would be great. Have to go to town for a drink as Plas Heli is closed 2 days a week and too expensive. No feeling of belonging since the old SC closed.</p>
<p>WiFi was great in the summer (up to 7 MBs), drops below 1 MB on occasion, at the moment.</p> <p>Anchors overhanging the pontoons are an (often dangerous) irritation but it's difficult to see how this can be improved with short fingers and strong winds.</p> <p>The dredging in the summer has done very little to affect the depth of the mid-section of the harbour passageway and the navigable entry to the harbour is still narrow so it's difficult for larger boats to pass each other. For us to be safe, our access to the marina needs to be 2 hours either side of low tide.</p> <p>It is decidedly unfair that a berthholder's vacant berth may be let out when not used without the berthholder benefitting in any way.</p>
<p>More discipline on parking which would help to give more spaces</p>
<p>I think the marina and its facilities are excellent. The staff are very helpful. It is frustrating that there is nowhere close by to get milk, bread etc and the only close bar/restaurant is Plas Heli.</p>
<p>Deeper channel would be nice but maybe unrealistic? Otherwise the team is doing a great job, no complaints</p>
<p>Flat rate electric pricing is becoming a concern. Pay per unit needs to be considered.</p>
<p>The shower block could do with a steam clean on a regular basis.</p>
<p>Generally I would consider Hafan Pwllheli to be average value afloat. It would be better if time ashore on hardstanding was included (most marinas include 3 months +). The main value for money problem is when cruising away especially for longer periods - most marinas include 30 nights away at other group marinas, whereas we get no such benefit and even pay extra at Caernarfon. And there is no refund if our berth is short term let when we are away. We are considering whether or not to stay as we are planning a long cruise this summer.</p>
<p>Having a close by meeting place as we used to in the old sailing club. Unless it is an organised event at Plas Heli there is no boating atmosphere. I move my boat in the summer to pontoon 11 where there is NO wifi, even worst than 8.</p>
<p>Just keep up the good work</p>
<p>EV charging would be amazing.</p>

Depth in the marina is unacceptable. It needs dredging urgently!
Not always enough disabled parking spaces.
Car park very good on occasions but a nightmare on Bank Holidays and other busy times. Frequently can't get on it. Used to park on other car park instead but now has barrier onstaked and annoyingly mainly empty! Can't walk from main sailing club car park as I'm disabled.
I have an 18 ft trailer sailer on a drying berth in the outer marina. I pay very little (admittedly) but have no access to marina facilities such as toilet. When the footbridge to the fuelling slip was out of bounds I had no means of dry boarding passengers. All fine if you accept 'pay little get little' but doesn't really allow me to appreciate facilities either.
I have been sent this survey but I'm waiting to get a permanent berth. Have used the Marina for 10 years however. Trying to get a temporary berth whilst I wait for a permanent berth is VERY difficult so I think you need more berths
Generally a very efficient marina
We were told the berth areas were being dredged, has this been carried out yet as our keel is often in the mud. The general feel of the marina is very good and although the shower block scored low, it's more the people leaving it in a mess rather than it not being maintained. It has been great seeing it busy.
Toilet and showering facilities are dated and frequently suffer from extended periods of unavailability. Powered doors to toilets / showers are frustrating. Also, if there is a loss of power how do they open? My wife was 'trapped' last year. We see little evidence of re-investment in infrastructure e.g. pontoons from fees. There is no facility for overflow parking e.g. compound during peak periods. There are no (evident) dockside facilities for disabled users / members, nor could they access the marina office. The marina will not share numeric access codes to members to enable access to the car park for any who may have forgotten their fob - very frustrating. As the locks are now digital, surely these could easily be changed to maintain security.
The Marina costs are significant. It would be nice to feel that the boats and especially the lines are checked over from time to time by Marina staff. Not an impression that I have.
Annual Lift out/in should be included for long term Berth holders as incentive as other marinas offer. Hafan marina could do with a social media input to update berthholders of marina activity etc, will make Berth holders feel included and more personal and connected with Hafzn marina, Other marinas have video updates of weather/marina progress and intentions, employee of the month etc - how many berthholders even know the names of Hafan staff?
Generally a lovely 24/7 marina. There has been a rolling improvement plan in place over recent years, which has been noticeable. I miss having the pub open on the marina itself. I have no intention of leaving.
The old sailing club is an eye sore. Looks so rundown not what you'd expect on a mariner. could do with a shop for food milk etc.
Dredging needs to be prioritised and addressed with immediate action. Fobs have assisted in the sharing of codes but the codes are not changed frequent enough. It is a shame that we now socialise on boats rather than, as we used to, in the old Sailing Club. People cannot afford the high pricing that exists at Plas Heli therefore even Weatherspoons has become more of a social gathering place and people are prepared to pay for a taxi to go to The View, which does not make sense. We lose out on our Sailing Community. It is a real shame.
My boat is between 8 & 9??
Car parking a lot better now there is an overspill carpark, need to keep channel dredged to enable longer times for access without tidal restrictions

<p>I find it a little disappointing that we have to pay for our annual birth plus fees for hard standing when conducting annual maintenance and within that I believe that our birth can be rented to visitors?</p>
<p>The Marina channel is too restrictive after years of neglect by the Council , who have tended to use the Marina as a cash cow for other services.</p>
<p>I have been on the hard since I arrived so have limited experience of the marina so far.</p>
<p>Marina news letter has improved recently with more valuable information, not just winds and tides. Miss the Old SC building, never go to the new one, too expensive and no familiar faces. Been here for MANY MANY years and a shame that commeradry we had has just gone. We used to go to the SC(even on your own) and see familiar faces, NOT the case now, therefore what is the point of going to shat we call "the gas tank" and paying inflated prices. Is Weatherspoons our place that we IDENTIFY with? Familiar faces ALWAYS. Sad state of affairs. The Firmhelm (little shop) is ALWAYS CLOSED - just a marketing room where I was part of that room when it was a thriving Sailing Club. Welcoming and inviting to not only clients of the marina BUT ALSO WELCOMED VISITORS. My belief is 'things have gone backwards rather than forwards'. I am of an age where I might not have many years left sailing, however, if I was 20 years of age I would still have the same opinion. The Hafan has lost its sole.</p>
<p>Could bring the old pub back in to use</p>
<p>Hafan Pwllheli is crying out for development and could be such a great asset to the area providing, jobs & income for the town. But the council seem to be firmly against any future development 😞😞</p>
<p>The WiFi cover is none existent especially in the summer and in the winter between the hours of 08.00 - 17.00 hrs. After that it is patchy at best. To claim the marina provided free WiFi is misrepresentation of the reality.</p>
<p>The bike sheds have inadequate cover and are totally exposed to the prevailing winds.</p>
<p>The temperature regulator in the male showers doesn't seem to function properly. The temperature of the water changes without touching any controls. This isn't good for adults but is a potential danger to children.</p>
<p>Dredging an issue. Glad to see other issues being addressed. Been here for so many years, hope the prices will not mean I have to leave and give up my only hobby. I believe the marina is bringing a lot to Pwllheli, and the town could suffer as it is already going down hill, hardly any decent, non expensive eateries other than Weatherspoons, which is not my cup of tea.</p>