

TMTA NEWS

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Our 39th Year

January 2005

President's Message *by Mark Drexler*

Dear Fellow TMTA Members,

I hope each of you had a very nice holiday. There are a lot of things happening with your Officers and Board of Directors. We will be starting classes for the Marine Trade School on January 24. We **MUST** make this endeavor successful. Anyone and everyone should participate by enrolling an employee, or themselves, by spreading the word to non-members and to the public and by actively participating in the decision making process.

Congratulations to **Crown Point Marina** who was the successful winner of the ABYTS scholarship. They will be sending someone to the Outboard Class in February. Take a minute and congratulate **Crown Point Marina** on their good fortune! This year we will be working to: upgrade our website and making it more current and useful for our members and guests who use the site. We will revisit the **BOAT TAX** issue. Our progress on this issue will be based on the amount of input and help we get from our members.

In closing, let me ask each and everyone of you who have not registered for a class at the trade school to consider doing so **NOW**. This project was started based on a serious need for qualified employees in our area. It was started because our members, all of us said we would fully support the trade school. Now that the school is beginning it is time for all to fulfill our commitment and register someone for a course starting soon.

I would like to see you at the next meeting so we can discuss many important issues that will impact our Industry and **YOUR BUSINESS**. Sincerely, Mark Drexler

Next Meeting will be January 19, 2005 at 6:30 PM

Pilot House Restaurant, Topping, VA Call (804) 462-7018 to make your reservation. If there is no answer, please leave a message!

- Guest Meal Fee: \$15.00
- Menu: Salad, Fried Chicken and Barbeque, Scalloped potatoes and Desert
- PLEASE BE SURE TO CALL FOR RESERVATIONS AT LEAST BY MONDAY SO THAT THE PILOT HOUSE CAN BE READY FOR US!

The Speaker for the January Meeting will Be Frans Kasteel of the US Coast Guard Auxiliary. He will present a program called "Good Mate – Stewardship of the Waterways". The program is designed to increase our knowledge of the value of ecological and economic importance of our water sources. Pete Hall personally highly recommends the program and it should be an interesting presentation. There is a 12 minute video tape to accompany the talk (as long as the TV and VCR are working at the Pilot House!).

Trade School Update: *by Ken Knull*

The school is operational! The first course will be given on January 24-27, 2005. It will be the Basic Marine Engine Course. It will be followed immediately by the ABYC Diesel Engine Course and the Certification testing, which will be given on January 28 and 29. Ed Sherman, Director of Training for ABYC, and author of several books, will be giving both courses and they will be held at RCC in Warsaw. There are still openings available and members receive a \$25 discount on the courses. The Gasoline Engine Certification Course and test currently is below the minimum numbers of participants and may have to be postponed. If you are interested please contact Gayle Wood at RCC at 804-758-6751 as soon as possible. It is scheduled currently to be given on Jan 31-Feb 1 by another instructor from ABYC as Ed is not available. REMEMBER, an ABYC Certificate for your mechanic translates immediately into increased sales and service rates! It is a wise investment.

HOW DO YOU HANDLE THE NON-PAYING CUSTOMER? *by Onna Grimm*

We all have them..... sometimes more than others. If you are in the marine business or any other business you will have to deal with people who delay or refuse payment of their bill. At Deltaville Yachting Center we have what we lovingly call "The Bad Boy List".

Four years ago, when we bought the marina our "Bad Boy List" was quite long. Our Marina Administrator called them over and over again. A few would pay, but most simply gave an "excuse" or a "promise" with no payment forthcoming. As owner, I began by calling several collection agencies, one of which gave me some great advice:

- You can do the collecting yourself if you keep it under control
- Don't ever let any customer go more than 90 days past due.
- Don't ever let large ticket customers go more than 30 days past due.
- The owner of the business needs to handle the collection calls once a month.
- If there's no payment within 30 days of the calls, begin "Warrant in Debt" procedures at the local magistrate's office and send a letter to the customer stating your intentions and amount to be claimed. You can also claim all county court costs and filing costs. The local magistrate in Middlesex has been very helpful in explaining the steps to follow. No lawyer is required. Often just receiving the letter stating that you intend to file a warrant in debt causes them to send the money owed.
- If the customer refuses to pay and you go through the procedure with your county magistrate and court system, you will be given different options for collection. Some that I have used are:
 - a. garnishment of wages (employee is served papers by the police)
 - b. property levy (customer is visited by police and objects of value are collected for a police auction and the amount collected from the auction is then sent to you as payment.

One other suggestion that works when you have "bad boy" repeaters is to tell them that if they want to continue keeping their boat at the marina they must have a credit card on file with permission to charge all monthly amounts owed. This step has cut our overdue list down to almost zero. Most of these people are just forgetful. Good luck and if I can help, give me a call. Onna A. Grimm, Owner/Manager, Deltaville Yachting Center Chesapeake Yacht Sales (804) 776-9898.

The Virginia Clean Marina Program needs your support: *by Pete Hall*

A budget amendment is needed during the upcoming General Assembly session that would provide continued funding for the Virginia Clean Marina Program (VCMP). Current funding runs out in June 2005. Without the funding we, as marina owners may be faced with even more governmental regulation! Delegate Harvey Morgan will submit a budget amendment on the House side and Senator Rick Rerras will do the same on the Senate side. However we need to do our part as well. We need to write or email our representatives and senators and ask them to support the bills. I sent a letter out to all current and pledged clean marina owners that you can use if you wish. You can also make up your own letter. All it needs to say is that the VCMP is an asset to the waters of Virginia and a worthy program that deserves the meager \$80,000 to continue in operation. Urge your representative to vote yes on the appropriate proposed budget amendments. The easiest way to get the word to your delegate and senator is by email. You can get their email addresses from your local county administrator if you don't have them already.

Norfolk Boat Works has closed but Ron still has some equipment for sale:

He still has SB2, SB1 and SB0 stands. He also has a 3500 PSI pressure washer with a sand blast add-on. He also has a slide hammer and propeller and bearing puller set. If you are interested, please call Kathy at 757-478-9544.

If you are receiving this Newsletter via mail and would like to get it via Email, please contact Ken Knull at ken@yankeepointmarina.com or call 804-462-7018

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