

INSIDE THE 2012 OWNERS' SURVEY

BCBM NEWS



SPRING/SUMMER
2012



Welcome to
Firefly!



Wake Up To
Dawn Chorus



Cheers!
Meet The Team





BCBM News

Spring/Summer 2012

OLYMPICS, JUBILEES, AND OTHER REASONS TO GET AFLOAT IN 2012

Please don't get us wrong. We think holding an Olympic Games continuing to soar over budget and clogging up London's East End road arteries for three weeks is a splendid idea. In the meantime, Britain's network of rivers and waterways will be providing much needed moments of calm and tranquillity. And anyway, what better way to watch the Olympics than from a quiet, secluded berth, water lapping lazily around the hull. Every BCBM managed boat has digital TV so you can watch all the action while feeding the ducks...

Three Of A Kind

Since the last edition, we've taken exciting delivery of NB "Dawn Chorus", the final addition to the unique BCBM "Dawn" series of canal boats. Built here in Nantwich by the **Navigation Narrowboat Company** to the award-winning specifications of her two siblings (NB "First Dawn" and NB "Dawn Treader"), home base is currently at the Nantwich Canal Centre. Like her two sisters, she's impeccably presented, resplendent in her distinctive livery. Now a feature along the local towpaths, to watch her glide majestically past is a moment to savour. A proud reminder that British craftsmanship still produces the finest narrowboats in the world. (See more details from page 33)



"I keep telling you...whitewater narrowboating isn't an Olympic sport!"

THE 2012 OWNERS' SURVEY

Having listened personally to many of the comments made at last year's round of AGM's, we thought it would be extremely useful to find out exactly what syndicate members think about BCBM service overall. The serious point to this Survey is that, over the time BCBM have been in existence, we're thankful to have become new safe havens for a number of syndicates bruised by the lacklustre performance from other boat management companies.

In extreme cases (as in "Challenger" and "Ownerships") syndicates were left high and dry in a maelstrom of financial bombshells threatening their investments. Now, in safe, calmer waters and with more and more people realising that "Sharing Your Dream" simply leads to a shared dream coming true, we remain sort of flattered that you generally consider we're doing a good job. Wouldn't it be so easy to sit back on our laurels and just let you get on with it? Frankly, yes. But morally and professionally, no.

In these uncertain times, everybody has enough to cope with: your time on board your boat is your valuable unwind time, your precious escape from the daily onslaught of usually blood-pressure inducing news from home and abroad. You want to drift along without a care in the world. That's why it's so important, with your help, that we find out precisely how we can further improve our existing service to safeguard those moments...

Cont page 44

'A MESSAGE FROM OUR CHAIRMAN, MD AND USUALLY RELIABLE TEA & COFFEE MAKER'



“First, I must apologise for not answering all my calls, e-mails, and messages in the latter part of 2011. Mr Sawbones, my surgeon, decided that a few bits around my heart, stomach, and various other organs needed to be trimmed, chopped, preserved in vinegar and otherwise cleansed on a special 3-in-One deal. This partly involved using the medical equivalent of Dyno-Rod. So yes, I’ve been forced to take it easy awhile, at least until the beginning of March, when hopefully, I’ll be up and running for **the Nantwich Boat Share Show on 3rd & 4th March** as the first part of our new season of events.

At BCBM it’s been magnificent to see that all cogs in every wheel have remained supremely oiled and working efficiently whilst I was being pumped with numerous anaesthetics. The lesson learnt is that if you have a well structured organization with dedicated colleagues who just get on with the day-to-day running in disciplined order and without panic....you’re in safer hands than I felt when a nurse said to me, “are you the patient having your right leg amputated?”

With the welcome addition of new BCBM partners and staff, our structure has become ever more solid, safe and secure. Carole Brieze (who maintains the chillingly efficient eagle eye over all matters financial) has, with husband Charles (also a company Manager) moved into our branch office in Braunston, where nearby, their new custom-built Narrowboat: NB *“Finance Matters”* is moored to greet them after another day’s number crunching ensuring every syndicate’s finances are precisely on track.*

The truth is, nothing BCBM offers shareholders means anything without absolutely transparent financial control. It reminds me to mention another point as a small sprinkling of shareholders have still not opted for Standing Orders as the more efficient way of paying monthly commitments. It’s always up to you, of course, but really does help to cut down administration time, costs and effort when, these days, it’s all efficiently automatic, with clearly accurate appearances on both your Bank and the BCBM statements you regularly receive.

OK, on with the rest of this Newsletter, and my thanks extend to all who have pieced this edition together at shorter notice than usual.”

**No, Carole & Charles’s new boat isn’t called “Finance Matters”....a bottle of champagne for the first person who e-mails us with the real name!*

...AND TALKING OF CLAPPED OUT ENGINES RECEIVING A BRIGHT NEW START IN LIFE

Last Summer, “NB Swallow” limped into dock with sorry tales of woe concerning her engine’s desperately dull performance. A gasp there, a croak here, constant stuttering on start up, fumes and numerous bouts of engine fatigue struggling through the lock gates. Something needed to be done urgently..A look beneath the deck boards revealed the reasons why. “Swallow’s” sick ‘ole was suffering from such severe congestion of just-about -everything, she was last gasp wheezing for urgent assistance. Speaking with the syndicate Chairman, Richard Boyles, it was suggested that she take a few days off for a full *detox* and overhaul, performed by the Navigation Narrowboat Company under the supervision of Shaun Stoddard and Ian Farrington, (both have since become BCBM’s technical support engineers). The challenge became to winch out the engine from it’s dirty old engine ‘ole. A partial rebuild was the order of the day and most of all, a complete engine ‘ole refurbishment; it was completely stripped and scabbled (needle gunned) back to its bare metal. Below you can see the “Before” and “After” photos...



Effectively, you’re looking at a brand new engine, except it isn’t. Proof that, generally speaking, extended life expectancy and optimum horse power can usually be restored with a little loving care and attention. If you’d like to know more, contact us at our Nantwich office and we’ll introduce you to the Engine Doctors.



KEEPING TIGHT CONTROL ON YOUR INVESTMENT

Judging from results already in from our 2012 Owner's Survey, thankfully it seems you're generally happy with the way BCBM continue to look after all the finances associated with you and your syndicate's investments. As always, if anything we do raises even the twitch of a questioning eyebrow, don't just mumble your grumble, get straight on the phone and it will all be sorted to your complete satisfaction...

ALWAYS FULLY ACCOUNTABLE

We stress once again, BCBM are **your** management company, answerable only to **you**. All hours, all day, every day of the year, (even including Christmas), you can microscopically examine your account and see precisely where every penny and decimal point of your agreed obligations have been spent and how we continue to **protect your investment**. With your blood pressure index in mind, you'll never, ever be put through to a call-centre somewhere in India or any distant land that hasn't a clue what you're talking about unless you give details of your grandmother's maiden name. Simply call, text or e-mail **Carole Briese**. BCBM fastidiously promise complete financial transparency, always open to microscopic outside scrutiny. Yes, times generally are hard out there, but interestingly, not in this niche leisure sector. Quite the opposite. Your investment remains in a buoyant situation as more and more people discover the advantages of this unique way to get afloat and escape. On your behalf, BCBM's economic forecast remains superbly upbeat; something to benefit from this year, next year, and for many years to come.



FOR STANDING ORDERS, YET MORE STANDING OVATIONS

Increasing numbers of you are sensibly deciding to hang on to your money for a little while longer by moving over to BCBM's **Standing Order System**. This way, your money is kept in your account for up to a further 5 months rather than you having to dish it out in chunks. In anticipation of interest rates eventually rising (benefiting many types of current and savings accounts), it really does make perfect financial sense to spread the load into monthly payments so more of your money attracts any dividends available. Contact **Carole** for precise Standing Order processing information. All we ask is that you confirm payment to be made on the 1st of each month. Instant peace of mind follows. No more pens to find, cheques to write, transfers to be made and no more trips to the post office to stand in queues and send payments by pigeon post.

Carole Briese continues to captain our/your finances with an attention to detail that guarantees no decimal points ever wander. Deeply efficient, she is also great at multi-tasking! For example, with husband Charles, she's overseeing the design and build of their own narrowboat by our Nantwich neighbours, award-winning **Navigation Narrowboats**. Carole and Charles are now stationed at the new Braunston regional office with their new boat moored just down the towpath. Given that we have invested in every digital and computer link known to modern mankind, no shareholder will notice a whisker of difference. Carole will continue to number-crunch every figure, every invoice and generally be the eagle-eyed accounts person every syndicate management company would give their eye teeth for. The benefit remains, *she's also had experience of being syndicate chairperson*, so sees everything from both sides. This point is very relevant. Carole understands any concerns, because she's been one of you. So don't forget, especially all newcomers who have recently joined us, if you have any queries at all in connection with the accounting side of your syndicate, please, in the first instance, contact Carole and she will be only too happy to answer your questions.

