

# AQUEDUCT NEWSLETTER

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NB ANOTHER FLUKE - PAINTED BY AQUEDUCT MARINA

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By Robert Parton  
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Aqueduct Marina

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## MORE TEAM FOR YOU

This is the follow-on article from last month's newsletter "A Team For You". I'll try to explain the wider teams, the roles and skills we have and how it hopefully all fits together for you, our canal boat customers' benefit.

First, an update on the faces you may see around the marina.

Welcome to:

Olivia. "Livvy" has joined us recently and taken over the Café front of house supervisor role. You will be forgiven for thinking she looks familiar as she is Georgia's sister (our receptionist, currently on maternity leave).

James has joined our fabrication team as an extra pair of welding hands in a busy fabrication department. James and his wife have recently moved to the UK from South Africa. They also have a boat here at Aqueduct Marina.

David has joined the engineering team

as a twenty-eight year old apprentice on an Advanced Apprenticeship in engineering on the fabrication and welding pathway in conjunction with Cheshire College South and West. You can now be an apprentice at any age. We are hoping he quickly picks up all the skills we have amongst the wider engineering team.

Here at Aqueduct Marina we have steadily grown all the areas of the business with now over 30 people employed, (27 Full time Equivalents) plus some regular subcontractors.

As a result of the continued growth we have recently re-organised our teams and people's responsibilities. This is to improve our customer experience to back up our promise of creating "more time for you", as well as creating a better working environment for all. Continued on page 2...

...Below is some more detail about the team behind the marina.

The business is owned by myself and my wife Andrea. We operate with a board of Directors. The board is made up of three family members, myself (Managing Director), Andrea (HR Director) and our eldest daughter Jennifer (Leisure Director). Also on the board are Steve Dewey (Non Exec), and Phil Langley (Marina and Operations Director). The aim being to set the strategy and discuss the progress of the business against the budget. Phil Langley, with the Boards support, has full day to day management of the marina. No easy task with so many varied activities taking place on one site.

The article below tries to explain how the teams fit together to help the smooth operation of the marina.

To avoid confusion, the first port of call for all enquiries remains the Reception desk in the main office/cafe building. Either call 01270 525040, email [reception@aqueductmarina.co.uk](mailto:reception@aqueductmarina.co.uk) or use the online chat via the website [www.aqueductmarina.co.uk](http://www.aqueductmarina.co.uk). From here, depending on the enquiry, we will either deal with the request there and then or direct the enquiry to the correct area of the marina. The marina business is now split into 4 main areas:

**1.Customer Services and Facilities** led by Nick Beech. Nick has fourteen years' experience of the inland boating industry, starting at Anderton Boat lift and now here at Aqueduct Marina. This department looks after existing moorers' and storage customers' day to day needs, the Café team, reception, Caravan site and manages the site maintenance.

**2.Boatyard operations** - led by Chris Moran. Chris also has fourteen years' experience in inland boating, starting with his own three-man boat building company based on the yard here and now running our largest department with two main teams operating within it:

Yard led by Alex Strachan. Alex looks after boat moves, blacking and painting operations.

Workshop led by Scott Astbury. Scott oversees fabrication and engineering works

**3.Sales** - led by Ian Youd. Ian has forty years' experience in the marine industry, the last five years directly with inland boating. This area looks after the brokerage and chandlery along with new mooring and storage enquiries. We plan to appoint a sales assistant in the spring to work with Ian. Sallie, currently covering maternity leave on reception for Georgia, will move to this new role.

**4.Business Support** - led by Sarah Rayner. Sarah manages the accounts including invoicing and banking and is also clerk to the Board. Sarah has worked for Aqueduct Marina for twelve years (since before the marina opened) and has Aqueduct Marina business knowledge second to none.

## EMPLOYEE OF THE YEAR

After months of hard-work by all of Aqueduct Marina's staff we are extremely pleased to announce this year's employee of the year winners. 3rd place went to Will Brown (Welding and Fabrication), in 2nd place was Jane Oakley (Operations Assistant) and last but not least our employee of the year for 2019 was... Alex Strachan (Yard Supervisor). We would like to take this opportunity to thank all of our fantastic staff for the hard work they put in all year round as without them there is no Aqueduct Marina.

