


From: enquiries@waterways-ombudsman.org 
Subject: A letter from the Ombudsman-more information request
Date: 10 September 2020 at 12:12
To: Taylor's Boatyard info@taylorsboatyard.co.uk



Dear Mr Askey

I am in the process of investigating the issues involved in your complaint and I have some questions for you.

As a solution you have asked for a number of things which include,

1. Reinstate the dry dock culvert back to its original design and repair the reason for the culvert failure.

The Trust has explained in an email to you from Richard Spencer (27May) why they used the design they did and that their heritage advisors have agreed with the design and the way it was done. In your complaint letter you say you think the repair is unsafe and you do not want to accept responsibility for it? As the Trust's engineers are satisfied that, once the lock gates are in place, it will be safely operable, we seem to be at an impasse. Can you provide any evidence that the dry dock would not be safe to use? Has it been tested and demonstrated to you? Would that help provide you with confidence it could be used? What do you want the Trust to do?

2. Immediate settlement of the interim compensation payment.

Have you provided evidence of your lost income/business experienced as a direct result of the loss of the Dry Dock?

Before the Trust can make any payment it needs to assess the level of payment required and to do this it would need to see your accounts and probably details of your lost booking. I understand the intention behind using Vail Williams is to provide an independent view to assess the level of any compensation payment. If you are unhappy with an outside agent the Trust has advised me they would be happy to work with you or an agent of your choice to make the assessment. What is your preferred option?

Finally you ask for, A written guarantee from the Trust that they will constructively discuss and promptly resolve the known issues that they have created with the boatyard lease.

I understand that you have a lease that is for fifty years with the majority of the lease remaining. Can you explain a little more about what the known issues are and how you want them to be resolved.

If you would like to discuss this over the phone please let me know so we can arrange a suitable time.

Regards

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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