

From: enquiries@waterways-ombudsman.org 
Subject: A letter from the Ombudsman - opening an investigation
Date: 17 August 2020 at 14:28
To: Taylor's Boatyard info@taylorsboatyard.co.uk



Dear Mr Askey

Please find attached a letter confirming I am opening an investigation into your complaint.

I have requested all the relevant information from the Trust and would be grateful if you could provide any further evidence you have to support your complaint.

Once I have all the information I will let you know and will probably contact you by telephone. As you are quite local to me it may be helpful if I do a site visit. Please let me know if you think this would be beneficial.

Sarah Daniel
Ombudsman

Tel: 01925 263970
Email: enquiries@waterways-ombudsman.org

Waterways Ombudsman
PO Box 1340
Warrington
WA4 4HS

www.waterways-ombudsman.org

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Sarah Daniel
enquiries@waterways-ombudsman.org

Peter Askey
Taylor's Boatyard
Chester

By email to: info@taylorsboatyard.co.uk

Date 17 August 2020

Dear Mr Askey

I have decided to open an investigation into your complaint, which I have summarised in the following way:

Mr Askey complains that the Trust is deliberately attempting to destroy his boatyard business. He believes the Trust need to demonstrate a boatyard business is unviable at this historic canal site in order to continue with their surrounding property development. Mr Askey says that as a tenant of the Trust he has been subjected to

on-going unfair treatment, harassment, and intimidation. He says the Trust is a registered charity but completely disregards its own published charitable aims.

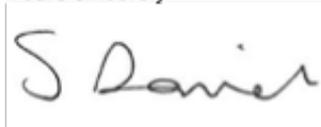
As a resolution he wants the Trust to; reinstate the dry dock culvert back to its original design and repair the culvert failure; pay compensation for disruption to his business; improve communication; provide a written guarantee regarding the Trust's future plans for the boatyard site, and constructively discuss and resolve the known issues they have created with the boatyard lease.

Please note this is a basic summary of your letter to me and all aspects of your complaint will be investigated. If you have any comments on the summary please let me have them in the next week, i.e. by 24 August, or earlier if you are able.

If there is any other evidence that you have, either now or during the course of my investigation, please provide it. I shall also ask the Trust for any evidence that it has in its possession. Once I have received the evidence from both you and the Trust, as well as any other evidence I consider necessary, I shall write to you again to let you know. After that point I aim to complete my investigation within a further 90 days, although it may take much less. If in my view the case is complex and will take longer than 90 days to conclude I will write to you again to let you know and to tell you how much longer I expect it to take.

I do need to inform you that you are not obliged to retain a lawyer or a legal advisor, but if you wish to do so you may seek independent advice, or you may be represented or assisted by a third party (such as a friend or family member) at any stage of the procedure.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Daniel', enclosed in a thin black rectangular border.

Sarah Daniel
Waterways Ombudsman

PO Box 1340, Warrington, WA4 9TT. Tel: 01925 263970

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Sarah Daniel
Waterways Ombudsman