

# ABCBM



ABC BOAT MANAGEMENT

ABCBM

Spring 2012

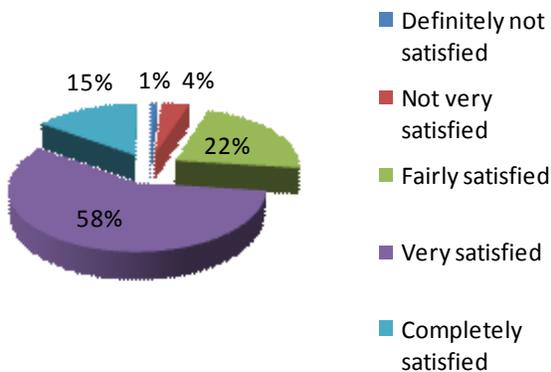
We can't believe another year has passed and are all about to embark on another boating season. When you sit down to write a newsletter it reminds you of the progress and improvements that have been made over the last 12 months.



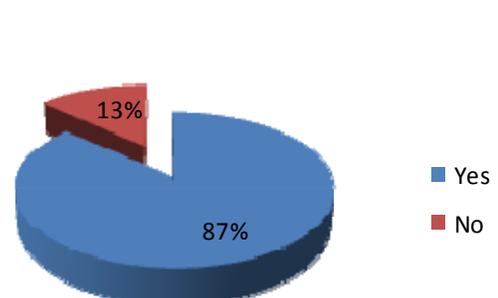
## Customer Satisfaction Survey

Thank you to the 98 Syndicate members who completed our online questionnaire which provided us with useful feedback to help us constantly improve our service to ensure we better meet the syndicate's requirements.

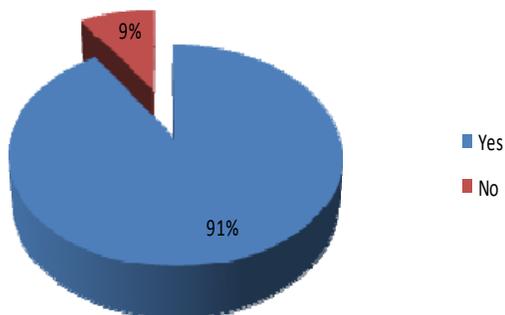
### How would you rate the service provided by ABCBM?



### Do you receive value for money?



### Would you recommend us?



The most recurring items in the survey were:

1. Services at some Marinas
2. Time taken to deal with repairs etc.
3. Communication and feed back on turnaround reports and faults
4. Website for owner information

## Customer Satisfaction Survey continued

**Services at Marinas** - there has been a change of Manager at three marinas and they are providing an impressive personal commitment and level of service to syndicate boats.



**Repairs and Feedback** - we have introduced a new procedure during the winter.

New 'ABCBM Handover and Fault Report' pads and the marina's new 'Work Record' sheets have now been introduced together with improved procedures.

Anything that has been reported on the Handover Fault Report is transferred to the Work Record to be investigated and repaired if possible. If the repair can not be effected that week, the procedure is to populate a new 'Work Record' for the following week with the details of the fault and what has been done so far i.e. ordered parts, requires more time to fix than available today etc. ABCBM are keeping a log of all reported faults and how these were repaired or any items that are deferred so we can prompt the marinas for the following week. A white copy of the work record listing what has been done, should either be at the marina reception for the on coming owner to collect whilst checking in or already onboard the boat for your records so you can see what has been done as well.

**Websites** - we have been experiencing difficulty uploading the information and have spoken to our web developer. We are hoping to upload PDFs which will enable owners to download if required. Once we have it working uploads will take place on a monthly basis.

## Even bigger discounts

We are pleased to be able to tell you we have now increased the Syndicate's discount to 10% on everything you purchase at an ABC owned Marina. You should find a discount card on the boat and if you present this at the time of making a purchase, the discount will be applied. All Syndicates under ABC Boat Management also benefit from a 10% discount on the moorings and any work we carry out.



