Richard Parry,

Chief Executive,

Canal & River Trust,

National Waterways Museum,

South Pier Road,

Ellesmere Port,

Cheshire CH65 4FW

Sent by email only to richard.parry@canalrivertrust.org.uk

[DATE]

Dear Mr Parry,

**CRT FACILITIES REVIEW**

This is a formal complaint in line with the CRT complaints procedure. I am not satisfied with the report dated 5th July 2023 that confirms CRT’s intention to widen the gap between essential boater facilities of water taps, rubbish disposal and sewage disposal from 4 hours to 1 day’s cruising. |Since then CRT has closed multiple facilities. I am a boat dweller without a home mooring and this is making my life more difficult. To add insult to injury, I am being expected by CRT to pay a higher licence fee for fewer facilities and less maintenance.

CRT appears to have treated the consultation as a majority voting exercise in which the needs of the minority have not been considered. Only some 27% of respondents were liveaboard boaters without a home mooring. It is clear that the needs of the minority, that is, boat dwellers without a home mooring, were not seriously considered in this review. This is in spite of the fact that we made up 27% of the respondents.

However, the survey did not ask questions that would have been more relevant to liveaboard boaters, such as how frequently in days or weeks boaters need to use each type of facility, or whether the gap between facilities should be shorter in areas where there were greater numbers of boats all year round.

 The closure of facilities means that I am at higher risk of enforcement action by CRT due to having to turn back more frequently to access facilities or to travel further ahead and then turn part-way back more frequently to access facilities. This means that CRT is more likely to deem that my cruising pattern is not satisfactory, due to the number of times I have had to turn round/ reverse my direction of travel.

I have been personally affected by these facility closures in the following ways:

[GIVE DETAILS OF HOW YOU HAVE BEEN INCONVENIENCED]

To remedy my complaint, please re-open the [ELSAN/ WATER TAP/ RUBBISH BINS/ SANITARY STATION] at [GIVE PLACE AND WATERWAY NAMES] with immediate effect.

I look forward to your reply within 15 working days.

Yours sincerely,

A. Boater