

# GREATER LONDON AUTHORITY

**Leni Jones**

Managing Director  
Guardians of the Arches  
Railway Arch 5  
Cherry Tree Walk  
Leeds  
LS2 7EB

**Department: Economic Development**

Date: 24 May 2021

Dear Leni,

Thank you for your letter of 12 April 2021 and apologies for the delay in providing a formal response. We have of course been in regular contact over the last month or so and as you know, there remain some issues that I am still discussing with TfL. I hope to revert to you on these matters over the next week. In the meantime, please see below response in relation to the specific points raised in your letter.

I would like to assure you that the GLA, and our colleagues at Transport for London (TfL) take complaints like this extremely seriously. I am very sorry to hear that tenants you represent feel threatened and frightened to speak out and I want to thank you for bringing it to our attention.

I have spoken to TfL about the specific example mentioned in your letter. I understand that there have been meetings over the last couple of weeks which you have attended with TfL and the tenant Fresh Collection, resulting in actions being agreed on both sides to bring this specific case to a satisfactory conclusion.

TfL has advised that to address any uncertainty or misunderstandings that may exist with other tenants it will issue further written communications and make direct contact with businesses. TfL will also set up a virtual tenant forum where tenants will have the opportunity to ask questions directly and confidentially via a platform called Slido.

As a further measure, on lease renewals, a checklist has been developed for surveyors and tenants to ensure that key points of communication are not missed during covid support and lease discussions. This could form part of the sign off process reminding surveyors of what must be covered and enable the tenant to ask any questions before agreement is reached.

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On the differences in approach from TfL to its station tenants, this is something that Rajesh and I are continuing to discuss with colleagues at TfL and I hope to provide more information over the coming weeks.

If you are aware of any other tenants who have concerns, I would be grateful if you could encourage them to escalate their concerns to the TfL management team led by Paul Rogers, or for you to bring these matters to Paul's attention if tenants feel unable to do so themselves.

Thank you again for bringing this matter to my attention.

Yours,

A handwritten signature in black ink, appearing to read 'J Izzard', with a long horizontal line extending to the right.

Jamie Izzard  
Senior Manager - Enterprise

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