



21 October 2019

Tenants' Charter

When we became your landlord earlier this year, we made a public promise to listen to your views and better understand your concerns. We said we would put tenants first and make the Arches better places for you to work, build and run businesses.

We promised to create a Tenants' Charter to demonstrate how we will improve the Arches.

Over the past several months, your input into this Tenants' Charter has been essential. We wrote to all of you for feedback, heard from hundreds of tenants and held focus groups across the country. We have also engaged in many constructive discussions with key stakeholder groups, such as the Federation of Small Businesses, Guardians of the Arches and Local Authorities.

Our goal has been to hear from as many of you as possible because the diversity of your businesses make the Arches what they are. The long-term growth of your businesses will continue to play a critical role in your local economies and communities.

Today, we are writing to share our commitments and respond to your feedback. The enclosed Tenants' Charter is based upon four principles.

- **Being an accessible and responsible landlord**
- **Providing environments that help your business thrive**
- **Working in partnership with you**
- **Creating a positive social and economic impact**

The Charter details what each of our principles mean in practice. We will include additional detail on these commitments in our Tenants' Handbook, a comprehensive guide to services and tenancy information. A revised version of the Handbook will be published in November 2019 and reviewed every year.

We hope that over the past few months, you have also noticed the work that we are already undertaking across your communities. For example:

- We have started a multimillion-pound investment across the estate, addressing maintenance issues, increasing our number of site managers by 15% and bringing more than 360 unoccupied arches back into use.
- We have set up a new 24/7 call centre.

- We are responding to your concerns about rent levels and leases. We are working individually with long-standing tenants who are small businesses or not-for-profits where affordability might be an issue to agree suitable rent or lease profiles, or other measures to help such as turnover rents or support for arch relocation.

This is the beginning of a new culture at a new company, The Arch Company, one of respect, responsiveness and transparency with each other and with our tenants. As we continue to improve our new systems, we want you to tell us when we get things wrong, or when issues slip between the cracks. Our new 24/7 free-phone number, email and an online contact form will make it simpler for you to contact us.

We know that the long-term success of The Arch Company rests on building strong relationships with our tenants and local communities and through open, timely and two-way communication. As proactive dialogue continues, this Charter will also evolve to stay relevant to your needs. We look forward to working with you in the months and years ahead.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'A. Dakin', with a stylized flourish at the end.

Adam Dakin
Director of The Arch Company