Below is a selection of photos from this year's awards and Christmas party... Don't they scrub up well!





By Ian Youd  
Sales Manager  
Aqueduct Marina

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## BROKERAGE UPDATE

We continue to attract high levels of new and used boats to our marina to sell on brokerage. We currently have 14 vessels for sale with a further 8 new/used boats due to arrive in the New Year. This will help to maintain our high levels of success for 2020.

We have seen an increase in new boat builders who wish us to sell their new boats here at Aqueduct Marina. Just to mention a few; of course, we have Glenn from Knights Narrowboat Builders, who is our resident boat builder, The Tyler Wilson Group, Cunliffe Boat Builders and more recently to come on board with us, Swan Boat Builders.

So we can present the new boats in keeping with our high standards of customer service, we have developed a 'New and Prestigious Boat Show Ground', which is to the left on the approach road by the barrier as you drive into the marina. Some of you may have noticed the transformation

of this area over the past month or so. It is currently home to NB Lilly May which has just been painted by Jonny here at the marina. I am sure you will agree this area, now it has been refurbished, is perfect to display and sell new boats.

There is no requirement to book an appointment to come and view any of the boats we have for sale or, if you are thinking of selling/upgrading your current vessel or, if you have any questions about our newly built boats or our vessels on brokerage, please do not hesitate to contact me. The door is always open and the kettle is always on. Sometimes we have biscuits too!

Hope you all have a great Christmas and a fab New Year.



NEW SWAN BOAT BUILDERS NARROWBOAT

## THINKING OF SELLING YOUR BOAT?

ASSISTED VIEWINGS | FREE PRE SALE VALET  
VERY COMPETITIVE COMMISSION RATES  
FREE VALUATIONS | ARRANGED COLLECTIONS



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# CONSULTATIONS AND ELECTIONS

**Domestic Shipping air pollution:** call for evidence by both the Inland Waterways association and British Marine.

This includes narrowboats.

[www.gov.uk/government/consultations/domestic-shipping-air-pollution-call-for-evidence](http://www.gov.uk/government/consultations/domestic-shipping-air-pollution-call-for-evidence)

**Canals and River Trust Council elections** take place in January, Eligible voters should be contacted in January by C&RT.

The candidates who have put their names forward can be seen on the C&RT website.

[www.canalrivertrust.org.uk/about-us/how-we-are-run/the-council/council-elections-2019-20](http://www.canalrivertrust.org.uk/about-us/how-we-are-run/the-council/council-elections-2019-20)

**Red diesel;** Following an extensive consultation during which the HMRC apparently received many responses, the impact of the UK losing its court case with the European Union, meaning that Red diesel cannot be used in leisure craft, rumbles quietly on.

The actual implementation date, lead time and mitigation to help users and suppliers has still to be announced. Not surprisingly from what I can gather the government has other issues on its mind!

Hence this is not a high priority, and like so much else in parliament, no decisions have been made!



## SHOP ONLINE

VISIT

[WWW.AQUEDUCTMARINA.CO.UK/CHANDLERY](http://WWW.AQUEDUCTMARINA.CO.UK/CHANDLERY)

[www.aqueductmarina.co.uk](http://www.aqueductmarina.co.uk) - 01270 525 040 - [info@aqueductmarina.co.uk](mailto:info@aqueductmarina.co.uk)

# HIGH IMPACT VOLUNTEERING



MAURICE (CENTRE)  
COLLECTING THE AWARD



BEFORE



AFTER

One of our moorers, Maurice Ward (Nb Emilia-Romagna), together with two friends (Keith Scargill and Dave Morris – both very active CRT volunteers) has recently won a prestigious award for volunteering.

Last year, all three worked together on a project at CRT's Ellesmere Yard where there is a so-called Pattern Room, full of wooden patterns predominantly from the last half of the 19th Century that were used for casting in metal a lot of the fixtures and fittings that you see on the canals.

It turned out that there were almost 1300 of them just heaped untidily in the room and CRT wanted them to receive the attention that they deserved to preserve them.

In 2018, nine months were spent numbering, measuring and photographing each item. All data were entered into a National Waterways Museum database. Finally, shelving was installed to produce an almost museum like display.

