

AUGUST 2009

Special points of interest:

- If there are any questions, comments, suggestions, please do not hesitate to contact Don at don@pleasantharbormarina.com or Diane at 360-796-4611 diane@pleasantharbormarina.com
 - **Spring/Summer Store / Deli / Fuel Hours**
Daily 9:00—8:00pm
 - **Parking Permits** are AVAILABLE in the store — you will need them during the summer. Each slip is limited to one stall, all others must park in the overflow parking during the weekends.
 - **Reminders:** Please limit to 20 minutes at the loading/unloading areas at the head of the docks; **DO NOT leave vehicles unattended.**
 - **Check out the website for the marina at www.pleasantharbormarina.com.**
 - **Emergency Contact Procedures** (see page 4)
 - **Crabbing** opens July 29th
 - **Access to Black Point Property is closed**
 - **WANTED: List of recommended vendors** (pg 4)
- **CHECK YOUR INVOICE FOR THE NEW CODE TO RESTROOM AND POOL AREA EACH MONTH FROM JUNE THRU SEPTEMBER!**

The store has a list of the codes for the summer, pick up your copy at the counter.



PLEASANT HARBOR
MARINA AND GOLF RESORT

NEWSLETTER

**The store and deli are open
Daily 9am to 8pm.**

Pleasant Harbor Marina and Golf Resort will be hosting our first annual customer appreciation meeting and BBQ on Saturday, September 19th. Please plan on attending. **Garth Mann, CEO of Statesman Corporation** will be here to talk about the progress with the resort development. Please come and ask questions about the marina and development, then join us for a BBQ.

It is REQUIRED that EVERYONE shower prior to entering the pool and hot tub each time. Sunscreen, body oils, and sweat dramatically affect the sanitation of the water. During this unprecedented hot weather we are working to keep the pool open as much as possible while meeting Department of Health standards. If the pool is closed our primary concern is your health.

During this dry summer, **we ask you to conserve water.** Our wells are keeping up, but we do not know the condition of the aquifer. Please keep this in mind if you want to wash your boat, conserve water wherever possible. Thank you.

The **stray current and galvanic corrosion seminar with Dick Troberg on Saturday, June 20th** was great. If you are interested in Dick's electric seminar for proper boat wiring, let Don know. We could schedule that sometime in the fall.

If you would like to **sign up for automatic payment on your account**, call or send an email and we will send you the form to sign. Once you are set up, the

account balance will be paid from your credit card on file on or after the 5th of each month.

It is required for all owners to give a **key or access code** to their boat for emergency purposes. If you do not wish to furnish access to the marina, please let Diane know and she will send you a release form. If you have questions why we would need access to your boat please contact Diane.

Coast Guard Auxiliary Safety Boat Check Schedule your boat for a safety check with Dick Moore (E-11) at 796-4185.

Reminder: It is a **requirement** that all boat owners call or email the store to **authorize vendors to work on your boat.** The vendor must check in with the marina store **prior** to going on the dock.

Hood Canal Bridge Project—WSDOT has replaced the east-half of the Hood Canal Bridge and the transition trusses on both ends. **The new clearance information according to DOT measured at mean low water, zero tide, is 30' on the West span and 50' at the East span.**

If there is **any accident** on Pleasant Harbor Marina property, please contact marina personnel for assistance, we have trained first responders on the property: Lisa, Casey, Stacey, Mike, Samantha, Don and Diane who can assist with any accident. If you need **assistance after hours for any reason**, there is a hand held radio at the store entrance hanging on the wall to call night security at any time. If you have a family radio on your boat and want to program to be able to talk to security at any time from your boat, check with marina staff for our current frequency.

The RV Park / Black Point property is closed, please do not enter the property. We have security systems in place. Entering the property will prompt a response which takes us away from jobs that need to be done at the marina. The old beach access is no longer accessible to the public. There will be consultants and contractors working there periodically, **for safety and security do not enter the property.**

We do NOT have ethanol in our gasoline and will NOT until further notice. Our fuel vendor is working with state agencies to get marinas exempted from this law and will keep it out of our marina as long as possible.

Crabbing season started **July 29th**, Wednesdays through Saturdays only, plus the entire Labor Day weekend on the Hood Canal this year to help prevent the harvesting of mating female crabs. The season will remain open through Jan 2, 2010. The entire WDFW News release is posted in the marina store. Please be courteous to other boaters

If you have not picked up your new **parking sticker**, please do so the next time you are at the marina. Slip licensees and annual moorage tenants must have their sticker on their vehicles starting Shrimp Season to park in the marina parking lots. ALL OTHER tenants and guests must park in the south overflow lot on Shrimp Days, weekends and holidays.