Initially, to calculate the Standing Order payment for running costs and agreed administration fees, simply divide the total by 12 and you'll reach the required figure. Over 82% of you have already opted for this system, so really, this is a message to the remaining few still apparently in love with looking for reading glasses, writing cheques, laboriously filling in stubs, scrabbling around for stamps and a spare envelope, then wandering to a local post box, entrusting faith in the GPO to deliver what, it has to be said, is now a very long-winded form of processing payments. But of course, if that's what you're more comfortable with, then please carry on regardless. Should you now sensibly decide to come on board with **Standing Orders**, Carole will gladly answer your questions and guide you effortlessly every step of the way.

PROTECTING YOUR INVESTMENT THROUGHOUT 2012

The British boating fraternity, whilst supremely individual in terms of waterborne preferences, are all linked by a common thread: an intimate love of boats and boating. Relaxation is part and parcel of the unique experience. Particularly in these economic times, the idea of boat-sharing remains supremely sensible. However, as in all business activities, hawks prey on unwary doves. And wake-up calls happen when you least expect them.

MAINTAINING YOUR TRUST

BCBM originally began as an honest, adventurous attempt by a core of narrowboat enthusiasts to sift through the financial wreckage and salvage of what remained of the *Challenger Syndicates*. Immediately, a group of us (all *Challenger* victims) set about trying to help everyone stranded by its sudden collapse.

Next step: to ease the bruising, then restore confidence and trust in the whole notion of “boat share”. We’ve since learnt to forget about any heroes and villains. In terms of day to day running, recriminations simply muddy already clouded waters and tend to prevent positive progress. So when *Ownerships* foundered in very similar circumstances to *Challenger*, BCBM had first-hand, practical experience and advice; able to calm concerns, offer immediate assistance and provide sensible, financially stable alternatives.

Protecting everyone’s individual investment is really all we’re interested in ... and based on results only, it’s you and your fellow shareholders who will, at your AGM, hopefully decide to retain BCBM as your management company, both in a capacity to look after your boat and, in the event of you ever wishing to sell your share, trust us to achieve the best possible market price.



A typical Syndicate AGM meeting locally organised by BCBM

MORE FREEDOM OF CHOICE

NEW WAYS OF CHOOSING HOLIDAY WEEKS

The Draw System. The year is divided up into the four seasons. At the syndicate AGM each year, a slip with each week in the quarter is put in a hat. Owners draw the slips out at random to decide the week of their holiday within that quarter. Owners can then negotiate swaps amongst themselves so they end up with weeks to suit.

The List System. The shares/owners are listed in a set sequence which rotates two places each year. For this year, the first choice of weeks go to the owners at the top of the list and then in order down the list. At year's end, the two owners at the top of the list return to the bottom and everyone moves one up. Usually three weeks are selected this way, then owners can ask to use the boat for the remaining weeks left, with priority going to the bottom of the list.

ANY SPECIAL ARRANGEMENTS TO FIT IN WITH SCHOOL HOLIDAYS?

Many boats have some special school holiday shares that allow those owners to choose their weeks first to fit the school holidays. There are usually no more than two of these special shares in any syndicate and owners pay an annual premium into the boat account to claim this option. Each syndicate decides what this premium should be, but it generally ranges from between £100-£250 per annum

HOW CAN YOU BUY (OR SELL) A SHARE?

The easiest way is through BCBM Boat Share Shop Ltd who will deal with all the arrangements for you and offer a "one stop" shop. See our website www.bcbm.com for all the latest shares currently for sale.

HOW MUCH DOES A SHARE COST

Currently shares are on offer from £2,500 up to £10,000 for a share in the newly launched BCBM narrowboat, "Dawn Chorus". The price normally depends on what owners are asking for their share and generally this reflects the age, facilities and market value of the boat.

FOR HOW LONG CAN I OWN A SHARE?

For as long as you want. You can keep the share, pass it onto your heirs or sell it at any time. You are issued with a Share Certificate and this is a tangible asset which becomes part of your estate

WHAT WILL MY ANNUAL CONTRIBUTION TO THE BOAT'S UPKEEP BE?

This will depend on how many owners there are and what the syndicate decides to have done to the boat. Generally it's in the region of £1,500 a year (about what it would cost to hire a similar sized boat in the summer for a single week!) So shared ownership works out less expensive than hiring.

WHERE WILL THE BOAT BE MOORED?

The owners decide at their syndicate AGM where they all want the boat to be moored for the following year. Boats normally stay in one place for a couple of years so that owners can cruise the available routes, then they move the boat somewhere else to give different cruising routes. Eventually the boat moves around the whole canal network in logical sequence.

DO I NEED TRAINING BEFORE USING A SHARED OWNERSHIP BOAT?

Many syndicate agreements now recommend that owners have appropriate training. Owners who have done so generally find that it improves their confidence and enjoyment of their boat. BCBM recommends Tony Ward whose details can be found on page 55.

CAN MY FAMILY ALSO USE THE BOAT?

Yes. Many syndicates now have share certificates on which you can include up to 4 family members (21yrs or over) who will be allowed to use the boat without you being on board. Many shared ownership boats can sleep from 4 to 6 people, so you can take friends and family cruising with you.



Your Management Team

Andrew Barton, Managing & Marketing Director



Andrew was born in Alderley Edge, Cheshire and raised in Wilmslow. With a strong family background in the hotel and hospitality business, it was no surprise that after graduating from Manchester University, he launched his career in the world of hotel management. He later joined the Central Office Team of world famous De Vere Hotels as a Business Change Senior Executive and was proud to be appointed the operational project manager for the Ryder Cup held at The Belfry Hotel & Golf Centre in 2001. His lifelong passion with boating led him to join Challenger Syndicateships in 2004 and to then set up BCBM in January 2008. Andrew's business, organizational and people skills gained in the leisure and hospitality trade have enabled him to grow BCBM into the market leader in shared ownership, now managing 48 syndicates and their boats. His pledge is to always ensure that BCBM steadfastly cares for your investment along with complete financial transparency.

Sridhar Subramanian, Finance Director



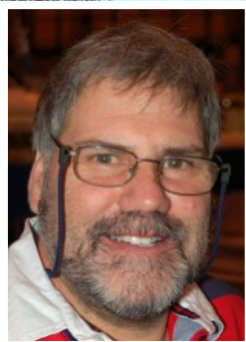
Sridhar is a chartered and cost & management accountant with 13 years of professional experience in the most exacting financial environments, both in India and Europe. He has personal expertise in many areas of business and accounting including funding for new projects and the set-up of new companies. A member of the Chartered Accountants Institute since 1996, Costs and Works Accountancy of India, 1966, and in addition, Cost and Management Accountancy since 2009, Sridhar is currently Head Of Operations and Finance with BMBA Polaris Software Lab Ltd, a global house specialising in banking support software with a turnover in excess of \$300,000,000. Sridhar is responsible for introducing levels of secure financial management to completely safeguard and lockdown the value of your investment.

Carole Briese, Finance Manager



Entrusted with the vital task of keeping a tight grip on the purse strings at BCBM, Carole has spent her entire working life in finance and customer services. When she isn't counting the pennies, Carole, along with husband Charles, is a keen boater in her own right. In fact, she was a share-owner in NB Champion for 10 years and was Chairman of the Champion Syndicate. Carole is a Cornish girl but has recently moved with Charles to the Midlands where they live on their own boat. As well taking care of the finances, Carole is in charge of the Braunston office. Her other passion is motor racing and she can often be seen at various circuits around the country. She and Charles have a daughter, Claire, also an accountant, who lives in Bath.

Charles Briese, Area Manager Midlands & South



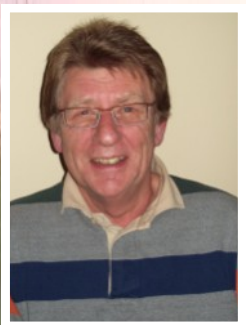
Charles Briese is a qualified carpenter/joiner by trade and for 33 years worked as Technical Manager in a sawmill once part of the Duchy Of Cornwall Estate. With his wife Carole, our Finance Manager, Charles has been a keen boater for a good many years and owned a share in NB Champion. Cornish and proud of it, Charles is one of the handiest people you will ever meet and always has a toolbox close to hand. Indeed he finished the fit-out of his and Carole's fabulous new boat, himself. As he always says, he doesn't deal in problems, only practical solutions. Like Carole, Charles also has an avid interest in motor sport, which is useful given the distance of his regular drives between Cornwall and Braunston.

