



THE YACHT HARBOUR ASSOCIATION GOLD ANCHOR AWARD SCHEME

A Voluntary Scheme of Marina Assessment based upon the TYHA “Code of Practice for the Design, Construction and Operation of Coastal and Inland Marinas and Yacht Harbours”

Re-assessments to take place every three years



SURVEY FORM

This Survey Form should be printed, completed by the Marina Operator and returned to:-

**The Yacht Harbour Association,
Evegate Park Barn, Smeeth, Ashford, Kent. TN25 6SX**

An appointment will then be made for an Assessor to visit your Marina and a Gold Anchor Award will be made as appropriate.

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SURVEY OF FACILITIES

NAME OF MARINA: _____

OPERATOR: _____

ADDRESS: _____

TELEPHONE: _____ FAX: _____

MANAGER: _____

EMAIL ADDRESS: _____

After this Assessment, your Marina will be eligible to fly the TYHA Gold Anchor Flag and to display the Logo, Plaque and Certificate.

To maintain this Award, re-assessments must be undertaken every three years.

Also, in compliance with the ICOMIA Clean Marina Programme this Gold Anchor Assessment will be endorsed under this programme and you will be eligible to use both the ICOMIA Clean Marina Programme Flag and Logo.

DESCRIPTION

(Please tick appropriate boxes)

Tidal: Estuary Harbour

Non Tidal: River Canal Lake

Marina Basin: Open Locked

Sill Gated Sill

Berthing: Individual Finger Berths

Multiple Finger Berths

Alongside Quay or Bank

Stern to Quay or Bank

MARKING SECTION

FOR ASSESSOR USE ONLY

Each Box Is Marked From 1 – 10

The Total of Each Section is Divided by the Number of Items Marked and Expressed as a %.

FINAL %:

**OVER 85%
5 GOLD ANCHORS**

**70 – 84%
4 GOLD ANCHORS**

**50 – 69%
3 GOLD ANCHORS**

RESULT OF THIS INSPECTION:

GOLD ANCHORS

Berthing: continued

- Dry Berthing (not storage)
- Dry Stack (with fork lift)
- Moorings Afloat
- Mud Berths

Walkways: Fixed Floating

Breakwater: Fixed Floating

NOTES: _____

CAPACITY

(Please enter numbers in appropriate boxes)

Number of Berths:	Mono	Multi
Permanent	<input type="text"/>	<input type="text"/>
Visitors Only	<input type="text"/>	<input type="text"/>
Trade (e.g. Sales)	<input type="text"/>	<input type="text"/>
Commercial Boats	<input type="text"/>	<input type="text"/>
Working (e.g. Repairs)	<input type="text"/>	<input type="text"/>
Dry and Dry Stack	<input type="text"/>	<input type="text"/>
Moorings Afloat	<input type="text"/>	<input type="text"/>
Mud Berths	<input type="text"/>	<input type="text"/>
Storage Ashore	<input type="text"/>	<input type="text"/>
In Open	<input type="text"/>	<input type="text"/>
Under Cover	<input type="text"/>	<input type="text"/>

LAYOUT:

For Assessor Use Only
Score 1 to 10 in each box

- Orientation
- Weather protection
- Depth of Basin
- Depth of Approaches
- Access to Water
- Disabled Access
- Lock/Gate Dimensions
- Lock/Gate Operation
- Berth Sizes
- Fairway Widths
- Walkway Widths and Stability
- Finger Sizes and Stability
- Mooring Method
- Access by Land
- Roads on Site
- Buildings
- Location of Bunkering
- Location of Slipway
- Location of Lift Out Dock

LAYOUT SCORE

...../190
= %

Fleet Mix: (Please give appropriate %)

Under 8 metres %

8 - 12 metres %

Over 12 metres %

Sail %

Motor %

Maximum Boat Size:

LOA Beam

Draft Height Above WL

NOTES: _____

ACCESS

(Please complete or tick appropriate boxes)

Minimum Depth of Water in Approaches

1 metre depth over marina sill

before MHWS hrs to hrs after

before MHWN hrs to hrs after

Lock and Bridges (Marina)

Operational from to summer

Operational from to winter

Approach Signals

THE CUSTOMER:

For Assessor Use Only
Score 1 to 10 in each box

Questionnaire Circulated

Security Checks

Environmental Legislation

BMF Five Steps

Lock/Tunnel Training

Awareness of Safety Equipment

Awareness of H & S Policy

Brochure

Newsletter

Customer Care

Berth Quotes

Clear Pricing

Berthing Contract

Car Parking Signs

Boatyard/Storage Ashore

Smart/Friendly Staff

Uniform

Clean Facilities

Access to Fuel/Gas

Club/Bar/Restaurant

Suggestion Box

Over/

Holding Berths

Marina Lock Dimensions

NOTES: _____

Please give best source of navigational data covering waterways adjacent to non-tidal marinas
i.e. Chart numbers or page numbers of almanac or book

THE CUSTOMER

(Please answer YES or NO or add notes to all that apply to your marina)

Have you circulated a questionnaire to berth holders prior to this Assessment?
(example of suitable questionnaire attached)

How often do you carry out a security check on customers' boats?

Do you comply with Environmental Legislation to reduce your carbon footprint?

Are you aware of the BMF environmental five steps?
See details at end of this Survey Form

Does your training programme provide for lock (coastal) or tunnel (inland) familiarisation?

How do you make your customers aware of your safety equipment?

How do you make your customers aware of your Health and Safety Policy?

Do you publish an up to date brochure?

Do you circulate a regular newsletter?

THE CUSTOMER:

continued

Visitor Book

Complaints Procedure

Local Information

Departure Questionnaire

THE CUSTOMER SCORE

...../250
= %

Do you train your staff in customer care?

Do you offer quotes for available berths?

Do you give clear pricing information?

Do you issue clear berthing contracts?

Do you have clearly marked/sign posted car parking?

Do you have efficient boatyard and storage ashore facilities?

Do customers have access to smart, friendly and knowledgeable staff?

Do your staff wear a uniform?

Do you offer smart, clean, and odourless toilets and showers?

Do you offer easy access to fuel and gas?

Do you offer a friendly club, bar and/or restaurant?

Do you have a suggestion box?

Do you have a visitors' book?

Do you have a complaints procedure?

Do you offer local information on:- navigation/weather; events; local facilities; pubs/restaurants; train services; taxis; road works etc

Do you issue a questionnaire on departure?

FACILITIES

(Please tick or enter numbers as appropriate)
 (Add "c" if facility is provided by concessionaire)

Sanitary:

Toilets	<input type="text"/>	Showers/Baths	<input type="text"/>
Pump Out	<input type="text"/>	Chemical Closet Disposal	<input type="text"/>

FACILITIES:

For Assessor use only
Score 1 to 10 in each box

Toilets and Showers/Baths	<input type="text"/>
Disabled Toilet	<input type="text"/>
Changing and Drying Rooms	<input type="text"/>
Car Parking	<input type="text"/>
Launderette	<input type="text"/>
Dry Dock	<input type="text"/>
Slipway/Ramp	<input type="text"/>
Repairs and Fitting Out	<input type="text"/>
Boat Storage Ashore	<input type="text"/>
Marina Shops	<input type="text"/>
New Boat Sales	<input type="text"/>
Brokerage	<input type="text"/>
Charter Operation	<input type="text"/>
Restaurant/Café	<input type="text"/>
Yacht Club	<input type="text"/>
Accommodation Ashore For Hire	<input type="text"/>
Reception/Reporting Berth	<input type="text"/>

FACILITIES SCORE

...../170
= %

Changing Rooms: Launderette:

Gear Stores:

Bunkering:

Petrol Diesel

Gaz Calor

Hours Available

Fuel Through put:
(Please enter litres per annum)

Petrol Diesel

Car Parking:

Number of Spaces

Boat Yard:
(Please tick appropriate box)

Operated by Marina Operated by Tenant

Haul Out:
(Please tick appropriate box)

Operated by Marina Operated by Tenant

	Max Load	Max Dimensions
Hoist	<input type="text"/>	<input type="text"/>
Crane	<input type="text"/>	<input type="text"/>
Slip	<input type="text"/>	<input type="text"/>
Forklift	<input type="text"/>	<input type="text"/>

SERVICES PROVISION:

Assessor use only
Score 1 – 10 in each box

Walkway and Dockside Lighting

Electricity Supply to Berths

Electricity Protection Earth Leakage

Drinking Water Supply

Telephone Provision

Wireless Internet Access

Luggage Trolleys

VHF Radio Watch

Refuse Collection

SERVICES PROVISION SCORE

...../90
= %

Repairs & Fitting Out:

Approximate Floor Area of Workshop

Average Number of Employees

Marina Shop: Floor Area

New Boat Sales: No of Staff

Brokerage: No of Staff

Restaurant: Floor Area

Club: Floor Area

Accommodation:

(Specify) _____

NOTES: _____

SERVICES

(Please complete or tick appropriate boxes)

Lighting of walkways and dockside:

Electricity to Berths: No of outlets

Voltage

Amps

EQUIPMENT PROVISION:

**For Assessor use only
Score 1 to 10 in each box**

Fire Alarm System

Fire Control Apparatus

Safety Ladders

Life Saving Appliances

First Aid

Fire Pumps

Bilge Pumps

Service Boats

Boatyard Plant/Machinery

Pump Out Station Provision

Chemical Closet Disposal

Bunkering

Gear Stores

Lifting Out

EQUIPMENT PROVISION SCORE

...../140
= %

Water to Berths: Potable
 Non Potable

Telephone: At berths
 On Shore

Wireless Internet Access:

Met & Navigation Information:

Radio Watch:
 Frequency Hours

Refuse Collection:
 On Walkways Ashore

Luggage Trolleys: Number

NOTES: _____

EQUIPMENT

(Please complete or tick appropriate boxes)

Fire Warning System:

Fire Extinguishers: No.

Escape Ladders: No.

HEALTH AND SAFETY:

**For Assessor use only
 Score 1 to 10 in each box**

Company H & S Docs

Company H & S Organisation, Admin & Risk Assessment

COSHH File

Accident Book

Records of Training

**HEALTH & SAFETY
 SCORE**

...../50
 = %

Life Buoys: No.

Electrical EL Protection:

Bilge/Fire Pump(s):

First Aid Equipment:

Service Boat(s):

NOTES: _____

ATTENDANCE

(Please complete the times of attendance)

Berthing Staff to hrs

Lock Keeper to hrs

Boatyard to hrs

Shop to hrs

Bunkering to hrs

Sales/Broker to hrs

Night Security to hrs

NOTES: _____

ENVIRONMENT:

For Assessor use only
Score 1 to 10 in each box

Company Environmental Policy Documents

Company Environmental Audit Document

Port Waste Management Document

Policy on Containment And Disposal of Anti Fouling Residue

Washdown Area Interceptor

ENVIRONMENT SCORE

/50
= %

CHARGES AND TERMS

(Please complete appropriate boxes)
inclusive of VAT and Harbour Dues)

Sale of Berth per metre
 Leasehold for years at per metre
 Annual Berthing Licence per metre

Berthing Licence Fees:

per month per metre
 per week per metre
 per day per metre
 per hour per metre
 other per metre

Trade Berths: per annum per metre

Commercial Berths: per annum per metre

Multihull: per annum per metre

Dry Berthing: per annum (Rapid Launching) per metre

Dry Stack: per annum per metre

Moorings: per season per metre

Mud Berths: per season per metre

Haul Out and Launch:

MAINTENANCE ISSUES:

For Assessor use only
Score 1 to 10 in each box

Maintenance of:-

- Dredging
- Roads
- Buildings
- Walkways
- Lighting and Power Services
- Water Services
- Plant and Machinery
- General Upkeep

MAINTENANCE ISSUES SCORE

...../80
= %

**Haul Out & Chock off
in Open:**

**Haul Out & Chock off
under Cover:**

Storage Ashore:

In Open per season

Covered per season

Electricity:

per

NOTES: _____

Car Parking:

Gear Store:

Club:

NOTES: _____

CERTIFICATES OF INSPECTION:

**For Assessor use only
Score 1 to 10 in each box**

Fire Apparatus

Electrical Circuits

Plant Inspection –
Slings etc

Test of Pumps

Record of Fire Drills

First Aid (Personnel)

Radio Licence

Hoist Qualification
Certificates

Portable Appliance Testing
Records

CERTIFICATE OF INSPECTION SCORE

...../90
= %

Anonymous Questionnaire for Marina Customers

When a marina is to be inspected for the Gold Anchor Award Scheme, a questionnaire should be circulated to berth holders. The responses should be made known to the Assessor.

1. How long have you been at the marina?
2. Are the staff friendly and helpful?
3. Are the facilities satisfactory?
4. Is your berth safe and accessible?
5. Is the marina kept clean and tidy?

Any comments?

BMF FIVE STEPS

Environmental Management System Cycle