For this activity a 2019 Marsh Award

for High Impact Team Volunteering was given jointly by another charity, the Marsh Christian Trust, and CRT. The award was presented in Birmingham in late November by the Lord Lieutenant of the County and the Chairman of CRT. The associated cash prize has been donated towards the continuing work on the restoration of the Montgomery Canal.

Extract from the presentation:

"They are an invaluable team and have undertaken a task that many thought was in the 'too hard to do' category and the work and commitment that this has taken is just outstanding and invaluable to the region, the whole organisation and future generations."

We would like to thank all those who volunteer to preserve the history of the UK's canals as well as keeping them working and looking fantastic. If you are interested in volunteering with CRT you can find opportunities at...

[www.canalrivertrust.org.uk/volunteer/opportunities](http://www.canalrivertrust.org.uk/volunteer/opportunities)

## AMBASSADOR OF THE YEAR

Church Minshull Aqueduct Marina has won the Ambassador Business of the Year award at the South Cheshire Chamber of Commerce and Industry annual business awards. Ten South Cheshire companies came away as winners on Saturday 23 November at Crewe Hall Hotel.

The Ambassador of the Year Award sponsored by Cheshire East Council was open to any business trading within the Crewe and Nantwich area of South Cheshire. Judges from Cheshire East Council awarded Aqueduct Marina with this award as they displayed expertise and leadership in the field on a regional and national basis.

Robert Parton MD of the five gold anchor marina commented on the award: "It is a huge privilege to accept this award on behalf of the whole Aqueduct Marina team."

"This award rounds off our successful tenth anniversary year, as it is especially rewarding to be acknowledged alongside many other brilliant South Cheshire companies. Our thanks go to the South Cheshire Chamber of Commerce, Cheshire East Council and master of ceremonies Cheshire Cat Radio."

This award recognition for the Shropshire Union Canal based family marina joins the fourth consecutive Inland Marina of the Year award that was won at the Southampton International Boat Show in September.



**AQUEDUCT  
MARINA**  
MORE TIME FOR YOU





By Robert Parton  
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# WATER REGULATION ADVISORY SCHEME (WRAS)

For marinas and therefore for you our boating customers, there is some new updated advice about the use of hosepipes around water courses, when filling up water tanks or washing off boats. Failure to comply could lead to more draconian regulations and associated extra costs being forced on the marine sector.

The water authorities have always had concerns about reverse pressure causing contamination in the water mains system. With a potential risk from a hosepipe left lying in a water tank or water course, that then could suck water back up the hosepipe and contaminate the mains network. (they like to see air gaps created wherever possible).

They have recently been threatening to flex their muscles and impose some very expensive systems on marinas. Aqueduct Marina does have a Double check non return valve at the connection with the mains.

Following discussion between British Marine our industry trade body, various stake holders, and 5 water undertakers they have agreed some industry best practice. (IBP)  
For the full guidance please refer to the British Marine website-  
[resources-publications](https://www.britishmarine.co.uk/Resources/Publications/2019/November/Industry-Best-Practice-Marine-Water-Facilities)

[www.britishmarine.co.uk/Resources/Publications/2019/November/Industry-Best-Practice-Marine-Water-Facilities](https://www.britishmarine.co.uk/Resources/Publications/2019/November/Industry-Best-Practice-Marine-Water-Facilities)

The agreed IBP for boat owners states;

When boats are ready to fill up their onboard cold water storage tanks from a designated drinking water filling point, or mains water standpipe via a hose pipe, the end user must follow this simple Standard Operating Procedure (SOP)

1. Ensure that you only use your dedicated wholesome water hose pipe when connecting to the water delivery device. (The correct lay flat

hose is available from Aqueduct chandlery along with a non return valve and trigger gun end)

2. Moor the boat so that you have adequate access to the drinking water delivery system.

3. Ensure the hose is safely secured to the drinking water filling point on board the boat.

4. Do not allow the hose run to be in direct contact with any canal, river, lake, or other water courses, as allowing it to be submerged can lead to permeation of the hose. Permeation causes contamination of the mains water drinking supply which passes through the hose to fill the on-board cold-water storage tank(s). This poses a serious risk to public health and to those persons consuming the water downstream of the standpipe.