Andrew Cooley, Systems & IT Development



Andrew Cooley has been an enthusiastic boater for 30 years. He and his wife Pippa started enjoying the benefits of shared ownership in narrowboats when they first bought a share in NB Sojourn over 10 years ago. They now have a share in NB Sundowner, currently moored at Aston on the T&M. Andrew has a lifetime of experience in finding practical solutions to difficult problems in careers that have embraced agriculture, technical journalism, education and computer systems development. He was a shared ownership local manager for 7 years. He also runs BCBM's internet-accessed "Log Blog" sites that provide updates on all current BCBM activities.

Pete Underwood, Area Manager North West



Pete is a recent addition to the team, with a career that has included classic car restoration, logistics management and quality control in both digital printing and grocery distribution. His interest in ships/boats was initially inspired by serving in the merchant navy with P & O, as well as cruising the Med and the South Pacific he has also circumnavigated the world via the Panama Canal. Since moving to Newcastle-under-Lyme some ten years ago Pete and his wife Joan have been enthusiastic boaters and together with their rescue greyhound Sparky enjoy exploring the canal network if not by boat, then on foot. Pete's other interests include industrial heritage, natural history, motor sport, cricket and rugby.

Alan Townsend, Area Manager Norfolk Broads



Alan Townsend is a London boy, born and bred and has spent his working life working as an engineer in the oil industry both in England and abroad. Alan and his wife Caron had spent many happy hours holidaying on the canals in France before trying a holiday on the Norfolk broads three years ago. They both fell in love with the area, its peace and quiet beauty and as keen bird watchers, the Norfolk Broads gave them plenty of opportunities to indulge their hobby. Therefore when the opportunity arose, they bought a share in the *Silver Cloud* syndicate. Alan is now semi retired and a year ago the couple moved from London to Palgrave, a pretty village on the Suffolk/Norfolk Borders just outside the market town of Diss. Their new home, "The Thatches", is a 15th century grade 2 listed house which they run as a B&B.

Ann Barton, Director's PA & Reception Manager



Ann Barton has spent her working lifetime at the 'coalface' of the retail and hospitality industry. Experienced in customer-facing roles, she is well positioned to look after the reception and switchboard at the main Nantwich office of BCBM. Married to Andrew for 27 years, Ann is also a keen boating enthusiast, and enjoys 'Boat Testing' each new addition to the fleet with Andrew as they are introduced at Nantwich. Ann is a key member of the staff at shows and exhibitions also where she looks after the new boats on display. A valued member of the team who keeps Andrew on the straight and narrow!

Lindsay Sullivan, Project and Administration Assistant

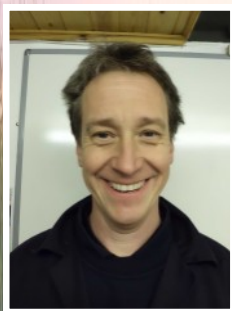


Lindsay has joined us on a student placement from Hull University for around 10 months. Lindsay is studying for a degree in Business Studies and Information Technology, which she hopes to complete in 2013. Lindsay is based in our Braunston office and works with Carole Briese on the finance and administration functions. She is also working on tasks related to our newest project, which is coming soon!



Shaun Stoddard, Technical Support UK & France

Shaun Stoddard is the Engineering Manager at Nantwich Marina/Canal Centre, who along with Ian Farrington, became 'Technical Support Advisors' following John Cunliffe's departure last November. Shaun, a time served (Royal Signal Corps) Mechanical & Electrical Engineer, has specialised in both large scale engineering (Power Stations) and hi-tech mechanics (Mercedes Benz). A passionate canal enthusiast and boat owner, he was a director of Empress Narrowboat Holidays. Shaun is also a part-time D.J. & radio presenter, as well as a technical/sound advisor to the U.K.'s top pyrotechnic specialists! He is known by his team at NCC as '10-men' - such is his determination to get the 'job done'!



Ian Farrington, Technical Support UK

Ian is the senior engineer at Nantwich Canal Centre and has been involved with engineering and canal boats virtually all his working life. He started his career with Cummins Motor Company manufacturing ice cream vans. They also owned Simolda canal hire fleet and Ian was quickly introduced to marine engineering. Ian also spent 4 years in the motor trade before joining Dartline hire fleet and then onto the Festival Gardens at Stoke, running the trip boat during festival days. Ian then spent 8 years with British Waterways before joining South Shore Narrowboats and after a short spell back with Dartline, Ian finally settled at Nantwich Canal Centre working for Bill & Sheila Saner. Ian is a certified gas engineer as well as being Lister qualified in Gear Boxes and engines. He is also an expert in electrical diagnostics and wiring systems.



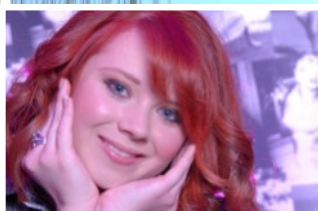
Phil & Lucy Saunders, Deep Blue Marine Services, Mallorca (Power Boats)

Phil and Lucy hail from Kent & The Czech Republic and have lived in Mallorca for many years. They were responsible for the smooth running of all the power boats originally managed by Challenger Syndicateships until the collapse of the company in January 2008. In order to maintain their service to owners, Phil & Lucy set up their own company, Deep Blue Marine Services and ever since have worked closely with BCBM to ensure the Power Boat Fleet is meticulously maintained. Phil & Lucy continue to work hard at making a formidable success of their specialist marine business and owners and their boats remain in the safest of hands.



Sue Whalley, Sailing Solutions, Alcudia, Mallorca (Yachts)

Sue has a wealth of experience on the water. As a child, Sue spent her school holidays sailing and crab fishing in Falmouth Bay. Following a period teaching teenagers "Craft, Design and Technology" (cabinet making and engineering), she eventually left "school" and started Solent Yacht Charter with her then partner and their own boat based at Haslar Marina, off the Solent. There she spent several years in the charter business, sailing extensively on the south coast of the UK, over to France and also supporting the sunnier side of SYC in Alcudia. Sue has worked for several different boating companies in her 13 years on Mallorca, has passed her Yachtmaster Sail & Power with honours and crossed the Atlantic. Sue now runs Sailing Solutions which looks after a small fleet of private yachts - largely shared ownership - and maintains them to the highest standard to ensure enjoyable, niggles-free holidays for their owners.



Dee Barton, Sales & Exhibitions Assistant

Dee is 22 and the daughter of Andrew & Ann Barton. She has been an avid boater since her mum & dad first took to the canals in 1994. Dee has always enjoyed the waterways and loves to join Andrew & Ann on board, either for holidays or helping move new boats to various shows for BCBM. She now lives in Guildford and works for Holiday Inn as a Revenue Assistant. Dee can almost always be seen at BCBM events where she plays an invaluable role showing prospective share owners around the boats.

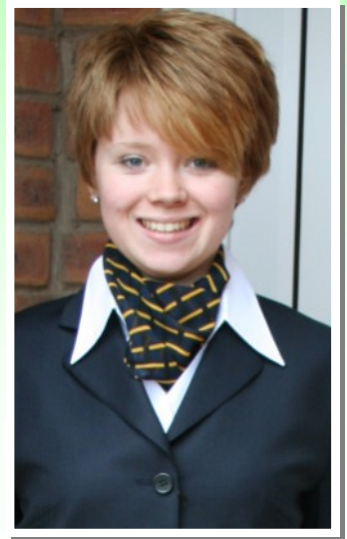
ANOTHER CHANCE TO WIN A FAMILY WEEKEND AT THE HOLIDAY INN, GUILDFORD.



Yes, this competition was in the last newsletter and the newsletter before that and yes, there have been delighted winners. So now it's back to square one. Dee Barton at the Holiday Inn, Guildford, Surrey, has agreed to continue it, once again, on BCBM's behalf.

"What's the catch?" There isn't one. Just by e-mailing Dee at her e-address below, you will have automatic free, no-obligation entry. This fantastic prize also includes free tickets for *Legoland*. Does entering mean you will suddenly be bombarded by Holiday Inn offers? No. The only e-mail you could get back is to inform you that you've *won!*

AND...



GET SPECIAL RATES FOR ANY HOLIDAY INN, ANYWHERE IN THE WORLD



Use the link below and send it to everyone and anyone you know. They too can take advantage of special rates under IHG's Friends and Family Scheme - your passport to preferential rates at any Holiday Inn *anywhere* in the world. Remember though, when booking a room on the F&F scheme, please make sure you *always* e-mail Dee as well.