Your 10% discount goes some way towards covering your average management charges of £3125.00. If you are managed by us on an ABC marina and use their services you would save around:

- £2,000 off the management fee compared to our competitors
- 10% off the mooring fees which is around £200
- 10% off the routine maintenance which is around £200
- 10% off gas, diesel and pump out which is around £500
- Free Syndicate Bank Account
- Special Group Insurance Policy Rates
- 10% off any exceptional or winter work carried out by an ABC Marina
- Ignoring the last three items you could **save a massive £2,900** per year which is almost what we charge for annual management
- We also offer discounted boat hire if you want to visit canals your own boat can't reach, for friends to join you, or emergency boat replacements

## What you can expect from ABCBM

- We will carry out all management, accounting and administration for the Syndicate and Boat.
- We will provide you with a named bank account with access to regular statements and invoices supporting a totally transparent financial record of the Syndicate and Boat's finances.
- We will arrange and attend meetings and chair Syndicate AGMs as required. We will keep notes of meetings and circulate to the syndicate.
- We will provide in house technical advice and support as required.
- We will provide a monthly email update of your boat (Financial, Technical, and General)
- We will annually inspect the boat with a syndicate representative and provide a report, recommendations, and estimates of cost for approval at the AGM.
- We will re-inspect the boat with a syndicate representative to ensure the work that was agreed is completed to a satisfactory standard.
- We will communicate with you by email, post and through web pages as appropriate.
- We will pass on savings from our buying power and will not mark up purchases.
- We will offer discounted rates on all goods, services, moorings and repairs provided by ABC including boat insurance.
- We can list and sell your shares or boat for you for free or we can fully manage the brokerage for a 5% commission.
- We will provide an emergency replacement boat scheme either on an insured basis (£100 plus VAT per week covered), or pay as you go.
- We have access to template contracts with syndicates and organisations, or with individual syndicate members, or can work to a syndicate's or organisation's existing contract.
- Management fees from £250 including VAT per share per year.
- Free syndicated banking in own account including convenient monthly Direct Debit payment of fees.
- Competitive insurance premiums as part of our fleet policy.
- 7 days per week contact facility with marina and central office.
- 24 hour emergency breakdown cover.
- Newsletters and syndicate's own private internet page.
- Our network of ABC marinas provides the opportunity to cruise much of the canal system, although we are happy to manage boats on other marinas.
- Air conditioned meeting room facility at Alvechurch Marina with pub next door providing cost effective AGM facilities – [http://www.abcboatmanagement.com/meeting\\_room.html](http://www.abcboatmanagement.com/meeting_room.html)
- The security of knowing we will be there when you need us.

## Drought Update

I am sure you are all aware of the drought condition some parts of the country are experiencing. This is the second year of these conditions and BW did an excellent job last year maintaining water supply to the canals but with another dry winter we all need to help them this year by conserving and not wasting water. Please share locks where ever you can and make best use of locking up and down even if it means waiting for a short while for a boat to arrive.



<http://www.waterscape.com/features-and-articles/features/british-waterways-reservoir-watch>

## Around our marinas:



### Gayton Marina: David Smith

After some management turmoil at Gayton which we apologise for I am pleased to be able to introduce David Smith as the Marina Manager. David was previously the Managing Director of Excellence Afloat and after selling the business decided he was missing the waterways. I am delighted that David decided to join ABC and I know he will be making significant improvements at Gayton. We are currently refitting the shop and reception and have decorated the toilets ready for the season. I know David is looking forward to meeting anyone who is based there or visits Gayton.

### Anderton Marina: John Cunliffe

Many of you will have already have met John Cunliffe who has recently returned to ABC as our Manager at Anderton Marina from being the "C" of B&C Boat Management. John is already making his mark back at Anderton having already decorated the toilets, refitting the shop & reception and having some major construction work to pile the south end of the marina and replacing some of the pontoons. As part of this work we are installing a new state of the art pumpout and elsen disposal system. We apologise to anyone who has visited the marina while this work has been going on but hope it will all be finished by the end of March. The only down side of this progress is the retirement of our famous "Two Loos" the pumpout boat which has finally given up, and will be going into retirement.

