



**Questionnaire for Customers and Interested Parties**  
**Aberdeenshire Council Operated Harbours**

The Harbour that I use is.....

\* - Please delete as appropriate

1.1 Have you met the Harbourmaster of your harbour? \*Yes/No

1.2 Do you have his/her contact details? \*Yes/No

2.1 Are you aware of any of the following organisations that operate within or service the Harbour?  
Harbour Users' Group \*Yes/No  
Sailing Club \*Yes/No  
Other Marine or Coastal activity Group \*Yes/No

2.2 Are you a member of any of these organisations or do you consider them as your representatives?  
Harbour Users' Group \*Yes/No  
Sailing Club \*Yes/No  
Other Marine or Coastal activity Group \*Yes/No

Name of group.....

2.3 If not, do you know how to contact these organisations?  
Harbour Users' Group \*Yes/No  
Sailing Club \*Yes/No  
Other Marine or Coastal activity Group \*Yes/No

3 How long have you been using this harbour?.....

Please answer the following questions with a rating 1 agree strongly to 5 disagree strongly:

4 I am satisfied with the general management and operation of the harbour?

5 I feel that the harbour is safe and maintained by the Council to an adequate condition?

6 I feel that Aberdeenshire Council spends too much money on its harbours?

7 I believe that I receive value for money having consideration to the levels of charging at my Harbour?

Please answer the following questions with a rating 1 very happy to 5 very unhappy:

8 How happy are you with the Rules and Regulations for your harbour?

Please tell us how you would improve the laws, Byelaws, Rules and Regulations which govern the control of your harbour.

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9 How happy are you with the facilities at your harbour?

Please tell us what facilities, improvements or changes you would suggest to maximise income within the Harbour.

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And finally:

10 Please let us know of any other issues, concerns, or suggestions that you have relating to the Harbour.

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11 Are there any ways that you would suggest to create links or initiatives between the Harbour and the wider community of the area.

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If you wish you may remain anonymous otherwise please enter your name and address below

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Please return this questionnaire in the attached envelope or by email to

[paul.giles@aberdeenshire.gov.uk](mailto:paul.giles@aberdeenshire.gov.uk).

Should you wish to complete this questionnaire electronically the form can be downloaded from the Banff Harbour Website:  
[www.banffmarina.com/news.html](http://www.banffmarina.com/news.html)