For Competition Entries, simply e-mail
Davina.Barton@ihg.com

For Family and Friends Rates
www.ihgfriendsandfamily.com/y8lm7j9



NOW ESTABLISHED IN BRAUNSTON

Braunston Marina lies at the crossroads of the Grand Union and Oxford Canals and, in canal route terms, is regarded as a key waterway hub. South takes you to London and other canal branches stretching to the South East and the Fens. The Oxford links you to the entire Midlands and Northern routes and an entire web of cross country branches.

Drifting casually along its picturesque corridors, you could be forgiven for thinking that you have drifted back in time to a typical canal scene from the 18th century, except that in those days, the entire complex would have been a hive of smoky, frantic 24 hour activity. In the days of hard-working narrowboats and urgent delivery schedules, sleep was always at a premium.

Today, Braunston is a calmer place and much more leisurely in its approach. It has modern mooring facilities for up to 250 boats, dry and wet docks and a service area capable of most repairs. It also now has a new attraction...

BCBM's Regional office at Braunston. This allows us to service the needs of owners with boats based in this highly popular area as well as introducing us to a new audience of share buyers. It's managed by Charles and Carole Briesse who live not far away in their own narrowboat.



From left to right: Andrew Barton, MD of BCBM, Tim Coghlan, MD of Braunston Marina, Ann Barton, PA to Andrew and Sales and Exhibitions Manager and Andrew Cooley, Systems and IT Development. And a bottle of champagne to celebrate the opening of our new Braunston office. Striped jerseys from the local rugby club.





MEANWHILE BACK HOME IN NANTWICH

The end of 2011 saw a few comings and goings at Head Office. In November, John Cunliffe decided to retire having been on board from the very beginning. Seamlessly stepping in with even greater banks of cerebral technical knowledge and experience, we welcome Shaun Stoddard and Ian Farrington, both from the Nantwich Marina Canal Centre. As Carole and Charles are now manning Braunston, enter Andrew's delectable wife Ann who now looks after the day-to-day running of the office. As we've now reached our capacity of managed boats in the UK, we've efficiently handed over our activities in boat share management and share dealings in Mediterranean yachts and power cruisers to local approved centres, which we feel will be better placed to service individual shareholder needs. The French canal connection still remains with all links firmly intact, so if you need help in making decisions about share options in various custom-designed cruisers, please feel free to contact us. The BCBM family with its network of contacts, remains firmly on your side. Whenever changes occur (as they inevitably do), you can totally depend upon us to offer advice and assistance to be completely relied upon.

BCBM's now well established office at the Nantwich Canal Centre allows the team to be at the hub of our expanding nationwide boat management and share sales activity. Now installed is an ultra-fast broadband connection which means better service for any online enquiries. Importantly, it's where the managing, marketing and sales directors work tirelessly on your behalf (in fairly comfortable chairs it has to be said). Most importantly, a call to our number never goes adrift. Despite this digital age, we're still passionate about old fashioned, one-to-one communications.



Here we are. Must remember to sweep up those leaves!



Welcome to our humble abode. The two ducks are known as Fred and Fredette. Make yourself comfortable. Insist on a cup of freshly brewed tea or coffee.



Showing Off Up And Down The Country...

Following the huge success of the IWA Festival at Burton on Trent in July 2011 BCBM went on to host their first ever Share Sales show at Nantwich Canal Centre, and what a success that was. In spite of horrendous weather conditions on the Saturday & Sunday many people braved the elements to come a long and view the selection of boats we had on display over the August bank holiday weekend. Selling a total of 16 shares in the 3 days was an exceptional achievement for our first exhibition, so to speak, and one which we now hope to replicate over the weekend of the 3rd & 4th March to recognise the imminent start of the boating season. With some 14 boats to exhibit we are hoping our reputation precedes us and the avid boating enthusiasts turn out in their droves.

This then leads us onto the 19th year of the Braunston Boat Share Show to be hosted on the weekend of the 24th & 25th March at our Braunston office base in the historic Braunston Marina itself. Again featuring some 15 boats, both new and resale shares will be available with a complete cross section of shares and boats to view while passing a few relaxing hours away over the weekend.

This year should be even busier due to BCBM embarking on a TV advertising campaign on UK Boating, A programme dedicated to the boating enthusiast on the information channel which can be found on SKY 231 and FREESAT channel 402. These programs go out on air on Mondays at 8pm and Wed & Thus at 8.30pm so don't forget to set your recorder, it's a great TV program if you enjoy the waterways as much as we do! On top of all this we have advertised in Canal Boat, Waterways World and the IWA quarterly members magazine plus the 6' X 4' Signs both roadside outside the canal centre as well as canal side on the mainline just by the BW service station. We have distributed some two & half thousand A5 leaflets as well so all in all we have everything pretty well covered!





BRAUNSTON HISTORIC
NARROW BOAT
Rally &
Canal Festival

Braunston Marina
Weekend 23-24 June, 2012



Events include:

Rally of surviving Braunston & Grand Union boats, with twice daily parade

Trade Exhibitors, Canal Societies, Music, Fast Food, Bar and Fun

Opening times 10.00 – 5.00 with Saturday evening entertainments

ENTRANCE £10 per car

Sponsored by Braunston Marina Ltd and *Canals Rivers + Boats* magazine
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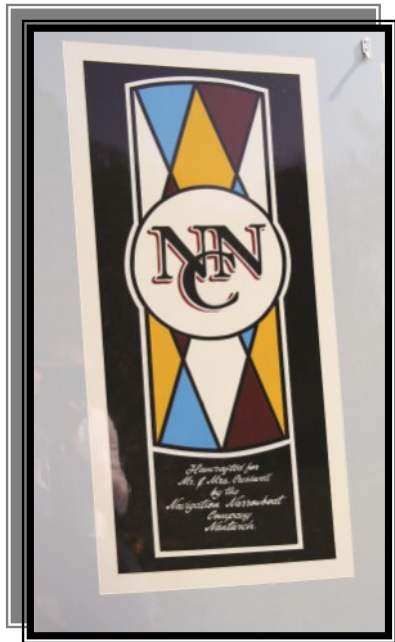
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OUR **THIRD** BOAT
IS NOW AFLOAT...



PRESENTING
"DAWN CHORUS"
WITH SUPPORTING CAST



It all started with “First Dawn” which sailed off with the coveted Lionel Munk Trophy in 2010. Then in 2011, “Dawn Treader” received similar acclaim. Now “Dawn Chorus” echoes the brilliant award-winning design of all three.

**THREE INTO ONE
DOES CO.
BEAUTIFULLY...**

"DAWN CHORUS" EVERYONE KEEPS SINGING HER PRAISES.



The award winning prototype, NB *“First Dawn”* masterminded a new phase in modern narrowboat design: fuel and energy efficient, eco friendly, yet still retaining genuine canal boat character. Look at how light, bright and radiant the interior appears; a feature common to all three *“Dawns”*. Even on a dull day the sun shines in. A host of modern features elevate all three to five-star accommodation status.

Although each have their own individual characteristics, NB *“Dawn Chorus”* is the latest to receive an abundance of enthusiastic admirers from far and wide. As we go to press, shares are still available. For a tour around, look out for us at BCBM’s 2012’s itinerary of boat shows.



How's this for a neat “green” idea! Instead of stacking out the fridge, use the keel cooler. The cold waters generously provided by the canal ensure a constant cool temperature to preserve the freshness of your up and coming on-board banquet!

Look! No MDF

MDF's warp factor is beginning to challenge its long term suitability for use in new-build Narrowboats.

Like her two predecessors, "*Dawn Chorus*" uses more stable, time resistant combinations of plywood, block board and solid ash. The interior is finished in light, bright American white ash. The solid aft steps are crafted from mahogany.



AND **LOOK** IN THE GALLEY

All the “Dawn” series of narrowboats are fitted with granite surfaces. Not just because they look fantastic but also because they’re heat resistant, hygienic and much easier to keep clean. For further protection, there’s a reef panelling surrounding to protect any areas prone to wet, including splash-backs. Tough, water-resistant Karndean flooring again makes for fast, easy cleaning. There’s a sensibly located high level microwave oven in addition to the 12 volt fridge and LPG oven/grill and hob.



STRETCH OUT, SIT BACK AND RELAX...

Narrowboat by name, an abundance of luxurious comfort by nature. The bright interior is immediately welcoming to all who step aboard. Soft furnishings have been chosen to harmonize with the colours of a warm, bright summer's day. On board home comfort is the keynote feature that marks out all the new "Dawns" These interior shots are from a mixture of Dawn interiors, but essentially, they are all representative of the incredibly lavish standards of comfort you can expect.



