

THE NORTON EXPRESS -

"THE NEWS YOU LOVE TO MUSE"

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Notes from the Editor!



Well hello to all of you! It has been quite some time since we shared with you our news of the yard, staff, and our ill repute over the winter months - the only time Pat & Gerry dare leave us alone like that would keep us out of trouble?! Ha!

Well, on to news that you can use. We had many lofty goals set for ourselves this winter, and we are here to report that we haven't even come close to achieving a single one of them. I suppose it would help if any of us showed up to work, but that's not the point. We are however doing some major brainstorming - which you can imagine is pretty hilarious & sadly limited considering this group.. Anyhoo, during our coffee break, snack breaks lunch breaks, drink breaks, post-lunch breaks, pre-break breaks, and nap breaks we steadfastly went through all the improvements we would like to make around here & this is what we came up with: Nic wants her office moved to the rooftop, Ron wants his out on the beach (*he doesn't even have an office but lets' just humor him*), Art would like to see a Searay 450 Sundancer with his name on it parked where Centaurus is, (*he also would prefer not to see Centaurus either but that's another issue*), Bruce wants a megaphone (*that's his cost saving method of advertising*), & Sid just wants all of us "turkeys" out of his hair and off the dance floor when he's on it.

We have a few new customers with us this year, thank you & good luck to all of you (hee hee). Just to let you know, we like to think that most of our customers - once captured by our charm - will never leave us, & if they do try we usually come up with some scheme to keep them against their will. In our shady past, we have been known to resort to telling people their boat is missing in the yard (yes, even if its on stands tucked in the end of the lot), using scare tactics like performing our "may all your martinis taste like wood" dance, re-naming your boat, and putting up other business signs over ours in the hope to convince people they left

Yard News



You just don't want to know. ☺

No, seriously, Art, Ron, Bill & Gerry would like to remind everyone of the importance of the following:

- Check your boat once notified of its' launch. It is not necessary for the Boat Owner to be present at the launch. We will launch & secure your boat for you & notify you once complete & of its location. Thereafter, it is up to the Boat Owner to come down and ensure lines are secure and tied-up (**No Ron, we are not talking about you!**) to their liking. Please do not rely on watching the webcam - nothing is as good as the Boat Owner's personal inspection, and you won't be mooned nearly as much. Your Boat will feel very special too. If you have made arrangements to temporarily stay at an alternate location - out of courtesy and Marina policy it is up to the Boat Owner to relocate the boat to its contracted location by the agreed upon date - if the yard staff does it for you there will be a nominal charge to move the boat on your behalf.

ON-SITE BUSINESS NUMBERS YOU MAY NEED:

Mechanical - Elite Marine	401.885.4585
Painting - Dockside Maid	401.338.1092
Electrical - Electro Marine	401.885.5506
Food & Drink - McKinley's	401.886.1111
Norton's Fax:	401.884.3163

their boat somewhere else ... say like Chelo's (*much to our delight, this causes mass confusion*). On truly desperate occasions, we have also been known to dangle the prospect of withholding Stew's fabulous pump-out service until the point of overflow (*especially effective on post-party-all-night Sunday mornings*), and if all else fails, threatened to send Bill & Ron out every weekend to heckle you with an incredibly bad combination of singing & water bombs. No seriously, we hate to see anyone leave, and you can be sure we will do whatever we can to keep you here so Welcome!

We put in our order for sun & perpetual libations, so we hope to see everyone very soon sporting all manners of cocktails, paint-covered coveralls, and in great spirits for the upcoming boating season!

Editor in Chief (if only in my mind.....& when Pat isn't here), Nicole

Keel - A stopping device for your boat. It works by contacting the bottom of the water body you are in, thus inhibiting forward motion.