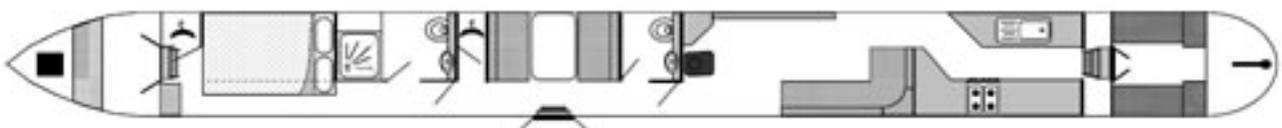


### Alvechurch: Darren Mather

Not to be left out there have been some changes at Alvechurch. Darren Mather moved from being our Marina Manager at Worcester Marina to Alvechurch in August so hopefully many of you will have met him. During the winter we have refurbished the toilets and showers at the marina. Again we apologise to anyone who visited and had to use the Porta loos, or half finished toilets but as they were completely stripped out it was unavoidable. You will find they are now kept locked out of hours as they had become a public toilet and we want to keep them as nice as possible for our customers. If you need the code please call at reception but please do not pass it on.

## Welcome to our latest Syndicates.

We are pleased to welcome the "Eos" syndicate which is the latest boat built by ABC. EOS was launched in August last year and is currently based at Alvechurch. The next boat is "Hera" being launched in June and will be based at Worcester (layout above). There are only a couple of shares left in this if anyone is interested.



## Changes to your Banking Arrangements

ABC bank with the Royal Bank of Scotland (RBS) and in August 2010, it was announced that RBS was going to sell its English and Welsh branch network to Santander. This sale follows an agreement reached with the European Commission in 2009 and relates to the UK Government rescue of RBS.

ABC Leisure Group will remain a customer of RBS but is being issued with new sort and account codes. This does mean that all of the syndicates' bank account numbers and sort codes will change. There is an automatic switching process and all other details of the accounts will remain the same.

As part of this we have taken the opportunity to add 'client monies' to the syndicate bank account name. Although we had written notice from the bank confirming that the syndicate funds were separate from ABC's banking arrangement, this provides an additional level of separation between your syndicate funds and ABC's funds. Further details of the switch can be found at <http://www.rbs.com/customers/our-services/sale-of-branches.ashx>

## Events

You are all welcome to join us at The Weighbridge Pub Beer Festival at Alvechurch Marina on Friday 11<sup>th</sup> and Saturday 12<sup>th</sup> May 2012. See [www.the-weighbridge.co.uk](http://www.the-weighbridge.co.uk).

**For details of our other events and open days please visit [www.abcboatmanagement.com](http://www.abcboatmanagement.com)**



ABC LEISURE GROUP

# Boat Owners Weekend & Beer Festival

Alvechurch Marina, Worcestershire B48 7SQ

## Beer Festival

More than 30 beers as well as cider, perry & fruit wine

**Friday**  
**11th May**  
**2012**  
6.00pm - 11.00pm

**Saturday**  
**12th May**  
**2012**  
12.00am - 11.00pm

## SHARED OWNERSHIP OPEN DAY

11.00am till 2.00pm at Alvechurch Marina

**Saturday**  
**12th May**

[www.alvechurchmarina.com](http://www.alvechurchmarina.com)



If you're interested in purchasing a share in a boat come along and view the boats on display.

Or if you have a share in a boat you would like to sell contact us on **0330 3330 590**

[www.abcboatshare.com](http://www.abcboatshare.com) and [www.abcboatmanagement.com](http://www.abcboatmanagement.com)

**There will be entertainment and a small selection of trade stalls**