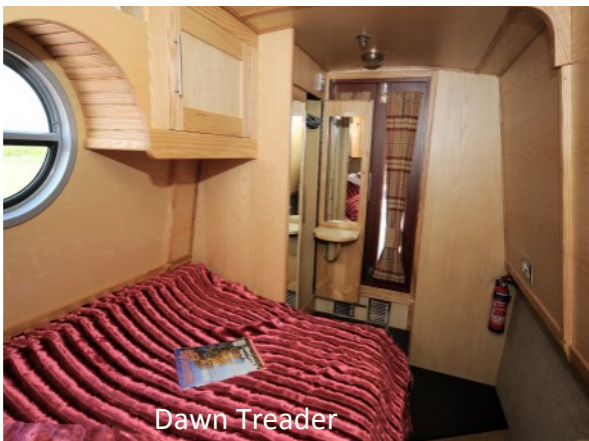
On Dawn Treader, two plush "Captain's" chairs beckon complete relaxation in front of a cosy traditional multi-fuel burning stove and conveniently placed LCD TV (ideal for watching the Olympics!) with built in DVD player. And there are plenty of other quick and easy seating options for any family and friends you have travelling with you.

As waves of peace of mind envelop, you can't help feeling sorry for all those harassed families waiting for flights at airports, off to some oversubscribed hotel and overcrowded beach, paying over the odds for food and drinks, all costing fortunes for two weeks of screaming kids and sunburn.

AND SO TO BED.

After a weary day relaxing and having fun, there comes that magic word “bed”. The Master Cabin is forward for total privacy. The double berth extends widthways and has a slide out section and infill mattress. For guests there are two available singles or another 5’ double simply converting from ingeniously disguised seating in the saloon. Plus there’s ample wardrobe and storage space up and under just about everywhere so its easy to keep everything tidy.

Shower and WC facilities are sensibly located within quick reach but conveniently discreet and all boast efficient, eco-friendly features.



Introducing ...

DAWN CHORUS



BCBM BOAT SHARE LTD



B.C.B.M

Nº3



The third joint venture between
Lionel Munk Trophy award winning
boatbuilders
Navigation Narrowboat Company
and BCBM.

***Total peace of mind
- from a name you
can trust***

***"it's a dream we can all share
- having our very own boats
designed and built to our
exact specification."***



*Andrew Barton
Managing Director*





At BCBM, that's just what we've done. We've now commissioned our third brand new shared ownership boat and we'd like you to have a share in it too.

We already manage a fleet of shared ownership boats throughout the waterways so we have vast experience of what's required from such a boat. For our third new boat we have worked long and hard and nothing has been left to chance. We've used highly regarded boatbuilders Nick Thorpe of Hixon, Staffs for the hull and the exceptional Navigation Narrowboat Company at Nantwich Marina for the fit-out. No cheap imports for us - we wanted only the best of experienced British craftsmen working on our boat.

With all this quality and expertise at our disposal, this certainly won't be the cheapest Narrowboat you can buy a share in - that was never our intention - but it will certainly be among the very best on the canal network in the UK.

In short, this is a member of the new generation Narrowboat you've always dreamed of and since it is in our shared ownership scheme - its remarkably affordable too.



On Dawn Chorus, you will find only the highest specification

With classic exterior lines and exquisite quality paintwork, this is a boat that's sure to be admired everywhere it appears on the cut! Internally the blend of innovative design and beautiful traditional joinery is enough to delight the most discerning boater.

Hull:

61' by Nick Thorpe Boatbuilding (Hixon Staffs.)
Cruiser style - design and modifications by Navigation Narrowboat Company.
Channelglaze windows & portholes (powder coated silver).
Side hatch (with drain channels) with Cabin Care retractable flyscreen.
NNC 'Easy-Slide' aft hatch with 'Non-Lift' closing mechanism.
Excellent engine room access with battery access & hardwood topped elliptical taff rail.
Paintwork & traditional decoration by Andy Russell & NNC.

Engine:

Shanks (EP Barrus) 43HP inboard diesel engine with PRM 150 hydraulic gearbox.
Vetus water lubricated stern tube & stern gear (No daily greasing!).
Bow-thruster prepared with tube, grilles & water-tight locker pre-installed.
Webcasto diesel fired central heating boiler.

Interior:

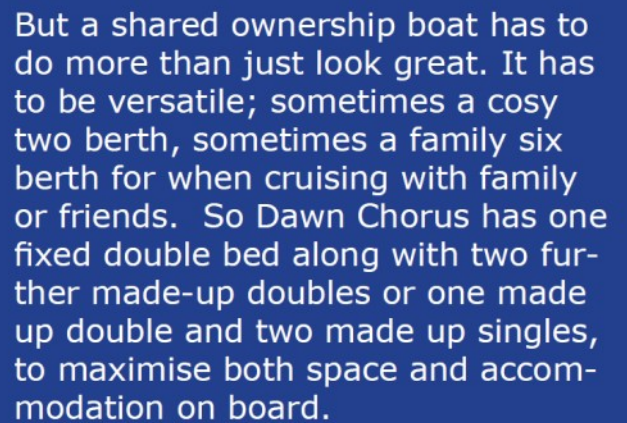
No MDF - all interior wood based materials are either plywood, blockboard or solid ash.
Interior finish American White Ash, solid mahogany aft steps.
Solid granite work surfaces with Reef Panelling to protect wet areas.
High grade wool blend carpet.

Equipment:

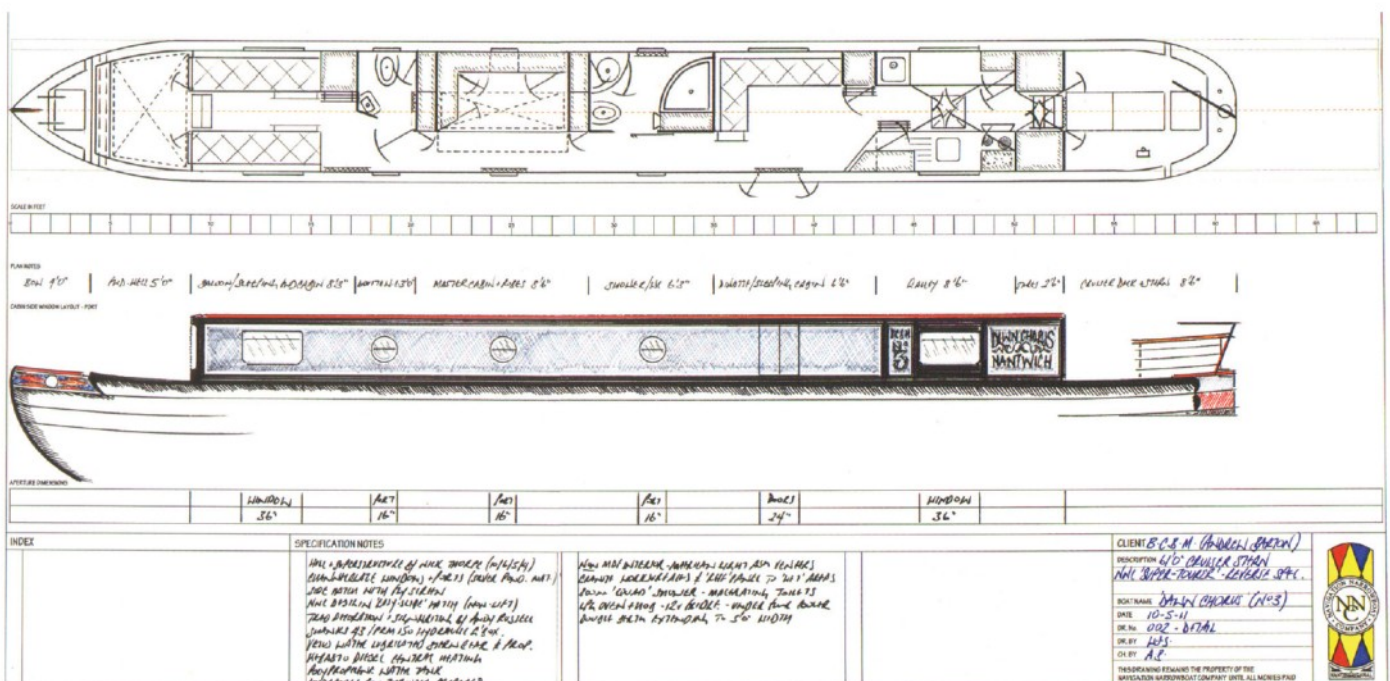
150 gallon water tank.
Barrus 'quick heat' system.
Quadrant shower.
Pumpout toilet system with 'Eco-flush' feature.
LCD TVs in saloon and dinette with built-in DVDs. Signal booster.
Victron 2Kw inverter/charger 'combi' (automatic) with landline hook-up.
Downlighting throughout, switched individually.
Shoreline 12 volt fridge with additional 'Keel-cooled' drinks store under galley floor.
LPG Oven/Grill and Hob. Stainless steel 'underslung' galley sink.