- For those customers who winter store their vessels or masts here, we send out launch confirmation/work requests to remind you of your launch date. This form should be signed & returned thus indicating your readiness or any needs you have (*at least those we can help with*) prior to launch. Our staff is always available to assist you but we require your written authorization to do any of the following: re-launch, step mast, schedule paint & wax, breathe (*just checking to see if you are paying attention*), move the boat or the date of launch, etc. Moving the boat is \$150.00 each time - we hate to see any boat remain on land, it costs us time, wear & tear (*on us never mind the equipment*), Nic has to listen to very foul language from those who receive such a bill, and all of this puts Artie into a serious depression (*we DO NOT want the guy operating the Travellift upset*) so we discourage people from doing this unless absolutely necessary. We will however, work with you as much as we can to work out the most cost-efficient & convenient plan for you - communication is key! Simply discuss it with us & give us the opportunity to help.
- Speaking of keys, please be sure we have a copy or combination to access your boat. This is for security purposes as well as operational ... say for instance, if Bruce needs to hightail it out of here cuz' he put the Y10 Gel (*not to be confused with KY Gel*) in the wrong place again which really p&\$&#^#ss Pat off!
- INSURANCE: We will not touch a boat without a copy of current insurance declarations page in our office. Please contact us if you are unsure. Besides, Nic turns into the girl from "The Exorcist" if we do and we would really like to avoid hearing her act up anymore than we do.

Office Updates



Well who wants to hear anything from this desk anyway? I'll tell you who....myself! I love being queen, having the run of the place, tooting my own horn, managing everything, calling all the shots, oooh wait – Pat's coming I gotta go!

BILLING/RATES:

We appreciate everyone's effort to keep payments sent in on a timely manner during a difficult economic period. We encourage anyone to contact us with questions or concerns, and please know that we at Norton's are always trying to find a way to work with our customers so they can relax and take enjoyment in the boating season.

Our rates are low both in the store as in our slip & moorings – usually even lower than competitors who offer similar capabilities & products. We did not raise rates at all this year from last, & our customers still get to experience the staff & crew of Norton's – what a bargain! In addition, please consider our other attributes:

- The most personable and entertaining people work here.
- We offer installment plans payable over the year, at no extra charge to you – *which we think is better than any credit card offer*
- Still a small family-run business, with no "big-business" atmosphere, or the extra charges that usually come along with it.
- You can work on your Boat yourself, or have others of your choice work on it – following insurance compliance of course.

Store Stuff

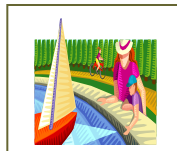


Monday-Friday: 8:00-5:00 Sat. 9:00-3:00

Norton's Discount Store: offering -Great service, usually a good laugh,
Best Pricing Anywhere, & special orders are Always Welcome!

Well, it is that time of year again – Sid is about to break out his short-shorts & we will be off to a smash start – just trying to keep ahead of his shorts is a challenge but we certainly will do our best! Bruce is busy putting away everything Sid just put out (no Gerry I didn't say "Sid put out"), then Sid will move around anything Bruce just put on display (not counting his charming personality), and then the chase is truly on.....

- Stay tuned for our selected Paint Sale starting early April!
- Now stocking Hydro-coat Water-based bottom paint as used on all new SeaRay Boats (*and on the bottom of Sid's skis!*)
- We always carry an assortment of zincs for most boats.
- Remember, if you do not see what you need in our store, most items can be ordered for next business day delivery with little to no extra cost. *Except tips. We love tips. Most people don't give them to us no matter how much we beg, but we love em' anyway.*
- Many engine parts are in stock – Yanmar, Volvo, Mercury, Universal, Westerbeke as well as 2-3 day delivery of many engine parts.



"I remember how my great-uncle Jerry would sit on the porch and whittle all day long. Once he whittled me a toy boat out of a larger toy boat I had. It was almost as good as the first one, except now it had bumpy whittle marks all over it. And no paint, because he had whittled off the paint." By Jack Handy, SNL

PUMPOUT & OTHER SERVICES:

Please do not forget to plan for your pump-outs this season – Stew will be busy (*this guy really should be on "Dirty Jobs" this season!*) getting his pom-poms & pantaloons ready for you & just cannot wait to see all his old friends again! (*referring to people here, sigh.....*)

SPRING PAINTING & COMMISSIONING:

Elite Marine 401.885.4585 (other referrals upon request)

Commissioning your engine & prepping your boat for the water is an important part of the launching season. We need you to let us know when your engine has been prepared for launching. We DO NOT schedule this service for you – mostly because Chris is in hiding this time of year, but also because Elite Marine is a separate business with his own schedule.