5. Do not allow the hose to lie in puddles.

6. Do not allow the hose to lie on the ground as this can also contain contaminants and encourage ingress.

7. Once the filling process has been completed, turn off the hose union tap, then physically disconnect and remove the hose. Once the hose has been disconnected, completely empty the hose of any excess water and stow the hose away in a re-sealable bag to prevent ingress and contamination from outside sources.

8. At no time shall a hose be left as a permanent connection due to its permeable nature. Such action can lead to a potential contamination risk and may result in legal action and/or possible criminal prosecution

Continued...

... Furthermore, when washing off boats with a hose pipe also have a trigger gun on the end of the hose to ensure that the hose turns off the flow when released.

The highest risk areas within the marina area are;

The boat yard wash down bay and pressure washer, which must be fed via an airgap (ball Valve system) fortunately ours is. This is one of the reasons we do not allow DIY boat pressure washing within the marina.

The hose on the tap by the service/pump-out jetty. When you consider where this hose goes it is obvious to think why. We have put a non-return valve on the tap, and an on/off valve tap in the hose line. We further plan to install a header tank with Ball valve.

The hose in the Elsan building is also being fitted with a non-return valve. We plan to connect with the exiting header tank for the swill-out hose.

Boat owners leaving hoses running and unattended while filling water tanks or washing down boats, risk that the hose then drops into the marina sucking water back up to the mains supply.

I personally dislike overbearing authoritarian "do not do's" but in this regard;

Please; Do not leave your water hose running and unattended as it potentially wastes a valuable water resource, and if the hose drops into the canal unnoticed is a potential contamination risk.

When not using the hose, drain all the water out from the hose and place in a sealed bag.

Thankyou for reading and following the required operating procedure.



## UPCOMING EVENTS

- December 31st 2019 - Aqueduct Marina New Year's Eve party
- February 15th 2020 - Annerversary evening / season opener
- May 23rd - 25th 2020 - Crick Boat Show
- July 11th 2020 - Aqueduct Marina Boating Event

More events to be announced throughout the year; keep an eye on our social media feeds for more details.

## WORKSHOP UPGRADES

During the festive period our Operations department is recieving a couple of new upgrades to make sure we are ready to met your needs in 2020.

Firstly, we are installing a custom built extraction system in the fabrication workshops to ensure the best working conditions for our expanding fabrication team.

Secoundly, we have invested in some new boat lifts so that we can lift boats for base plate blasting and painting.

## OTHER NEWS...

**Anniversary evening / Season Opener** - On the 15th of February 2020 we will be holding our season opener in the Galley cafe here at Aqueduct Marina. All moorers should have received their invites with this year's Christmas card and letter. Marina staff will be on hand to answer any questions you might have and there will be complementary wine and canapés served between 4pm and 6pm.

**New meeting room options** - If you are looking for a peaceful and productive meeting space or small function room then the Galley team have just the space for you. This 60m2 space is suitable for up to 25 delegates with a range of hour, half day and day packages available. The Galley team have also recently launched a new buffet menu should you or your guests require refreshments throughout the day. To book the meeting room or for more information email [cafe@aqueductmarina.co.uk](mailto:cafe@aqueductmarina.co.uk)

2020  
PAINTING  
SLOTS  
AVAILABLE



PAINTING TO BE PROUD OF

## PAINTING SERVICES.

Combining the latest and traditional techniques Aqueduct Marina provides a quality solution providing you with a full range of painting services, from hull blacking to full repaints that will enhance and protect your boat, ensuring your piece of mind and leaving you with a result to be proud of.

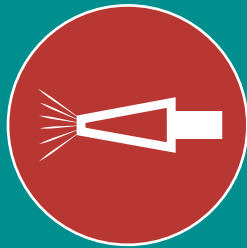


### WHY CHOOSE US?



#### CONTROLLED ENVIRONMENTS

Our modern temperature controlled workshops are insulated providing the perfect environment to paint all year round.



#### GRIT BLASTING & 2 PAC EPOXY

All our work is grit blasted and 2 pac epoxied as standard, Providing a perfect base for the cosmetic top coats, ensuring a Quality finish that will last.



#### TRADITIONALLY FINISHED

All boats are painted to a high quality and meticulously finished to the last detail ensuring you are left with a result to be proud of.



#### DETAILED DATA REPORT

Upon completion you will receive full test results including blast profile, paint thickness and temperature readings. All work is completed to manufacturers standards.

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