Layout & Cabin Highlights:

Fold-out vanity shelf inside forward wardrobe.
Master double berth extends (width) with slide-out section & infill mattress.
Laundry 'shute' to side of shower.
Enclosed bathroom. Second 'en-suite' toilet.
Multi-fuel stove on tiled hearth.
LED ambient lighting to saloon.
'L' style dinette with free-standing table, converting to double berth with storage under.
Bespoke galley in solid ash & ash veneers.
Maximum storage to all cabins & electrical control systems.



It also has a cruiser stern, which is both good for the steerer and for their guests. At 61 ft it delivers optimal space and comfort while still being able to cruise the shorter locks of the Leeds and Liverpool Canal.



The very best in craftsmanship for our shared owners ...

At BCBM we've built our business on first-class syndicate management and total transparency for our customers. No-one does more to protect owners' investment in their boat than BCBM.

As our third brand new boat, Dawn Chorus is our pride and joy. We have monitored its build progress every step of the way and have ensured everything is ship shape and Bristol fashion. Needless to say, everything is fully guaranteed and comes with a complete warranty for your peace of mind.

So - if you want one of the best shared ownership Narrowboats on the canals - a boat built with passion and pride - the best boat management organisation and the best user experience for years to come - you've found it with BCBM.





... quality is paramount



... when only the best will do

BCBM Boat Share Ltd

Nantwich Marina
Chester Road
Nantwich
Cheshire
CW5 8LB
Tel: 01270 628076
Email: info@bcbm.co.uk
www.bcbm.co.uk

BCBM Boat Share Ltd

Braunston Marina
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NN11 7JH
Tel: 01270 613888
Email: info@bcbm.co.uk
www.bcbm.co.uk

“Dawn Treader” stars in

**Waterways
World**

“First Dawn won the Lionel Munk Trophy for best boat at the IWA National Festival. This (*Dawn Treader*), its successor, was launched in July, with 12½ shares available in the 61 ft semi-trad narrowboat...”

The editorial comments are drawn from one of 4 reviews of new boats in Waterways World, June edition, two of which were built by BCBM’s “build partner”, The Navigation Narrowboat Company, based at Nantwich.



“Dawn Treader is a robust, well designed boat that should stand up to the rigours of shared ownership. The design touches clearly on the expertise of existing sharers and add a few individual twists, such as the keel cooler...”



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MDF's warp factor is beginning to challenge its long term suitability as an ideal material for use in new-build Narrowboats. *First Dawn, Dawn Treader and Dawn Chorus* use more stable, time resistant combinations of plywood, block board and solid ash. The Interior is finished in light, bright American White Ash. The solid aft steps are crafted from Mahogany.



Now let's have a look in the galley

All the “Dawn” series of Narrowboats are fitted with granite surfaces. Not just because they look dream-kitchen fantastic but also because they're heat resistant, hygienic and much easier to keep clean. For further protection, there's a reef panelling surrounding to protect any areas prone to wet, including splash-backs. Tough, water-resistant Karndean flooring again makes for fast, easy cleaning. There's a sensibly located high level microwave oven in addition to the 12 volt fridge and LPG Oven/Grill and Hob.



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Two plush leather "Captain's" chairs beckon complete relaxation in front of a cosy traditional multi-fuel burning stove and conveniently placed LCD TV with built in DVD player. And there are plenty of other quick and easy seating options for any family and friends you have travelling with you. As waves of peace of mind envelop, you can't help feeling sorry for all those harassed families waiting for flights at Airports, off to some oversubscribed hotel and overcrowded beach, paying over the odds for food and drinks, all costing fortunes for two weeks of sunburn.

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THE WINNERS! Of Our WHAT CAN WE DO WITH THE PHONE BOX COMPETITION!



In the last BCBM Newsletter we asked for suggestions for uses for the phone box we inherited as part of our new Braunston office.

The winning entry was from Phil and Jean Mence (Silver Cloud), who suggested that it could be converted into an emergency defibrillator! (Other suggestions included making it the world's smallest pub and creating a book exchange box.)

They win 4 tickets to the Crick Boat Show, to be held over the Queen's Diamond Jubilee weekend 3-5 June 2012

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<http://sites.google.com/site/boathandlingtuition>

“A Dream Come True...”



Imagine you are sitting in BCBM's Nantwich Headquarters and the phone rings.

“Would any of you be interested in taking on the full time management of a truly magnificent Dutch barge built in 2009 by Walker Boats?”

Pardon? Walker Boats are renowned throughout European maritime circles as being one of the leading benchmark boat-builders of modern Dutch barges. “Yes” we said.

And here she is, available through BCBM for shared ownership opportunities. Currently based on the River Thames, docked at Reading, she is a seriously spectacular craft, fitted out to luxury specifications. Appropriately named “Dream Catcher” she spreads the most beautiful, tranquil wake wherever she goes. Bear in mind that like the other Dutch Barges in BCBM's fleet, she's totally adaptable to both fresh and salt water excursions, although a round trip to Australia may take you out of your shareholder annual entitlements (and please, don't even think of going anywhere near Somalia - Andrew's only got a few shillings left in the petty cash tin).

“Dream Catcher” boasts distinctive and unique lines based on the classic shape of the Dutch barge. With a fixed steel wheelhouse and an air draft of just 2.75 meters, she also has a fly-bridge using aft desk space for open air seating and a second helm position. There's a lavish *en-suite* master cabin, an amazing saloon with leather upholstery and a U-shaped galley with granite worktops and walnut fascia.

Here are some basic details:

Hull: Welded Steel

Built: 2009

Engine: A power-thrusting Vetus Deutz DT66 delivering 170 hp.

Number of berths: 8

LOA: 60'0 (18.3m)

Beam 13'6" (4.1m)

Draft: 3' 3" (1m)

Displacement: 77162lbs

Fuel capacity 1400 litres (that should take you some distance, but *please*, nowhere near Somalia))

Water: 1800 litres

“Dreamcatcher” details are now available from Head Office on 01270 628076



BCBM's Dutch Barge fleet gathers ever more interest....

As described previously, "Dutch barge" remains a generic term for many generations of graceful, purpose-designed, semi-flat-bottomed boats once employed to haul long, heavy trains of fully laden wagon barges in and around Europe. Carefully constructed for both sea passage and intricate inland waterway journeys, they remain classic designs from a bygone era. The attraction of "new-build" Dutch barges must be obvious to anyone with a sense of history. These beautiful craft are truly majestic and built along traditional lines with the same fastidious attention to detail enjoyed by their ancestors, but now with areas of sumptuous extended living space and much more power. Yet still that gentle throb of the engines endears all who see them pass. BCBM's managed fleet now proudly includes:

"Henrietta"

Built in Holland at the Euroships BV Yard in Heerewaarden in 2008, we're talking about a serious sized craft here. 20 meters long (60ft), she has a 4.75m beam and a 1.1m draft. Designed along the lines of a traditional Dutch barge. In "Henrietta", craftsmanship brilliantly combines with modern boat-building technology. Both its interior and exterior specifications are astonishingly detailed. "Henrietta" is steel-built and powered by a superbly strong John Deer 175hp engine capable of a cruising speed up to 17kph at 2,300 rpm.

"Bon Viveur"

Is a self managed syndicate boat, based on the **Canal du Midi**, she boasts exceptionally high levels of comfort and spaciousness and, considering her generous proportions, an impressive ease of handling requiring the minimum of effort. Her design is based upon on a traditional Dutch Barge but with many modern innovations including ingenious use of below-deck space.

"Dream Catcher"

In her way, possibly the most perfect in her class. She boasts enormous individuality and as this picture shows, has a serene dignity that belies an enormous power-train from the Vetus-Deutz DT66 diesel engine. The real benefits are the extraordinary levels of on-board comfort and design sophistication. But possibly the best news...she's based in Reading, on the Thames. Perfect access for a perfect craft.



Looking to widen your nautical horizons abroad?

In terms of laid back waterway idling, France remains predictably popular. "Silver Steel" and "Henrietta". Both are poised and ready for the new season's activities, in between a few glasses of Pernod.

In the Mediterranean, in Andalusia, look to the yacht "Velshedda" and the power boats based there. Looking after the yachts is **Sue Whalley**, while caring for the power boats is **Deep Blue Marine**. So much do we have confidence in their operations, we seldom ever become involved. This is reflected by shareholders so happy with the service they receive.



