



BCBM BOAT SHARE LTD

# Newsletter

Issue 1 Summer Edition 2015

## Turnaround reductions at ABC Marinas

Dramatic reduction on Turnaround charges at all ABC Marinas! Once again BCBM demonstrate their negotiating clout and following an intense meeting with Edward Helps, the MD of ABC, we are pleased to announce that any of the syndicate boats we manage will now enjoy a dramatic reduction in turnaround charges. They were £27.00 and the proposed increase was to take them to the dizzy heights of £37.00 after our 10% dis-

count, however the conclusion of our meeting was that we in fact managed to negotiate the charges down to £21.00,



inclusive of VAT and discount, which confirms a saving of £16.00 per turnaround, or on a budget of say 35 turnarounds per year it equates to a saving of circa £560.00. It's

worth bearing in mind as well when looking at future moorings that there are great savings to be made on everything at ABC as you are entitled to a massive 10% discount on pumpout, diesel, repairs & renewals, call out charges, all chandlery purchases and not forgetting the huge savings which can be had on winter maintenance, so spending say £6k on your annual WM gives the syndicate a saving of £600.

## Free Membership with IWA

Many of you will already know that BCBM have been working closely with the IWA to help increase their membership and to date 73 of you have taken advantage of the special offer which we ne-

gotiated with them to help promote this and that was FREE membership for a year to enable you to see what they have to offer and what benefits you can gain from being a member. Unfortunately like all good things, this offer will be closing at the end of May but you can still take advantage

of the FREE membership offer up until then if you wish, what have you got to lose? Just contact Tracy Higgin by emailing her at [tracy.higgin@waterways.org.uk](mailto:tracy.higgin@waterways.org.uk) and take advantage now, you can become a full IWA member and save a whopping £39.00.

### Special Points of Interest

- Turnaround reductions
- Free IWA Membership
- The Team
- Janis gets a promotion
- We mean what we said on the tin

### Some of what's in this issue:

ABC Price Reductions	1
IWA Free Offer	1
From the Chair	2
The team	3
Helpers for shows	4
Thanks from Janis	5
New info guides	5



The Inland Waterways Association

From the Chair



**Andrew Barton  
(MD of BCBM)**

**“Janis Taylor  
joined us from  
ABC Boat  
Management,  
and brings with  
her a wealth of  
experience and  
professionalism”**

What a busy and exciting 9 months we’ve had what with the merger with ABC Boat Management which has now taken place with the very last syndicate (Harmonia) just crossing the T’s and dotting the I’s ready for the final piece of the jigsaw to slot into place on the 1<sup>st</sup> May, all being well. BCBM headed up by myself Andrew Barton

along with Edward Helps MD of ABC Leisure Limited hosted the 19 AGM’s from

September until November and the outcome of these were that Osprey had decided to sell their boat as the engine had finally given up and the syndicate members all agreed that after many enjoyable years cruising her it was really time to hang up their Lock Keys and sell her to an existing syndicate member who planned to fit a new engine and give her a total refurb to enable his family to continue cruising her for many years to come.

The very last AGM we hosted at Alvechurch Marina meeting room was for Somerton who after much dis-

cussion decided to try self-management but asked if they would be welcome to come back to if it didn’t work out. We all wished them well and this left a total of 17 syndicates and their boats who have joined the BCBM boat management stable and we are thrilled that they have all voted to sign up with us. All the team are look-

ing forward to working closely with all the new owners in the syndicates. Dee (Sales manager for BCBM) has also had a record break-

ing 9 months selling some 85 shares in syndicates both managed by BCBM as well as many in self-managed syndicates as well who use our share sales brokerage facility.

Janis Taylor joined us from ABC Boat Management, and brings with her a wealth of experience and professionalism as her administrative talents and knowledge are second to none, we’re all so pleased to have her join our team and enhance our boat administration offerings to all the syndicates alike both BCBM and ABC who already understand how valuable Janis is to the suc-

cess of the overall operation.

Now we have a robust and experienced team of dedicated and committed professionals able to deliver a syndicate service second to none and unrivalled throughout the boat share sector of the boating industry, we feel that we’re finally ready to take on the world of boating and deliver a service like no other company can. The proof will be in the pudding as the saying goes but I’m now confident that whether it’s technical, financial, allocations & booking or sales, you’ll need to go a long way to find a service that comes anywhere close to the BCBM experience. With an increase in turnaround managers, office admin and the continuing support from ABC in the guise of experts such as Dave Taylor and all the marina managers we’re able to cover the canal network with a technical network that can’t be matched by any of our competitors. Being with BCBM gives you confidence and places you in a comfort zone that will give you complete peace of mind, and well as knowing that we’re always there, caring for your investment.