Please try to remember this is a busy time of year for both boat owners, mechanics, marina staff and painting/cleaning companies – there are few to be found and those we recommend based on quality & experience are usually swamped with regular business & delayed by those who delayed! Please plan ahead, be patient, and advise us who is working on your boat & how to reach them to facilitate the launch process.

If your selected mechanic is Chris at Elite Marine, we coordinate with him IF we know he is your mechanic – nonetheless, it is up to the boat owner to make engine commissioning arrangements; billing for that service is sent from Elite NOT from Norton's.

Dockside Maid 401.338.1092 (other referrals upon request)

This also is a crazy time for companies who clean, paint, prep & wax your boat & it is a luxury & treat to have it done for you. For me, it's a necessity due to time constraints & a complete lack of talent. Because this service directly impacts our launch schedule & your wallet, we coordinate it if done through the use of Dockside Maid Service – which is offered on our Launch Confirmation/Work Request. Any "Service" item specifically listed on our Launch Confirmation/Work Request is billed through Norton's office directly. Remember, patience is a virtue unless your boat is sinking. Plan ahead, give us time to schedule your work & get it done right.

In all cases, please put things in writing to us – with 300 customers and a mind like ours (*case in point*) it is difficult to "remember" all the little things people may ask us to do – things in writing rarely get lost, and if they do we can blame it on Nic's cleaning or the dog eating it before anything.

"Do you want the job done right, or do you want it done fast?"

~ Dan Castellaneta/Homer Simpson

Compass - A navigational aid that accurately points to the largest metal object on your boat.

Dock Attendants



Lucky for us, Jason will be returning this year promoted to the role of Lead Dock Attendant (Yay Jason!), as will Ashley with her unrelenting energy & enthusiasm! We believe Matt will also be back, but this will be firmed up later. We have a new addition – Christopher, whom we fully expect to scare off within a short period of time, but let’s think positive – he could hang tough!

With a mind to the summer ahead, we have to acknowledge our great history of hard-working Dock Attendant Crew & say both Bon Voyage to a few of them (unfortunate for us, but school and other activities have called them away to new adventures) and thank you & congratulations to those who have chosen to give us another summer of awesome customer assistance from the docks to the moorings....

For our customers, we want you to know what we look for and expect in our dock attendants and hope they meet or exceed your service needs & expectations – the following are just a few key qualifications they must have, please let us know how they do, and just as importantly let them know if they are providing you with a positive experience here – they have college to aspire to after all!



Know Something About Boats, Be Interested In Learning More



Smile a Lot, & Have a Great Attitude



Be Pro-active - Willing to Help Before Being Asked



Lots of Energy, Be Visible



Honest & Reliable

“HitchHiker, HitchHiker” Launch



Launch Drivers will begin full service operations as of Memorial Day weekend. Much to the dismay of our mooring customers, full service does not include delivering drinks, boat-side bar service, cleaning your boat or clothes, or making coffee & delivering egg sandwiches no matter how good these ideas may be.

Full Time Launch Hours Begin:

Memorial Weekend-Labor Weekend: 8:00 am - 10:00 pm / 7 Days

“HitchHiker” may be reached on VHF Channel #9

Keys - These items are used for opening locks and lockers aboard your boat, starting the engine and things of that nature. Keys can usually be found in the water beneath your boat. Also a place in Florida.

“PLEASE RESPECT YOUR NEIGHBORS, OUR POLICIES, & THE SAFETY OF OUR CHILDREN & PETS”

WHEN DRIVING IN & OUT OF THE MARINA, KEEP IT SLOW! THIS IS NOT A RACETRACK, & THERE ARE MANY PEOPLE & ANIMALS WALKING THESE PREMISES.