Deep Blue Boat Share

by

**Deepblue Marine Services
Mallorca SL**

Shares available in:

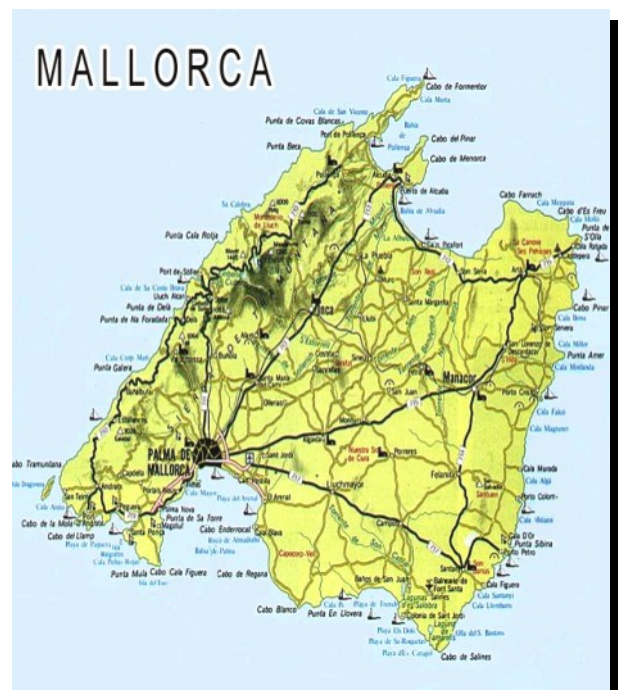
Broom 50

2 Princess 56

Fairline Squadron 58

For more Information visit

www.deepblueboatshare.com





Dear BCBM...

We really do enjoy receiving your letters. But given that virtually none ever arrive, we can only conclude that you're all so deliriously happy out there...is it a question of no news is good news? True, if any shareholder has a problem, then a phone call to our Head Office is always a good place to start. However, Andrew Day, Chairman of the Black Swan Syndicate, along with his wife Christine, took the time to write to us to thank Bob Mitchell at Braunston following Black Swan's Winter Maintenance:-

14 December 2011

Dear Bob

Black Swan Winter Maintenance 2011

It was very nice to meet you and Cath on Monday and on behalf of the Black Swan Syndicate, I am writing to thank you very much for the excellent work carried out by you and your team on our narrowboat.

I was impressed by the paint finish achieved and I think the non-slip surfaces are especially good. I suspect that we will probably stick with the non-slip matting on the stern deck for the time being but will definitely consider your non-slip paint finish next year.

The cockpit area will be much improved, with the new insulated deck boards, the drain channel to the locker and the drain hole and pipe to the starboard side floor. This will hopefully solve a problem that has been with us since day 1.

It all looks very tidy and well set up for the coming year.

Thank you once again.

Sincerely,

Andrew and Christine Day

Andrew was obviously delighted! He also sent an e-mail to say:-

"Charles Briesse played a blinder in his overseeing of our winter maintenance - excellent job."

Please do send your letters and e-mails (especially if they're as nice as Andrew's), good or bad, we like to hear what you have to say.

SO WHAT DO YOU THINK?

THE 2012 OWNER'S SURVEY

In case you think we're resting on our laurels, we recently decided to ensure that we're on track and send out an online survey to all owners to try and discover what you really think about BCBM's management service. As we go to press for this newsletter we're still waiting for a number of returns that have somehow become waylaid in the internet (couldn't be that some owners couldn't be bothered to complete it? Perish the thought!) So far, it seems the majority of you are happy, and we can't pinpoint any real concerns, which is a bit of a worry. There must be something that's really getting your goat.

Thankfully, we've had a few "averages" in as opposed to "goods" or "very goods" and of course, we'll urgently address these matters. We got really excited when a "bad" came in but it transpired that the anonymous owner pressed the wrong key. Seriously, we're trying everything to improve all aspects of our service but we do need your input. Have a fresh look if you wish at the online survey and re-do it. Try completing it when you've had too much caffeine or you've just received your latest Gas or Electricity Bill. Failing that, come and see us at our various venues this season and tell us face-to-face over a pint (or two).

AND NOW, FOR SOMETHING COMPLETELY UNRELATED TO BOATING...



Our researcher picked up this wonderful series of politically incorrect ads from the past. How times change!



THE 2012 OWNER'S SURVEY

WHAT'S THE BIG IDEA?

Following our latest set of AGM's held in Sept, Oct and Nov last year, we listened very carefully to everything which many of you had to say in connection with the way we manage your individual syndicates for you. There was a lot of valuable information, much of it extremely constructive. Some points are simply not practicable when dealing with a generic process, but wherever we can make valid improvements and changes to the way we operate, we will.

Once all the AGM's were completed we then analysed the comments and it was at this stage we felt that by purchasing the software and support facility of a company who specialise in this sort of thing would be the best way forward.

Lindsay Sullivan, our university work placement student, was tasked with finding the most suitable company to assist us and the relationship with Survey Monkey in the USA was forged. We then set about looking at the basic areas from which we wanted feedback and following extensive research and test questionnaires we finally settled on what we have circulated to you recently. Please note-

- This survey has gone out to every single owner (almost 600) we have and those who do not have email facility have received their survey by post.
- We decided to segment the survey to each syndicate in order to focus on hot-spots or areas of concern for each individual syndicate. From the results so far this has most definitely proved to be correct.

/continued over

The screenshot shows the SurveyMonkey website homepage. At the top left is the SurveyMonkey logo. To the right are 'Sign In' and 'Help' buttons. Below the logo is a navigation bar with links: 'Home', 'Take a Tour', 'Resources', and 'Plans & Pricing'. The main content area features a large image of a smiling woman, Sheila Normile, identified as a Market Researcher at Facebook. Text overlaying the image says: 'SurveyMonkey makes it easy to conduct, manage and analyze research that drives our business forward.' Below this is a 'facebook' logo. A dark navigation bar at the bottom of the main section lists: 'Market Research', 'Event Planning', 'Customer Feedback', 'Product Planning', and 'Education & Training'. On the right side, there is a teal sidebar with the heading 'Get Started Today!'. It contains two sections: 'PRO Plans' with a 'Pro Sign Up' button, and 'BASIC Plan' with a 'Sign Up FREE' button. At the bottom left, under 'SOME OF OUR CUSTOMERS', are logos for Samsung, XM, Roche, Toyota, and Dannon. At the bottom right, under 'FOLLOW US', are social media icons for Facebook, Twitter, LinkedIn, and RSS.

WHAT'S THE BIG IDEA?

Continued ...

- An owner has written to us saying that they will not return the survey for fear of reprisals! I can assure you all, that every reply is treated in the strictest confidence and only by carrying out the survey in this way will it give us the information we require to enable us to act on any problem areas. Hopefully you will see this as your chance to voice your own opinion and allow us to improve the management service we provide. As the saying goes, if you don't buy a ticket, you can't win the raffle!
- We have invested a not insignificant amount of money in this survey in order to help improve our service. The more responses we get the more it'll be money well spent! So please complete the survey; we hope it will result in a better experience for everyone!
- Can we ask that you don't put it off. Please fill it in for us and return it at your earliest convenience.
- Sometimes we do things which you disagree with, and we would never realise this unless you tell us; this survey is just another platform to enable you to do just that.
- We take our jobs very seriously, and we really enjoy what we do, but we do want to get it right! There may be one or two people out there who'd like us to mess up, but it's not something we intend on doing if we can help it.
- Here at BCBM, we have built our business and reputation on honesty, openness and being transparent in everything we do for our owners. So please be as honest as you like in return and enable us to make your holidays and syndicate boating experience as hassle free and pleasurable as possible.

Thank you.

Once we have all the results back we will communicate with everyone, but on a syndicate by syndicate basis to tell you exactly what you all felt, and what we at BCBM are going to do to raise our game by utilising the valuable information we received back from many of you who so kindly participated in our quest to help you, the owners.

Welcome to **FIREFLY**

At BCBM we were ecstatic when we first received an enquiry from the now chairman of Firefly, asking for information on our Management Service provision for syndicate boats. We quickly offered to attend a fact-finding meeting they were holding, where we were invited to do a presentation to the complete gathering of Firefly syndicate owners.

We thoroughly enjoyed it and after a short wait until their AGM, they voted to appoint BCBM Ltd as their new Management Service Provider. Needless to say we were delighted.

Firefly is based at Hillmorton Wharf, where we already have two of our syndicate boats, and Firefly now makes it three, as they wish to stay there for this season. We look forward to a long and happy relationship with all the owners of Firefly and sincerely thank them for awarding us the honour of providing their overall management package.

Thank you.



Broadly speaking...

Thunder joins Lightning

And so finally we come to you wonderful Norfolk Broad Syndicates. "Where's our mention?" we hear you cry in unison. To be fair, you've been in the front part of the newsletter for over 2 issues. So just calm down and behave yourselves.