ABC LEISURE GROUP



BCBM BOAT SHARE LTD

## The Team– Who's who?

Myself, Andrew Barton – Managing Director, I look after the overall running of the business and pride myself in ensuring that I'm always available and contactable by everyone should you feel that a member of the team can't help or answer your question. I believe that you should never alienate yourself from the very people who give you a job and ultimately pay your (and all the teams) wages. I enjoy close contact with all our owners and look forward to the AGMs especially which give me the opportunity to meet with many of those who I don't get to see on a regular basis throughout the year.

Dee Barton – Sales Manager and all things connected with allocations and bookings. So if you have any queries or questions on any of these areas, then please call Dee and like me, she's available pretty much all the time (although she does have a day or two off when she can each week) but is always willing to help either resolve your problem or answer your question whatever it may be.

Carole Briese - Finance Manager. Now when I started BCBM over 7 years ago it was basically just Carole and myself and we both were holding down other jobs as well in order to make ends meet as we only managed 16 syndicates in the early days so the pair of us were all things to all men on all occasions. Our owners over the years have become used to contacting Carole for a multitude of things and she has been only too pleased and able to help, however now the company has grown to 60 syndicates we are at the stage where we need to identify our roles and responsibilities more closely. It would be a great help therefore if owners can just take a second to think about what it is you're contacting us about, and who exactly is the most appropriate person to help you with your enquiry or question.

Carole, like me, fields some 85 telephone calls and emails each day and this as you can imagine is something we need to address in order to be able to streamline each department now so we become more professional and efficient. Only you can help us achieve this so we're really looking for your help and support to make this a possibility rather than a pipedream, please! If it's not connected with finance, invoices or accounts then look to who is the correct person who will help you quickly and simply as we need to relieve Carole of some of the calls and emails she has been receiving in the past to make things work more efficiently.

Janis Taylor – Boat Administration. Janis joins us from ABC Boat Management and is no stranger to syndicate boat management so she is a great asset to the team and has enabled us to take much of the general boat admin off Carole and allow Dee also to concentrate on sales and bookings while ensuring that you, the owners, don't suffer in any way what so ever because Janis is there to help and support you no matter what your admin enquiry may be. Janis will be looking at creating info packs for all the marina we have relationships with as well as co-ordinating all the boat moves each spring. Her role is to look after all our syndicates both BCBM and all those who have joined us from ABC as well. You'll find that Janis is eager to help and assist you with all sorts of syndicate related questions, so please email or call her (Janis works on a Mon, Tues and Wed each week) and she'll be only too pleased to ensure you get the right answers to your questions every time.

Charles Briese – General Manager - Technical. Charles has been boating for more years that he cares to recall but this stands him in good stead to ensure this role is (cont)

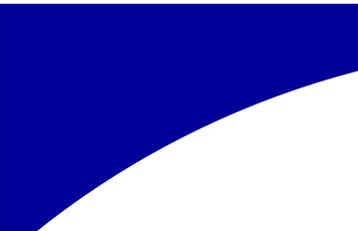


**Carole Briese-  
Finance Manager**

**“It would be a great help therefore if owners can just take a second to think about what it is you're contacting us about”**



**Charles Briese  
General Manager -  
(Technical)**



**Janis Taylor—Boat Administrator & Customer Service Manager**

**“It is great fun and the atmosphere is terrific as the sale of shares reach fever pitch on many occasions ”**

**The Team– Who’s who?**

(Cont.) fulfilled correctly, and he takes great pride in looking after all the boats throughout the fleet entrusted to his care. Charles has extensive knowledge when it comes to the technical side of looking after your boat. He takes great pride in making sure that your engine and all technical related aspects to this are always in great shape. An owner recently said he was concerned that Charles did not have any letters after his name to demonstrate his competence and qualification for the job. Those owners who know Charles and have trusted him to look after their boat for some years now, may well disagree with such comments. Believe me, Charles is as committed and enthusiastic about your boat as you are, and he will always be there to help and support you no matter when and where, as many of you can vouch for, he’s a great asset to our team and BCBM as a whole.