REMINDER: Insurance requirements changed November 2008 for all boats moored in Pleasant Harbor Marina: the minimum personal injury and/or property damage required is \$500,000 and the Marina shall be an additional insured under that policy. At the top right of your PHM invoice, it shows what we have on file: expiration date / liability amount / AI (Additional insured), if it shows less than \$500k and there is no AI then please check your policy and make the necessary changes. Additional insured: one or more individuals (or business) other than the named insured on an insurance policy who are also protected under the terms of the same policy.

While visiting the marina store, there is a **dog tie up area** located to the left of the freezers on the porch left of the store entrance. Please be considerate of other people trying to walk into the store and accessing the freezers.

The pool/hot tub gate MUST BE KEPT CLOSED at ALL times. DO NOT block the gate open! This is a safety issue and a state law to keep children safe. Anyone seen blocking the door open will be reminded, if seen again they will be asked to leave the pool area. Children under the age of 16 must be accompanied by an adult family member and tenant of the marina while in the pool/hot tub area at all times. **ALL GUESTS MUST be accompanied by tenant of the marina.**

BEST MANAGEMENT PRACTICES: The fall Semi Annual Hazardous Waste Weekend sponsored by PHYC and PHM will be Saturday, October 3rd. Knowing that not everyone has a sander that will vacuum the dust, Pleasant Harbor Marina has purchased a sander/shop vacuum to help boaters comply with Pleasant Harbor Marina BMPs. Thanks to Greg Tyler, we have a sander/shop vac available for rent for *small* sanding projects for \$10.00 per day. We have sand paper available for purchase. To reserve call email or stop at the store to let us know when you wish to use it. **We are NOT a boatyard or a rental yard; you are responsible to know how to operate the equipment.** This is a courtesy offered to our boaters.

Fuel Dock/Chandlery building open for business The fuel building is now open for business, let us know of suggestions to carry for your boating needs. We have some boating items, charts, ice cream, ice, candy, and pop available there so next time you get fuel or pump out check it out.

Calendar Reminders...

August 1st: PHYC Ice Cream Social & Dessert Potluck

September 19th: Pleasant Harbor Marina annual customer appreciation meeting and BBQ

October 3rd: Pleasant Harbor Yacht Club semi annual meeting

BBQ Ribs on Wednesday nights

Join us on Wednesday nights for Mike's special BBQ ribs with baked potato or potato salad and green salad

Short \$8.99 / Half Rack \$10.99 / Full Rack \$15.99

Community & Family Events...

Send me an email if there is anything you would like to share in the next newsletter.

Down Time has Espresso available at the fuel dock when Sam or Mike are on duty!

Here is a brief summary of some of the projects the dock and maintenance staff have done over the past 15 months...

Water System: We had a comprehensive inspection with the Department of Health during the summer of 2008. The inspection resulted in a list of projects to bring the system to compliance. All projects have been completed and our system is in compliance. In addition we have improved our ability to monitor the system and have installed equipment to prevent overflow of our storage tower. We have identified and repaired numerous leaks. As a result our water consumption is reduced by about 20%, our water system pressure has increased at the pump house from about 22psi to about 42psi and greatly improved pressure and flow to all the docks.

Sewer system: We are working to meet compliance standards. The marina expansion in the late 90's included an addition to the system to allow for the increased flow from G thru L docks, the plan was never completed. We have installed a flow meter to monitor the current system and will do our best to meet compliance standards until the new treatment system is installed. The new pump out system installed with the new fuel dock is working very well.

Fuel System: through 2008 we struggled to keep the system working and through the winter we worked to keep the fuel dock floating. New dock, new fuel dispensers, new fuel building and equipment were installed Feb-Mar 2009. This project took MANY man hours to complete.

Pool: People who have been here for years and never used the pool are now using the pool/hot tub. We are in compliance with DOH and state safety regulations. We now monitor water quality multiple times daily and do not hesitate to close the pool or spa if water quality is below DOH standards.

Dock Electrical and Stray Current: This is an ongoing program and is not only a marina maintenance function but important to help tenants protect their property from damage. If you are one of the boat owners that receive a letter please understand we are here to help you identify and solve the problem.

Dock Maintenance: We have identified some of the problems on I-J-K docks and have taken steps to monitor the problems and make repairs as needed until decisions can be made regarding a long term solution.

Customer Service: Visiting boaters constantly tell us we are doing a great job. The man hours we invest in helping customers pump fuel, empty holding tanks, tie up and whatever else we can do is well spent but hard to put a dollar value on. I hope permanent tenants understand the importance of attracting visitors that spend money here.

Landscape and grounds: ongoing projects to keep the brush trimmed back, paths cleared. Some changes resulted in the

loss of garden area, such as the loss of the picnic area on the landing of the old D-dock. We are doing our best with the budget and manpower we have to maintain and improve the property.

