



# **Rickmansworth Waterways Trust**

## **Boaters' mail Procedure**

**Document Number O10**  
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**Date Reviewed and Approved by the Trustees – December 2023**



## Scope

This Operational Document details all that has to be done in order to operate the Boaters' mail service. Although called "Boaters' mail" this is not restricted to boaters. For convenience, the person using this service will be referred to as the boater or recipient throughout this document.

## Canal Centre volunteer activities

### Joining the service

The boater wanting to join the service will do so at the Canal Centre.

The boater can apply on behalf of several people as long as they are all on the same boat.

The volunteer in charge at the time will receive a completed application form and take the appropriate payment.

Create a labelled folder for the boater in the Boaters' mail drawer.

Add the new name on the Boaters' mail index.

Record the payment through the till.

Pass the form to the administrator of the service via the folder which contains mail for trustees and officers. (The tab "Boaters' Mail administrator" is currently under "V").

### Receiving mail from the Post Office or other delivery organisation

When the Post Office or other delivery organisation delivers letters or small packets, if possible, check that the recipient of the letter is on our list of boaters before the postman leaves. That way, anything that is not for boaters that we support can be given back to them immediately.

There are 3 likely scenarios:

- The recipient is on our list:  
Stamp the letter with the date received and place it in the folder for the boater to await collection.
- The recipient was on our list but didn't renew within the last year (as recorded in the "Recently removed" list at the end of the main Boaters' mail index):  
Stamp the letter using the stamp with the legend "No longer at Rickmansworth Waterways Trust. Return to sender", and cross out the address, preferably with a black felt-tip pen. The letter can then go back in the post to be returned to the sender.
- The recipient is not on our list and hasn't been for at least a year (as recorded in the "Recently removed" list at the end of the main Boaters' mail index):  
Stamp the letter using the stamp with the legend "Not known at Rickmansworth Waterways Trust. Return to sender", and cross out the address, preferably with a black felt-tip pen. The letter can then go back in the post to be returned to the sender.



### Renewing the service

The boater wanting to renew the service may do so by paying by bank transfer and emailing a completed form to the administrator of the service. They can also renew at the Canal Centre which is what is detailed here.

If the boater doesn't come in with the form then ask them to complete one. Blank forms are held in the cabinet which holds boater's mail. If there are no blank forms available then please write the obvious basic details – name, boat name, email address, telephone number, how long the renewal is for, the amount and the method of payment on a piece of paper and put it in the folder for the administrator of the service, via the folder which contains mail for trustees and officers. This also gives us an audit trail of the transaction in case there's a query with the boater about how long the renewal was for.

Please check the form to ensure that it has been completed as much as possible, especially how long the renewal is for, the amount and the method of payment.

Without a form (of some sort) then the boater's mail renewal cannot be processed and they will not have renewed at this point.

### Leaving the service, or not renewing

This is handled by the administrator of the service.

If the boater comes into or phones the Canal Centre to say that they are leaving the service or not renewing then leave a note for the administrator for them to tidy everything up.

## **Administrator activities**

### Joining the service

The administrator will collect the completed form from the Canal Centre and update the Boaters' mail index accordingly.

Pass this information to the Supporters' database administrator so that the details can be added here, and the website subscribers list, plus the website "Boaters' mail" group can be updated.

File the application form for future reference.

### Renewing the service for a boater

Using the Boaters' mail index identify those agreements which are about to expire.

If on email, send each boater a copy of the application form:

"Hold letters and small packets at the Canal Centre" in both pdf and Word formats

If they are not on email then leave a copy of the form in their folder for them to complete.

Record what you have done on the Boaters' mail index.

After their agreement has expired, if they haven't renewed, phone them to see if they will renew.

If they haven't renewed a month after their agreement has expired, remove them from the service.

File any renewal form for future reference.



### Leaving the service, or not renewing

Stamp any post for the boater using the stamp with the legend "No longer at Rickmansworth Waterways Trust. Return to sender", and cross out the address, preferably with a black felt-tip pen. The letter can then go back in the post to be returned to the sender.

Remove the folder for the boater.

Update the printed copy of the Boaters' mail index in the Canal Centre to cross out the boater and add him to the "Recently removed" list at the end of the index.

Update the master copy of the Boaters' mail index to remove the boater and add him to the "recently removed" list at the end of the index.

Pass this information to the Supporters' database administrator so that the database can be amended to flag the boater as having left the Boaters' mail service, and the website subscribers list changed to remove him from the "Boaters' mail" group and add him to the "Valid web subscribers" group.

### Other notes and tasks

The administrator should use an @rwt.org.uk email address for any communications sent via email in order to help assure boaters that this is genuinely coming from RWT.

Roughly monthly print off a new copy of the Boaters' mail index and replace the index in the Canal Centre with this one, making sure that any alterations are copied to the new printed index.

Update the Boaters' mail index with any changes flagged on the old index from the Canal Centre.

Liaise with the person who maintains the Supporters' database to make sure that the Boaters' mail index, Supporters' database and Boaters' list on the website are kept in sync. with each other.

The Boaters' mail index should be backed up and kept for at least 2 years. Any forms can be removed and shredded 2 years after they were created.