

**Minutes of a Council Meeting of the
NATIONAL ASSOCIATION OF BOAT OWNERS
Held by telephone conference at 10.00am
on Sunday 20th January 2019**

Present: Stella Ridgway, Mark Tizard, Helen Hutt, Peter Fellows, Mike Rodd, Ken Hylins, David Fletcher.

1. **APOLOGIES:**, Phil Goulding, Alison Tuck

2. **MINUTES OF LAST MEETING**

- a. The Minutes were approved from 11th November.
- b. No other matters arising not on the agenda

3. **POLICY DISCUSSIONS: Matters requiring agreement and action from this meeting:**

- a. **Re engagement with CRT.** There was a discussion on the issue of continued meetings with the new CRT directors. It is still the intention a series of meetings should be set held. This follows on from Stella's discussion with Jon Horsfall.

Outline Plans for directors are

Mr Phil Mulligan East Midlands - Paul/Alison & Joan. First meeting has taken place

Ms Ros Daniels SE Mike and David Williams No progress

Mr Daniel Greenhalgh NW Stella and others, with Stella to arrange.

Mr Richard Thomas Wales and SW Mike Rodd already started, useful meetings but not much happening because of the reorganisation. Devizes office will close

Mr Adnan Saif West Midlands Alison No progress

Mr Sean McGinley North East - Stella and Howard A. No progress.

The ongoing reorganisation is still driving CRT, with new directors on seat, potential loss of expertise, change in pension plans, and individual staff uncertainty being the main issues. Not much we can do at the moment. Stella has a CRT Council meeting shortly and this will provide most information. We concluded to hold our comment for the time being.

4. **Reports on Key issues**

- a. **Recruitment Flier.** We have a proposed flier. We need to check the Twitter and FaceBook references. The PO box is underway and will be up and running from 25 January and this will go on the flier. Helen will look at final art work. Ken offered to include his phone number a contact. Council agree to go for a print run of 5000 at a cost of £150. It was also agreed that 1000 would be kept back by the printer to go in the next NN. The main package to be sent to David for redistribution.
- b. **Winter Moorings.** There are rumours of withdrawal of these next year. Julie Sharman has been heard talking of this. There are some sites on the GU, K&A with poor take up. The word is out there that there is no enforcement so why bother with paying so much? On Peak Forest the moorings have been full.
- c. **Volunteers costs in NABO News.**

There has been an email exchange with Matthew Symonds with bizarre responses. It appears that the detail volunteer costs are lost in the budget figures, and the relevant numbers cannot be identified with the current data. We await the next response. We are committed to publish the current clarification. The bulk of the volunteers are lock keepers, but we can identify differences in expectations in different areas, some do painting and tidying, vegetation working, others not. What are the expectation of boaters? Are these at the difficult locks or just the easy ones where no help is really needed? We consider that CRT have a way to go in their management of volunteers, both in terms of (over) compensation and clarity on expectations.

d. BSS

The most recent meetings were BSSTC 27 November, and BSSMC 13 December. CO alarms for all boats with accommodation were endorsed. This will come into the examinations in April. The next meetings are in March. There are many boat fires at the moment.

e. NAG

The last meeting was in November and I have reported separately.

There is general chat in the group about wide beams, sharing the canals (with canoes). The next one is in February, agenda not set.

Two wide beams are reported craned in at the new marina at North Kilworth, on summit pound on Leicester Arm. This is a non residential marina. One of the issues for wide beams is the dredging profile for two wide beams to pass.

f. Visitor moorings

It is reported that there are issues on the GU with unsatisfactory depth on visitor moorings, These are not fit for purpose. It was suggested that this is a good issue for NABO to campaign. We need visitor moorings with depth of water, bank suitable for access, and rings or piling, and vegetation cut to edge and also on the offside. CRT appear unable to pull all this together at one time. It is this sort of thing that needs to be embedded into CRT's promised customer service inspections and vegetation plans. CRT are undesignating 14 day moorings and we want to have these available and at the same standard.

5. Finance

There is nothing out of the ordinary to report. Changes to bank mandates are on hold pending the new PO Box number.

The Q3 budget comparison was tabled. This shows a small (£412) excess of income over expenditure, against a forecast 9-month deficit of £1,659. We are predicting to break even for the year.

Balances on 20 January are:

Barclays Community	3736.57
Barclays Deposit	3774.30
PayPal	608.35
Redwood Deposit	15,202.50
Expenses	100
TOTAL	22,421.72

6. Web

The web site is now running on the latest software in all categories. Back ups have been done. There have been no interruptions from the ISP since the event on 5 November. There were a small number of rejections on the mailing for the last bulletin, and spam checks appear to be OK at the moment.

The outstanding 31 GDPR email members were chased the in December and got ten responses. There continue to be a problem with the remaining members. It is not possible to say whether the emails have been blocked, not opened or not responded too.

It was considered now to delete these other email addresses as we do not want to hold addresses for members who are not using them. One regional rep is included in this. There remains about 50 other members still to confirm GDPR who are not on email. These are being written to at renewal, but I plan a mail campaign when the new PO box is set up.

Time has been spent in January with Heart looking at the email setup that we have, particularly concerning non delivery of mail to BT and NTL members. This has involved testing various configurations to see what makes a difference. The root problem is that BT and NTL are blocking the mails because they do not trust the make up of the message or the Heart sending system which is common user. With Heart, some reconfiguration has been made so that Council@ type distribution and Membership/Bulletin mails use safe SMTP servers, and improved the settings.

Overall it is concluded that we will move the services to another web host provider later this year, and before renewal in November 19.

Consideration is also being made to use a specialist provider to send the emails. This does not necessary cost anything for our small volumes and could work with most web hosts. see for example <https://www.mailgun.com/smtp>
All this is really important as we go forward. There is no point in pushing email communication if the mails do not get through.

The software to prevent spurious logins continues to work and there have been several occasions since last meeting all from eastern block areas. Occasionally members try and use their email address as user name, ignore the warnings, and then get locked out. The user name is not the email address. The renewal letter has been amended to include the user name. The lock out period is 7 days, but it can unblocked.

No more papers have been taken from Richard. The AGM minutes are all scanned and on the web site for record purposes.

7. Nabo News

This is the first pass at the list.

Obituary on Paul
Techy corner Tony brooks
West Midland meeting report Alison
CO alarms Peter

PO Box number Helen
Web and membership David
Boaters expectations Mark
Frankeal report. David

8. A.O.B

The proposed meetings for the coming year are:

Meeting concluded at 12.00pm.

Next Meeting is scheduled for Sunday 17 March at Tamworth.

 17/03/2019.