Turnaround Managers - (Andrew & Charles – Acting) Pete Underwood, Chris Carter, Phil Crisp and Alan Townsend. It’s these chaps who are the ‘Boots on the Ground’ so to speak. They are the ones in the team who all work part time but at the important times and days when your boat and syndicate turns around. They may not be at the marina every time you arrive

or depart as they will be fulfilling a multitude of tasks and duties, but during your time at any one marina you’ll all get to know them and realise that they are beavering away in the background to ensure your cruising time is as trouble free as we can make it. During the cold winter months for example, they’re the unsung heroes who keep tabs on the heating on your boat to make sure she doesn’t freeze, and cause untold damage to the infrastructure and plumbing etc. They busy themselves back and forth making sure that various parts and materials are delivered on time for, and during winter maintenance which you may have discussed and agreed at your AGM. So, as a team we’re all there to make sure things happen, and the odd time when things may go wrong they work hard to put things right and keep you moving and cruising, that’s what they’re there for so they’re an important part of the team.

Remember, whatever your question, query or problem, just take a few seconds to think about which member of the team is most suited to help and resolve your question or query. This way it will help us tremendously.

**Help us out at The Braunston Show & Crick**

Everyone appreciates the success we have for selling shares at the above two main shows of the year, but can only do this with your help and support. How can I help, You may ask? We are always looking for owners who are willing to become involved by volunteering to help show people over the boats, which attend the shows. It does not have to be your boat but we are looking for people who enjoy talking to perspective owners about syndicate boating and how it works as well as

chatting about the particular boat that you may be looking after at the show. All we ask is that you enter into the spirit of the day itself and just be there to answer the many questions which no doubt you asked at one time yourself when considering syndicate boating. It is great fun and the atmosphere is terrific as the sale of shares reach fever pitch on many occasions with perspective owners becoming excited about buying a share. We also welcome any of our owners who are qualified First Aiders as this is an

important role at our shows as well. Want to be involved? Give Dee a ring on 01270 813 902 or email her at [dee.barton@bcm.co.uk](mailto:dee.barton@bcm.co.uk) today! We would love to have you join the show team and become one of the many BCBM loyal supporters. Its great Fun and you’d be really helping many of your fellow owners sell their shares. “It does make a difference for the share sales” - Chairlady from Nb Shadow Syndicate. Hope to hear from you soon, or even better see you there!



**The buzzing Braunston Show, April 2014.**

### A big thank you from Janis

As many of you know Janis Taylor joined BCBM from ABC and what a gem she has turned out to be. For many of you who have had contact with Janis you will already know of her enthusiasm and professionalism which she brings with her. We are also really pleased to announce that Janis have been appointed Customer Service Manager, read the article below. On speaking with Janis she made the following statement "Time certainly flies when you're having fun! It's

almost a year since I joined BCBM and I can't believe that time has gone so quickly. It's been great working with the BCBM team over the last 11 months, they certainly made my move from ABC an easy ride for me and I am enjoying getting more involved with all the syndicate boats we manage. A big thank you to all owners that have had contact with me, for being so welcoming and friendly and I'm looking forward to meeting some of you in the future." For those

that have not yet spoken or communicated with Janis it would be nice for you to do so and introduce yourself to our new valued team member. Any questions or enquires do not hesitate to contact her on Janis.taylor@bcbm.co.uk Janis works Monday, Tuesday and Wednesday out of the Worcester Marina office and her direct dial is 01270 813 907 She would love to hear from you, so go on pick up the phone and say hello, she does not bite!

**"I am enjoying getting more involved with all the syndicate boats we manage. A big thank you to all owners "**

### Customer Service Manager

Watch this space! Although we have always had excellent customer service top of our list of priorities and are very proud of our relationship with our owners, we thought it was time we formalised what we are striving to achieve and put together a Customer Service Charter so that everyone is aware of our aims and desire to offer the best for you. Our

Charter will incorporate a complaints policy and procedure so you know exactly who to go to and what to do if we get something wrong. We are the first to admit that we are not perfect although we like to think we are but when things do not quite go to plan then its time to contact Janis Taylor our newly appointed Customer Service Manager. Janis will then

look into the situation, question or query which you have and start the process to ensure that we can resolve it to everyone's satisfaction in a timely and professional manner. This is a very important aspect of the service we deliver and something which we at BCBM take very seriously. We mean what we say and aim to deliver exactly what we say on our tin.

