

Meeting with Charles Robinson and Steele Creek Marina Slip Holders

Meeting Details

March 22, 2014

Henderson Point Community Building

Presenter: Charles Robinson (guest Clay Johnson did not present)

Topics Covered:

- Note: Charles recorded the meeting for his own record.

About Charles

- Charles grew up in this area, and lives near Jaws beach with his wife, 3 daughters (ages 1, 3 & 8) and Yorkie. He has lived here his whole life, and plans to stay.
- He owns and operates several businesses, including:
 - Campground that he runs
 - Kerr Boat Rentals
- Belongs to the Beaufort/Morehead yacht club. Also has a house there, but primary residence is here, and doesn't plan to move to the beach.
- Big into rentals, marine, outdoor world.
- Charles is also into aviation. Outdoors.
- More than happy to take any help that is offered.

Lease status

- Lease still not signed.
- Decision should be final on April 1 (that's what he's been told).
- 4 groups of people to get approval from to be allowed to do anything referring to electrical repairs/upgrades.

Vision for Steele Creek Marina

- Will run marina as a family based operation to be a friendly place with a nice environment.
- Is already the largest marina on Kerr Lake, wants it to be the best marina.
- Intends to provide a lot of different services that no one on lake offers

Immediate needs

- The first year will be focused on marina repairs, primarily electrical.
 - Lots of incorrect receptacles/covers, etc.
 - Right away the lights are to be fixed on the docks.
 - Has consulted with a Company in Virginia that does dock lighting, etc.
 - Now has to bring the whole marina to 2011 code
 - Will be given a year to do primary safety concerns first
 - Has 5 years to bring up to 2011 code.
- Lots of dock repairs - float replacement, decking replacements

- If things seem slow, please understand that Charles has to submit a certified plan (by engineers) for all changes, and that plan has to be approved by at least 4 groups.

Changes/additions planned

- Improvements will be spread out over time (immediate needs must be addressed first)
- Will work to provide a work area and haul-out capability, but not a traditional boat lift, has been told the COE will not allow it.
 - Looking into a travel lift option on a truck that goes down ramp.
- Moorings - boat wash, bottom painting - looking into this to provide an economical option
 - Would love those with knowledge to step up
- Planning a rental cabin type facility - starting with one
- Fenced secure storage for regular campers - also at Moorings
- Community shelter/structure - for entertainment and meetings
- Charles will sell parts and supplies through store
 - Plans to fill store with useful inventory
 - Catalog orders with next day shipping \$150 and over free shipping
 - Prices are generally better than West Marine
- Boat rentals
 - Has pontoons covered.
 - May try to offer small day use sailboats for rentals.
 - Has had requests for paddle boards, so they may also be offered.
- Will sell boats as well. Will open up sales area for boats, motors, engines
- Security
 - Will install security cameras
 - Viewable on his phone
 - Live camera online of each dock.
 - Plans to replace the mobile home, but in the beginning, there will be no on site coverage during the middle of the night.
- Looking into wi-fi and internet.
 - Cable is not out here. Currently has DSL, only 512 and it's slow.
 - Would love to have input from knowledgeable people.
 - Needs it to run his own software.
- Walking trails, paths - 400+ acres to be used and he'd like to open that up.
- Swimming area
 - There will NOT be a swim area near the marina, as it is well known to be unsafe to swim in marinas.
 - Possibly out around the moorings for day swimming.
 - Open to help and suggestions.
- Water
 - Water will not be left on at docks year round, but the time frame where water is off will likely be reduced.
 - Will look into the water options to attempt to provide access to water as much as possible.

Tenant requirements

- Only UL listed shore power cords are allowed per code, and cannot have been altered.
 - If your cord has been altered, you will be required to replace it by buying on your own or Charles can sell you one.
- Repairs over the water will not be allowed.
 - No bottom paint, sanding, oil, fluid can spill into the lake.

- All workers hired to work on boats must have \$1M liability, workman's comp, etc.
 - Must check in with credentials at the Marina office
- Engine repairs to boat or dinghy
 - Owners can pull engine/boat, work over a tarp in a designated work area once established, and then take the tarp away and properly dispose of it.

Costs

- Slip pricing and terms
 - Originally proposed no slip rent increase
 - Now will be a 15% increase in slip fees.
 - Will put in line with Satterwhite Point and other marinas.
 - Slip rent will be determined by slip size and power supply
 - Will be straight across the board and posted.
 - Will address current inconsistencies in billing rates.
 - Tenants will be able to pay per year, or in four installments.
 - March will be billed via Charles, but timing is not known. Don't worry about it for now
- Will charge for pump-outs
 - Requires certification to pump sewage (DNR - environmental group)
 - The key issue isn't that you are pumping it from your boat, but that you are transporting it to the dump station.
 - Charles has to go to Newbern to take a 4 hour class for \$800 to qualify.
 - The standard across the country is a flat fee for a pump-out.
 - May set up a permanent station, and offer cheaper prices if you take your boat to the station.
 - Will have to do things legally, and cover the costs. Open to other legal, cheaper ideas.

Management

- Wife or Charles will be working at the marina every day (Monday through Friday).
 - Will eventually have someone full-time on site.
- Bookkeeping and Records management will be modernized to include email billing/communication.
- His current businesses are internet connected, and he has remote and cell access when needed.
- Communication will dramatically improve. Management will be friendly and fair.
- Will not favor one individual or one group. Would only come to the meeting if everyone at the marina was invited. Straight across the board.
- Will have a complaint resolution system in place.
 - Current business uses Mitchell to do surveys, etc. of customers.
 - May implement something similar here.
 - Main goal is to have a happy group of people.
 - Will listen to anything reasonable and affordable.
- Maintenance and grounds
 - Likely use help from some people already there.
 - Doesn't know everything yet. Still studying.
- Advisory Committee
 - Is looking into getting one representative from each dock to serve as an advisory committee that will also inform him of issues that need to be addressed.
 - Will not be related to the Steele Creek Yacht Club.

General input from audience

- Reed Carpenter suggested that Charles as the COE to take responsibility for the electrical sub-stations and the service that actually comes into the docks.
 - Reasoning is that something seems incongruous with the power that appears to be coming from the sub-station versus what must be coming from somewhere.
 - The power distribution appears to be greater than the power coming in, and this is after Martha forced so many houseboats to leave. It doesn't add up.
 - If there is something not quite right in the sub-station power, Charles would be better off not being responsible for it.
- Thanos Maroglu offered support in what Charles is trying to achieve and resolve.
 - Thanos led the counter-bid to Martha's and had put considerable money into getting estimates, evaluations, and answers to most of the problems Charles is facing now.
 - Volunteered to give Charles all of the input that Thanos has collected.
- Beverly requested that portable Defibrillators be placed at each dock, as many members are aging, and the heat and water proximity offer a dangerous combination.
 - At least 2 members of the audience are already trained in their use.
 - It take a long time for emergency personnel to get places in Henderson.
 - The portable units have a MUCH higher percentage of revival than manual CPR, and are relatively inexpensive.
- Charles was informed that the existing gate codes are a joke.
 - Most everyone (including many non-tenants) knows the pattern.