Safety and First Aid: Eight of our staff are trained in primary (CPR) and secondary care(First Aid). I am happy to say that if there is an accident we are able to assist appropriately. We currently have three staff members qualified for Oxygen Administration. Our ongoing training program includes Oxygen administration for more staff and I am working to get funding so we have an AED on site.

Record Keeping: In 2008 there were no maintenance records that I could find. There was no operating plan for the water system, sewer system, fuel system, pool. We now have a water system manual, we monitor water usage, we are keeping required maintenance logs for important systems such as water, sewer and pool. We are working to stay current on new fuel facility requirements.

I hope this answers some questions that cause people to think the increases in moorage cost has resulted in a decrease of service. Much of the manpower over the past year has been spent to meet state and county requirements for systems needed to stay in operation. Manpower has also been spent to improve service on the docks to permanent and visiting boaters. Remember the newsletters of December 2008 when Diane was constantly giving updates on snow and marina staff was constantly shoveling docks, boats and canvas? Remember when you tied to the fuel dock and pumped your own fuel without assistance, or struggled with the old pump out system without help? Remember when there was not enough water pressure to reach the fly bridge? Remember when you looked at the pool or hot tub and could not see the bottom?

I hope everyone will take a moment to think about some of the improvements while thinking about the increase of cost. Please do not hesitate to contact me if you have maintenance or security issues that need to be addressed.

Best Regards

Don Coleman

Maintenance and Security Supervisor

Welcome to our new boaters...

Please say "Hi" to our new boaters when you see them...

A-05 Jim Hunter
 C-25 Dennis & Mary Sutherland
 C-07 Mike & Pam Alberts
 E-10 Patrick Bartlett
 E-21 Kevin Croft
 J-02 Robert & Elaine Grimm

If your boat or slip is for sale, please let Diane know. It will be added to the listing on the board outside of the store.

Below is the beginning of a listing of vendors available for marine issues. Please forward any recommendations to us to add to this listing.

Vendor listing

Cosmetic Restoration Services Wash, paint, varnish, detail. Call Clint for your complete exterior & interior needs at 360-796-2047 – Scotter@embarq.com.

Marine Systems—Call Norm Gustafson 360-823-6357 / normnjan@hotmail.com

Zinc Replacements—Mike Novak @ 360-301-4195

Sound Maintenance, ABYC Marine Electrician Tech & Marine Corrosion Tech

SeaMarine— 360-385-4000— www.seamarineco.com

Join us for BBQ Ribs on Wednesday nights this summer...

Short \$8.99
Half rack \$10.99
Full rach \$15.99

Ribs, Baked Potato or Potato Salad & Green salad

Advisory Committee Meeting

Scheduled for the first Monday of each month 9:30am to 10:30am PST. The Advisory Committee consists of two representatives of the long-term slip holders selected by the long-term license holders, two members of the Yacht Club other than the long-term license members elected by the long-term slip holders, and one member at large appointed by Pleasant Harbor Marina, LLC from the remainder of the moorage customers (collectively the "non employee members of the committee"), the senior maintenance official, the Marina Manager and representative of the Pleasant Harbor Marina, LLC (8 members total) to discuss level of maintenance, needed repairs, and desired upgrades. Each member may appoint an alternate to attend if they cannot make a meeting. The Advisory Committee will also be advised of plans for changes and provide input during any transition on needs of the marina to facilitate continued use during construction.

If there are **comments to be addressed to the committee** at the next meeting, talk with Diane. She will either add it to the agenda or will contact the appropriate member to get in touch with you.

The **members of the committee** are: Phil Smith and Greg Tyler (slip holders), Dale Johnson and Larry Roberts (PHYC), Ron Green (member at large), Diane Coleman (Marina Manager), Don Coleman (Maintenance Supervisor), and Garth Mann (President / CEO).

Greg Tyler - gtt Tyler@comcast.net
 Phil Smith - philsmith926@gmail.com
 Ron Green - ronwgreen@verizon.com
 Larry Roberts - larryandlaurel@comcast.net
 Dale Johnson - sea_for_two@hotmail.com
 Diane Coleman - diane@pleasantharbormarina.com
 Don Coleman—don@pleasantharbormarina.com

Next meeting is August 3rd, 2009

July 14th's meeting:

See page 3 regarding comments from Don Coleman, Security and Maintenance Supervisor
Annual Customer Appreciation meeting on Saturday, September 19th

Emergency Contact Procedures We started to update everyone we have emails for regarding extreme weather conditions. If you want this information send us an email to be added to the emergency contact list and we will get you added to the list. Remember this may happen at night or weekends so your work email may not be best unless you get that at home. If you need to update or confirm contact info please email us and we will make corrections. Current phone numbers (home, cell, work) are useful as well if we find something that requires immediate attention on