



Camboaters Community Association

29th January 2007

Dear Anne

I am writing to you on behalf of the Camboaters Community Association regarding the City Council's recent request for backdated fees from mooring licence holders for the period of April to June last year. As I am sure you are aware this caused some consternation among licence holders. A number of boaters contacted us directly stating that they felt it was unfair for the Council to charge boaters for the period before the licence scheme actually came into effect. Whilst Camboaters do not take a position on the rights and wrongs of this point as a community association we must represent the spectrum of boaters' views on this matter. Other grievances communicated to us by boaters were:

1. That the letter, requesting boaters to pay the backdated fees, was poorly timed, arriving as it did just before Christmas, when many people face financial difficulties. Furthermore, many people were away over the Christmas period and could not respond to the letter at such short notice.
2. That you gave boaters an unreasonably short periods of notice: firstly requiring us to contact you within eight days of the earliest possible date of receipt of the invoice stating whether we would like to instalments or with a lump sum and secondly, requiring payment within 21 days of the date of the invoice, when the standard period is 28 days.
3. That the letter was poorly worded and ought to have been more contrite, given that the request for back-dated fees arose from the Council's failure to implement the mooring sachem according to its own time table.
4. A number of boaters say they were given the impression by Active Communities that they would not be liable for mooring fees for the period of April to June, before the licenses were issued.

We appreciate that implementing the mooring scheme has not been a straightforward process and that many people, both at the Council and in the boating community, have made great efforts to make it a success. Furthermore, we understand that a number of boaters who have contacted you directly regarding this matter have received apologies. As a gesture of goodwill perhaps you could offer for boaters to pay any outstanding fees in a more flexible way, for example spread over the following year.

We look forward to hearing from you and to the future success of the mooring scheme.

Kind regards,

Ewan Wakefield
Camboaters Committee Member