**"we thought it was time we formalised what we are striving to achieve "**

### New for 2015 - our Short Guides to the Marinas.

We thought it would be really useful, for boats moving to new marinas, to give owners a short but comprehensive guide to their new marina and the surrounding area. Really helpful too to give out to new owners joining a syndicate. So Janis has been working with your Turnaround Manager and the Marina to put together this information pack for you. We have

already completed Guides for Overwater, Aston, Kings Bromley, Droitwich, Caen Hill, Alvechurch, Wigrams Turn and Gayton and if you have moved to one of these marinas recently, you will already have received your copy. We continue to create guides for all the marinas which BCBM currently use and again these will be a great asset to not only

existing owners but when Dee sells a share in a boat it will become part of her sales completion pack which is sent to the new owner(s) to introduce them to the marina where their boat is currently moored. We have had many comments to date about these and how useful they are already, We hope you enjoy them too! Thanks Janis- great job, well done!



**Anderton Boat Lift, just one of the things in the information guide for Anderton Marina.**

**Check your prop**



**Prop which shows the damage that can be done as well as the debris which can collect on your prop if not checked regularly.**

Over the last 12 months we seem to have had an increasing amount of damaged props on many of our syndicate boats. We urge you to check your prop regularly which involves putting your hand down the weed hatch and physically feeling the blades on your prop to check for damage. We are not teaching any of you who already do this to suck eggs however we just want to reiterate the importance of this as it can be a costly job, for example £1,200 to replace on Oakmere only

last week. The insurance company will only cover the damage for so long before they take the view that we are swinging the lead! So please take that little extra time to carry out these checks which are so important to the well being of your boat. A little time can save a lot of money. The daily checks you carry out on your boat are extremely important and we urge you to ensure that you take the time to complete these as not doing so could impinge on not only your holiday but

also the owner following you on the boat as well. A damaged prop can also cause damage to the engine with the unnecessary load with the load it puts on the prop shaft and gear box combined. Remember that there is always help, support and assistance at the end of the telephone by calling BCBM and speaking to Charles Briese our General Manager, Technical. Who will be only too pleased to assist. If in doubt its always worth a phone call as that's what we are here for.

**Social Media**

With the ever increasing world of social media which we live in, BCBM have entered the world of Facebook, Twitter, Google+ You Tube and LinkedIn. So should you be familiar with any of these or be a member of one or more, why not become a friend or follower. We offer competitions (tickets to Crick & Southampton), news and

updates along with funny pictures and general quotes and stories. It would be great for you to join in and share some of your stories and photos with us and friends that have joined us along the way. Visit our home page ([www.bcbm.co.uk](http://www.bcbm.co.uk)) to find the link to any of these sites. In fact if you were to like our Facebook site between 24th April—31st May 2015, for every like we

receive we will donate 50p to a worthy canal charity. So join today to make a difference to your canals and country side with BCBM. Social media has become a great vehicle to spread the word of syndicate boating and help the sales of shares along the way, so share our posts with your friends to help the world of syndicate boating grow with the times.

**“We will donate 50p to a worthy canal charity for every like we get.”**



**Dee announces her wedding**

As Dee's dad it was a very proud moment when she recently announced that she is to get married to her fiancé Paul in September this year. The ceremony is to take place in the idyllic setting on the island of Bora Bora in the Pacific Ocean. The only downside of this is that being in September it means that Dee will miss the 1st 3 weekends of our AGM season (I am sure she

didn't plan this on purpose!!). I'm also sure that I speak for everyone who now knows Dee when I say congratulations, I ,for one, am certainly very proud and wish her all the luck in the world. It seems as though she decided to follow in mum and dad's footsteps as Ann & I were married in the island of Seychelles some 30 years ago when weddings in paradise were

just a dream. Congratulations also to two of our owners who celebrate their weddings in September. One couple who recently bought into Adderbury syndicate and another

couple who have joined Dawn Mist, it seems September is the wedding season for all! Lets hope each couple save us some wedding cake!





Little Dawn our 40ft syndicate boat.

