Environment Agency

Harbour of Rye

Customer Charter

Our service for customers using the Harbour of Rye

Welcome to the Harbour of Rye. The harbour comprises the tidal reaches of the rivers Rother, Brede and the Tillingham. It has a commercial wharf, a fishing fleet and berths for around 300 boats. The harbour is owned and managed by the Environment Agency; We aim to run a sustainable and vibrant harbour where leisure boaters, commercial boats and the fishing fleet exist harmoniously, supporting the local economy and the natural environment.

We want all our customers to enjoy using the harbour. We aim to deliver a great service to our customers, and this charter explains the service we will provide. We will monitor and report on our performance against the standards in this charter every year at the Harbour of Rye Advisory Committee meeting.

1. Safety

We support a safe and enjoyable environment for our customers and fully comply with the Ports & Marine Facilities Safety Code. We ensure all port users are well informed, well trained, engaged and committed to the Ports & Marine Facilities Safety Code. See [Ports and marine facilities safety code - GOV.UK](#) for a copy of the code.

We regulate marine operations to safeguard all activities within the harbour. We identify hazards, carry out risk assessments and record all harbour incidents.

2. Maintaining the harbour

We maintain the navigation and keep our structures in safe working condition for our leisure boaters and commercial operations at the harbour.

When we identify new or potential hazards we notify our customers as quickly as possible. We do this by: publishing the latest Notice to Mariners on notice boards and mooring sites; emailing harbour users who have signed up for our email service and on the internet at www.gov.uk/rye-harbour-closures-and-restrictions. Customers can also call us for information on 01797 225 225. We keep our quays and jetties in safe, working condition for boaters and maintain the river bed level to ensure safe navigation.

We carry out regular surveys of the main channel and publish this information.

We mark new underwater obstructions we are aware of in the harbour and remove any wreck that poses a threat to safety.

We mark and light the main navigation channel and aim to carry out all repairs in accordance with IALA guidelines.
See www.iala-aism.org/iala/ for the IALA guidelines.

3. Maintaining moorings and facilities

We provide and maintain safe access to our sites and facilities for visitors where we can, such as toilets, showers and mooring service bollards.

When we receive reports of facility breakdowns or critical equipment failure at Simmons Quay, we arrange repairs as soon as we can.

We provide information about facilities that are not available as soon as we can.

4. Pilotage service

We provide a pilotage service to help ships move safely through the harbour and ensure fully trained pilots are available to meet all ships requiring access. We ensure all national legislation, local byelaws and directions are complied with - see Rye Harbour: passage, pilot and mooring information for boaters - GOV.UK for more information on this.

Pilotage is compulsory for all ships over 30 metres length navigating in the harbour. Requests for specific pilotage services must be made to the Harbour Master, with 24 hours notice. See Rye Harbour: passage, pilot and mooring information for boaters - GOV.UK for more information on using our pilotage service.

5. Protecting your interests in the harbour

We support a safe and enjoyable environment for our customers and carry out enforcement activities to help protect the harbour, our customers and our income.

We carry out patrols of the harbour by boat and on foot, to ensure compliance with our byelaws. See www.gov.uk/government/publications/rye-harbour-byelaws for a copy of our byelaws. We report all people keeping or using boats in the harbour without valid registration and prosecute those who fail to register.

We carry out 'speed and wash' checks and take action against those breaking the harbour speed limit.

We manage our visitor moorings to ensure no overstaying.

We work with the police and local authorities to improve safety, prevent crime and reduce anti-social behaviour on or beside the harbour.

We provide a safety boat service for river events, upon requests with 28 days notice.

6. Responding to incidents

We support the emergency services in dealing with emergency harbour incidents but we are not the first point of contact.

In an emergency at sea or on land you must call 999 - remember the coastguard is the fourth emergency service.

All non-emergency incidents in the harbour, including pollution incidents, should be reported to the Harbour Master's office on 01797 225 225 or the 24 hour incident hotline 0800 80 70 60.

7. Registering your boat

All boats kept or used in the harbour must be registered with us. We provide a registration certificate which you must display on your boat. For boats not based in the harbour, temporary visitor registration is available from the harbour office.

We process postal applications within 10 working days and provide information on how to register boats, including the full schedule of charges and other requirements, [Register a boat at Rye Harbour - GOV.UK](#)

We provide options for payment including cheque, direct debit, credit/debit card. Our boat registration service is available 08:30 to 15:00, Monday to Friday and can be contacted at the harbour office on 01797 225 225.

Would you like to find out more about us, or about your environment?

Then call us on

03708 506 506(Mon–Fri 8–6)

Calls to 03 numbers cost the same as calls to standard geographic numbers (i.e. numbers beginning with 01 or 02).

email enquiries@environment–agency.gov.uk or visit our website www.gov.uk/environment–agency

incident hotline 0800 80 70 60 (24hrs)

floodline 0845 988 1188