

LONG TERM MOORING PERMIT HOLDERS: WHAT YOU CAN EXPECT FROM US DURING WINTER FREEZES

The past two winters have seen exceptionally bad weather and forecasters are warning that we can expect more of the same this year – and that it might strike sooner. Learning from previous experience, we want to be clear in advance what we can – and cannot – do to mitigate the inconvenience you experience. Our resources are limited and we know we will not meet everyone's expectations, but we hope that our plans will ensure that maximum benefit results from the resources we are able to deploy.

WE WILL ...

- 1) arrange for contractors FSG to attend the site for emergency plumbing problems such as water leaks, faulty pump-out machines and blocked Elsan units. In the latter case we ask that boaters do not use the Elsan if the drain is blocked. The Elsan can remain open even if there is no running water, please rinse out with own water where possible. From a health and safety perspective this is the best option, otherwise if the Elsan is closed then boaters may empty their cassette in the showers, toilets, hedge or canal which is unacceptable. If the Elsan is frozen it needs to be locked-up until it thaws and it can be unblocked.
- 2) ensure call-outs for electrical faults are responded to by nominated contractors or by the waterway staff.
- 3) ensure frozen locks on access gates receive a call-out if there is no other access to the site. We ask that you attempt to solve the problem, perhaps by deploying a can of de-icer before reporting a fault.
- 4) organise follow-up calls if refuse collections are missed. If collection vehicles cannot reach the site in treacherous conditions, please bag up your rubbish carefully and leave bags on top of the bins / skips to minimise attracting pests to site.
- 5) arrange in advance for salt or grit to be delivered to those sites where grit bins are in place, and re-fill them when safe to do so.
- 6) ensure 'non frozen' faults within customer service blocks are repaired to restore essential services as soon as possible.

WE WILL NOT ...

- 1) arrange emergency call-outs for frozen water pipes or pump-outs, it is not possible to repair these until the pipes thaw.
- 2) spread grit on mooring sites – this is delivered for your use to keep the area near your boat safe. You do this at your own risk,
- 3) arrange for the removal of sewage from your boat as an emergency where there are working alternative facilities / toilets on site.
- 4) allow contractors to work on mooring bollards in the rain because of the increased risk of electrical shock and the introduction of dampness into the equipment.
- 5) organise water bowsers on site if water points are frozen. We recommend that you plan ahead, laying stocks of bottled water, water containers etc.

RESPONSE TIMES

The contractor will attend the site either same day or next day depending on the time of day when the fault is reported. We aim for shorter response times for facilities at designated residential long term mooring sites and those which have exclusive use of a facilities block. Wherever possible, the contractor will fix the problem on the first visit, but we can't guarantee this. The contractors will themselves be affected by the weather and will only be able to attend if it is safe to do so. They will try their best but we cannot guarantee response times in bad weather. Also some works may be too risky or not possible to undertake until the weather has improved.

To report a problem, please contact your local Moorings Manager or Moorings Co-ordinator in the first instance. They will take the essential details and liaise with the appropriate supplier. Their contact details are shown at the end of this note.

BW offices will be closed from 2pm on 23rd December until 8.00 am on 3rd January. If you need to report a fault during this period, please call Freephone Canals on 0800 47 999 47. The call handler will take your details and you can expect a call from the local duty supervisor within an hour. The duty supervisor will ask you for information to help him or her diagnose the problem before they contact the relevant contractor.

OUR OBLIGATIONS

This briefing is consistent with the terms of your mooring agreement:

"We will keep the services and facilities that we provide under this Agreement clean and repaired. We will replace any equipment that has become unusable and is beyond economic repair. We will not be liable if the services and facilities fail temporarily and we replace or repair them within a reasonable time."

'We shall not be liable for any other loss or damage caused by any events or circumstances beyond our reasonable control (such as extreme weather conditions, unforeseeable failure of historic structures or the actions of third parties not employed by us). This includes loss or damage to boats, gear, equipment or other goods left with us for repair or storage. You may wish to take out your own insurance to cover such risks.'

OUR REQUEST TO YOU

Please act responsibly and considerately towards others. For example, do not leave water taps running or dripping in an effort to prevent freezing. This leads to increased risk of ice forming on paths and causes a huge safety risk.

BW shares the view of the Residential Boat Owners' Association (RBOA) that live-aboard boating is not for the faint-hearted – a message that they consistently promote at waterway events and on their website. Resourceful boaters will take cold weather challenges in their stride. We'd urge others to seek home comforts in more conventional types of accommodation during harsh weather. We also strongly recommend a visit to the RBOA's website, www.rboa.org.uk where there are helpful cold weather tips in the "Life Afloat" section.



CONTACT DETAILS FOR BRITISH WATERWAYS MOORINGS STAFF

Waterways	Responsible person	Contact Details
Aire & Calder Navigations, Leeds & Liverpool (East), Calder & Hebble, Pocklington, Stainforth & Keadby, Rochdale, Selby, Sheffield & Tinsley, South Yorkshire Navigations.	Rob Taylor	07789278956
Lancaster Canal, Leeds and Liverpool (West), Macclesfield, Peak Forest, Trent & Mersey (to the south end of Harecastle Tunnel).	Leanne Pendlebury	07770610213
Birmingham & Fazeley, BCN, Staffordshire & Worcester, Walsall, Worcester & Birmingham, South Stratford, Shropshire, Llangollen, Montgomery.	Rob Prigg	07766774704
Chesterfield Canal, River Trent, Erewash, Fosdyke & Witham Navigations, Nottingham Beeston, Upper Trent, River Soar, Trent & Mersey (Derwent Mouth to Harecastle Tunnel) Caldon Canal – Leek Branch, Coventry & Ashby Canals. GU Leicester Line (Kings Lock to Kilby Bridge).	Sandie Dunstan	07747897784
All above northern waterways	Jackie Self – mooring coordinator, supports the four Mooring Managers above)	01606 723805
Grand Union Canal north of Marsworth to Radford lock. Oxford Canal, Grand Union Leicester line (Norton Junction to Kilby Bridge), GU Welford Arm, Market Harborough Arm, Northampton Arm, and Stratford Cut	Roz Rothwell	07917268740
GU South from Marsworth to (and including) Benbow Way, Aylesbury Arm, River Chess and Lee and Stort Navigations	Belinda Phillips	07717581215
Regents Canal, Limehouse Cut, Paddington Arm, Grand Union south of Benbow Way	Laura Raine	07876476411
Bridgwater & Taunton Canal, Kennet & Avon, Gloucester & Sharpness, River Severn, Mon & Brec, Worcester & Birmingham, Droitwich Canal, Stourport Basin pontoon moorings.	Maria Nash	07917585011
All above southern waterways	Sharon Goode (supports the four Mooring Managers above)	01452 318040