**“Due to her size, her running costs are cut by a third thus saving money all round”**

### Dawn 'Til Dusk & Little Dawn

If you are thinking of upgrading or downsizing we have got the answer for you on both counts. With the launch of our new 61ft 6 berth semi-trad luxury Narrowboat at the Crick boat show, Dawn 'Til Dusk, we offer the ultimate in syndicate boating, come and see for yourself on stand F27 (in the polytunnel). Dawn 'Till Dusk has a mid galley and a walk through bathroom for ultimate space along with all the whistle and bells which BCBM have built their reputation on. This 6 berth boat is perfect for families or couples alike and has the benefit of two-only special status holiday shares available which will be sold on a first come, first served basis. The allocation will be conducted on the draw system (with the exception of the special shares) and deposits are now being taken prior to her Crick Launch on 23rd May 2015. To secure one of these prestige shares please contact Dee Barton 01270 8130 902. Dawn 'Till Dusk will be based at Braunston Marina post launch until the syndicate is complete at which stage she will move to Alvechurch to complete her warranty period before moving on to a marina of the syndicate's choice.

If however you feel 61ft is a little oversized for your needs then why not take a look at Little Dawn which is our new baby in the fleet. For some years now we have been continually asked if we have a syndicate boat smaller than the ones we currently manage so when the opportunity arose for us to acquire Little Dawn it was too good a chance to miss. At 40ft Little Dawn is an absolute dream to helm. She has twin beds in the rear cabin, a walk through bathroom with a macerator loo and a 900 quadrant shower (same as at home). Webasto diesel central heating and L-shaped saloon dinette, with a forward galley, she is a perfect couple's boat. With already 3 owners downsizing into her they feel she is just right for their needs. And one share sold to our very own sales manager, Dee (who fell in love with her straight away), it will not be long before we have a full syndicate. Due to her size, her running costs are cut by a third thus saving money all round. At £5,495 per 8% if she is of interest to you don't delay, Check out her virtual tour on the website and call us today.

### Its show time

Every year excitement builds as we approach both our bespoke Boat Share Show & the ultimate Boat show of the year since the demise of the IWA Show, and that is of course the Crick Boat Show. With Braunston on the 25th & 26th April then closely followed by Crick just one month later on the May Bank Holiday, 23rd, 24th and 25th May. As stated in a previous article we're always on the look out for volunteer owners to join us and be a part of the show atmosphere. We supply free entrance tickets and yes, you do have plenty of opportunity to have a good old look around the show yourself, you're not tied to the BCBM stand all day! Interested, then give us a call or drop us an email for more

information.

This year we are extremely lucky to have 12 boats attending the Braunston Show and that's all been made possible thanks to the many owners who have joined in the spirit so far and co-ordinated the move of their boats to cruise them to the show. As the saying goes, "You have to be in it to win it" and that's the very same principle with a show, if your boat is attending for prospective owners to view you stand a hugely better chance of selling a share than if she's not at the show of course.

At Crick we're proud to have 3 boats on exhibit this year and these offer a

complete cross section of the narrow boats we manage from our brand new boat to be launched at Crick 'Dawn 'Till Dusk' a 61' semi trad 6 berth boat with a mid galley. Then for the ultimate enthusiast and connoisseur we have 'Oakmere' a stunning 59' replica Tug on a Tyler Wilson hull and fitted out by the craftsmen of Navigation Narrowboat Building Company at Nantwich Canal centre. Oakmere is a 4 berth complete with an engine room housing a replica Beta vintage JD 3 complete with all the brass & copper trimmings and the boat man's cabin of course, well worth a look if

you're mad about traditional boats. Finally we have our 'New Born', member of the fleet, 'Little Dawn' she is a 40' 2 + 2 and absolutely ideal for the couple who simply enjoy the peace and tranquillity of cruising on their own but with the facility of accommodating two friends or family on those very odd occasions. Built by Piper Boats, she has a fixed twin rear cabin, beautiful walk through bathroom, L-shaped dinette and forward galley so you can enjoy all the views while cruising the canals and preparing that meal as well!

Crick's going to be a great show for everyone this year so why not come and join in the atmosphere with us and have a memorable weekend or even just a day out?

Sales

With a dedicated team now, we are doing more to help sell your shares. We take many calls, and emails throughout the week asking if we are advertising shares and where. We currently advertise in a number of places such as:

- Newspapers — Towpath Talk & Canal Boating Times
- Magazines — Waterways World, Tillergraph, IWA Members magazine, Waterways World Annual
- Websites — there are 8 we are currently on, see below.
- Books — Boat buyers guide
- Window Displays — both of our offices and the boat windows themselves display for sale signs.
- Shows—from open days to the big shows like Crick

So we really do our best to get your share out there to our target market and all the right people.



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