

Customer First

Salcombe Harbour



South Hams
District Council

These are the **service standards** we aim to achieve during 2009/10

| If you | We will |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Need a weather forecast | display the shipping forecast and local area forecast and a synoptic chart on the Harbour Office notice board by 0900 daily |
| Surrender your mooring facility | Re-allocate the facility within 4 weeks of the departure of the former berth holder |
| Report a defect to any navigation light, mark or beacon | repair the defect within 48 hours of the report. If the weather precludes the repair, a Local Notice to Mariners will be issued to warn mariners of the defect |
| Report a defect to the harbour infrastructure | Investigate within 1 working day and repair within 7 working days |
| Report an incident or accident | Investigate the incident or accident within 2 working days |
| Have a mooring contract | Service your mooring annually |
| Have overpaid | Credit your bank account or send you a cheque within 10 working days of receiving all the information we need |
| Arrive in Salcombe Harbour | Endeavour to meet you, direct you to a mooring and issue you with a Harbour Guide and complementary shower tokens. |
| Contravene the Harbour Bye-Laws | Enforce the Bye-Laws in order to ensure the safety and enjoyment of other harbour users |