WE DO NOT ALLOW RUNNING ON OUR DOCKS.

NO FISHING OFF OUR DOCKS.

ANYONE UNDER THE AGE OF 12 MUST BE WEARING A LIFE JACKET WHILE ON DOCKS, LAUNCH & BOATS.

ALL DOGS MUST BE LEASHED.

THOSE NOT ADHERING TO THESE POLICIES WILL BE ASKED TO LEAVE THE DOCKS IMMEDIATELY.



Shrink-Wrap Removal

Shrink-wrap is NOT allowed in our dumpsters – EVER. You must either take it with you & dispose of it in your own manner, or we *strongly* suggest you purchase a recycle bag (or 2) for proper disposal.

You may purchase these bags in Norton’s Discount Store or at New England Yacht Rigging. Likewise, you may then leave the filled bag in the designated areas of either location (under the store windows at Norton’s) for free pick-up & removal. If shrink-wrap is left under any boat, that boat owner will be charged for our time & materials for proper disposal. If shrink-wrap is left in the dumpster, we will ask the appropriate boat owner to promptly remove it. **LEAVING SHRINKWRAP IN THE DUMPSTER SUBJECTS US TO MAJOR FINES!**

All rates for shrink-wrap include 1 bag for recycling. Additional bags are extra.

As the Screws Turn:



The latest update on our Septic & East Greenwich Yacht Club: Our costs continue to escalate – yet another year has gone by with no effective solution or agreement. We continue to forge on with this challenge in the hope that some day we can offer our customers as well as the environment what is a long-awaited & extremely critical issue for us – new bathrooms! The bathrooms will continue to be cleaned daily until such time that those necessary improvements can be made....

We would like to thank everyone who has expressed concern and offered suggestions over the years regarding this matter, and simply ask you to stay tuned, be patient, & continue your support as we continue to pursue options towards reaching this goal.

Cockpit - An area of a sailboat in which people sit in order to get wet.

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Stories

We can't leave them alone for a second! We have it on good authority that Pat & Gerry were recently seen in a scuffle with some returning Olympic champions – they were adamant that the downhill gold medal was really meant to be awarded to Pat – seems she was a bit confused over the true meaning of downhill – in her attempt to wrestle Gerry's aged moccasins away from him, she grabbed them & ran the 10K, jumped 7 feet up a ladder landing on her tippy-toes, executed a near flawless backwards triple spiral nose dive down the waterslide, swam another 15 kilometers across a heavily guarded shark compound, then hit the Tiki Bar for a much-deserved but never-the-less disqualifying round of energy shots (a Judge observed her "downing" actual wine instead).

The yard & office/store staff has been extremely busy this winter. We haven't been here, but trust us, we have been very busy.

Sid is off preparing for the summer season, lining up all the establishments in Newport he plans to be wined & dined in. We try to tell him how hard that can be with a homing device & Ron attached to his side but he's seasoned with experience by now.

Great friends are always there for you, especially when you return from a long & grueling winter wearing a Hula skirt.....in the Keys..... We just know with that kind of reputation you can really go places around here – especially to jail.

We love our customers & want to satisfy them, but despite repeated requests, we are NOT adding "Sink-It" to our work orders.

Rhode Island's No-Discharge Compliance Program

Requirements

All boats subject to the program must obtain and display a decal issued by an authorized Certification Agent. Decals are issued after an inspection to verify that the boat is in compliance with RI's No-Discharge Law. **ALL DECALS ARE VALID FOR A PERIOD OF FOUR YEARS.**

Effective Dates: The program has been operational since April 2006 and formally took effect on June 1, 2006. The penalty and enforcement provisions of the program take effect on June 1, 2007. After June 1, 2007, any boat subject to the program that fails to display a decal may be subject to enforcement action, including a fine of up to \$100.

Norton's Marina has an authorized inspector for this service. Please contact the Office for an appointment.

Adrift - A method of moving across the water when nothing on your boat works. You normally do not have a lot of input as to where you are actually going, but you can get there.