For anyone reading this for the first time, our Norfolk Broads managed boats are a brilliant class on their own. The bases we work with closely ensure that every craft is securely over-wintered, overhauled and face the new season refreshed and revitalised. These boats are phenomenal specimens of precise design for the environments in which they cruise. The Broads are largely man-made with a myriad of deep and shallow waters, fed by an assortment of natural rivers and streams. Broads boats are by nature long and sleek as they need to cruise gently beneath various low slung bridges.

BCBM currently manage a number of Broads boats...the exciting news being... Thunder has joined Lightning.



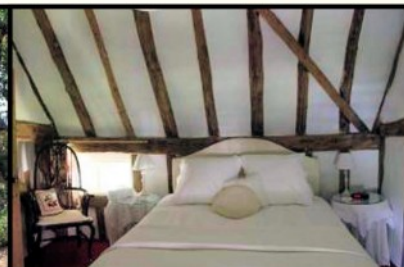
"Thunder" was built as the companion boat to "Lightning" and is the same in every detail.. Specifications are the same and can be found on the Norfolk Broads section on our website.

There are currently a number of shares for sale in other Broads Boats which again, you can access from our website. See details at the end of this Newsletter.



The most comfortable of B&Bs ...
...the warmest of welcomes.

The Thatches Palgrave



Caron and Alan Townsend welcome you to The Thatches, a beautiful 15th Century house offering B&B in the pretty village of Palgrave, close to Diss on the Norfolk/Suffolk Border. An ideal base from which to explore this delightful area; The Broads and the coast are just a short drive away.

www.thethatches.com Tel: 01379 641 567

Broom

Aft Cabin Cruisers

GO DISCOVER
THE WORLD.

Broom Boats provide a unique and most comprehensive service to boat owners. The facilities include used boat sales, refurbishment, maintenance, service, moorings, upholstery, cover making and stainless steel fabrication.



Servicing

One of the enduring strengths of Broom and why they have maintained a leading position in the boat building industry for so long is the after sales service they provide. A major part of the business is providing extensive service and maintenance facilities for Broom built craft. Boats built over thirty years ago can frequently be seen being serviced and refurbished in the extensive maintenance shops.



G H Fabrications

Stainless Steel Fabrications is a successful stainless steel fabricating business specialising in the production of a wide range of items for the marine industry. They have a strong customer base supplying the leading boat companies in Norfolk and Suffolk. Broom has created new factory space for this division which incorporate their own team of fabricators.



Marina

Broom's Marina now provides over one hundred berths with a mixture of pontoon and alongside moorings for boats up to fifty feet in length.

Each berth has its own individual metered power supply. Car parking is either adjacent or close to the moorings. Berth holders are able to take advantage of Broom's service facilities from regular cleaning and valeting to major refits.



Upholstery

Located on site our upholstery and canopy makers have a wide range of services to transform your boat including helm & cockpit seating, replacement & redesigning of canopies, sundeck cushions, tonneau covers, sun awnings, interior upholstery, curtains, carpets, blinds, mattresses, fitted sheets, bed covers and scatter cushions

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Mooring Tariff 2011

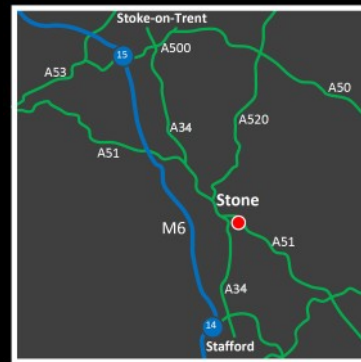
- Mooring fees quoted include VAT (20%), water, car parking for 1 vehicle, use of toilets & showers, ELSAN disposal & 2 access cards
- Moorings are charged on berth size not boat length
- Electricity is available to every berth, but not included in the mooring fees
- Electricity is operated by a pre-payment card system. A one-off £50 connection fee applies, which includes £10 credit
- Laundry, fuel, pump-out, launch & recovery and servicing facilities are offered at additional rates
- Payment is required strictly in advance of mooring
- 3 months mooring fee for reservation (non-refundable) which is deducted from total mooring fee
- Mooring periods begin from the date of boat arrival

New discounted rates for 2011!

BERTH	MAX BOAT LENGTH	QUARTER	6 MONTH	ANNUAL
12m	40FT	£480	£876	£1443
15m	50FT	£601	£1095	£1803
18m	60FT	£722	£1312	£2164
21m	70FT	£841	£1531	£2524

01785 819702
www.astonmarina.co.uk

Planning your visit



Enquiries: **01785 819702**

email: moorings@astonmarina.co.uk

Web: www.astonmarina.co.uk

Find us

By Road

Aston Marina is located directly off the A51, approximately 1/4 a mile from its junction with the A34 in the direction of Rugeley, and 5 miles from the M6 at Junction 14.

First Group provides local bus service, the No.101 between Stafford, Newcastle-under-Lyme and Stoke-on-Trent.

By Rail

Stone railway station is approximately a mile from the Marina, and served by the West Coast Mainline. London Midland operate an hourly timetable serviced by trains travelling between Liverpool Lime Street and London Euston.

By Canal

Aston Marina is located exactly mid way between Preston Brook and Shardlow on the Trent & Mersey Canal. To our south is Bridge 89; immediately to our north is Aston Lock [No. 26] and bridge 90.

Aston Marina Ltd, Lichfield Road, Stone, Staffordshire, ST15 8QU



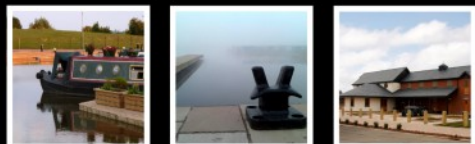
Mooring Information

Aston Marina boasts 200 long and short term moorings, across two basins and all surrounded by stunning rural scenery. Navigation is made stress-free because of our unique feature of an entrance and exit, negating a need to wind in the marina.

Narrow beam craft up to 70 feet can be accommodated on our rigid timber decked jetties, which range in size from 12m - 21m or 40ft - 70ft. Generously wide decked walkways connect the jetties to the shore, where decorative fencing and gates provide security, controlled using proximity card readers and automatic closure.

Electricity is offered to every berth via individually metered 16amp supplies, and a ring main around the basins ensures fresh water is provided to every power pedestal.

Moorings are offered from 1 night to 10 years, with preferential rates available to longer term customers; with a holding deposit, berths can be reserved for up to 6 months to simplify the logistics of joining Aston Marina from another mooring location.



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Marina Facilities



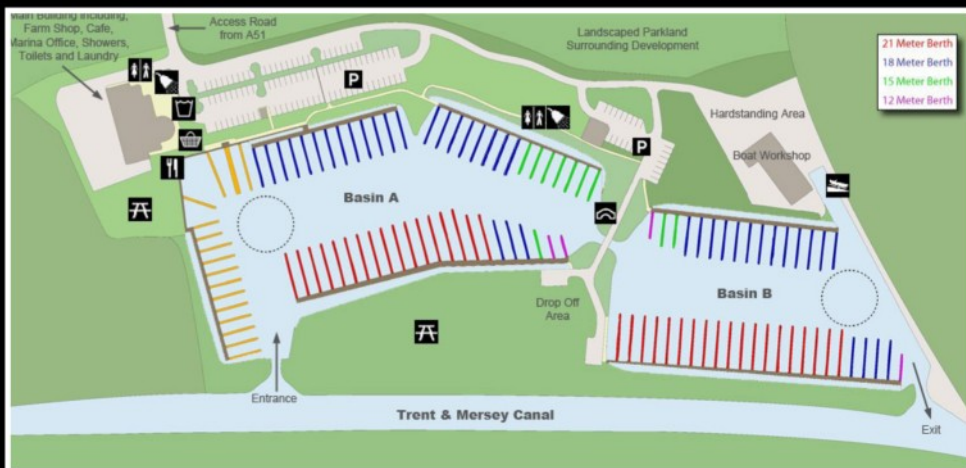
- Farm Shop
- Butchery
- Licenced Bar
- Bistro
- Berths up to 72Ft
- Electricity (16amp)
- Water
- Card Access Security
- WiFi
- Gated Jetties
- Secure Parking
- Laundry
- Elsan Disposal
- Showers
- Toilets
- Diesel
- Pump-Out
- Slipway
- Boat Lift Trailer
- Twin Bay Workshop
- Hardstanding Area

Farm Shop & Bistro

Aston Marina's own onsite farm shop and butchery offers a broad range of the best tasting and finest quality home grown and locally produced food and drink, as well as delightful delicacies from further afield.

In the Bistro our chefs work alongside our own traditional butchers and growers to continually develop our seasonal menus, serving superb contemporary British cuisine for breakfast, lunch and dinner.

In 2010 we were very proud to be awarded accreditation with the Taste of Staffordshire for the quality and freshness of our locally sourced produce.....and of course our moorers enjoy a special discount every time they visit.



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