



London Underground Tenants in Crisis

Community Leader <londonunderground@guardiansofthearches.org.uk> Tue, Jun 15, 2021 at 10:01 AM
To: AndyLord@tfl.gov.uk, Jamie Izzard <Jamie Izzard@london.gov.uk>, Rogers Paul <PaulRogers1@tfl.gov.uk>
Cc: Community Leader <londonunderground@guardiansofthearches.org.uk>, Community Leader <tfltenant@guardiansofthearches.org.uk>

Dear Jamie, Andy & Paul

Following our previous correspondence and meetings we have held in respect of London Underground In station retail management ([copies and notes linked for your ease of reference](#)), we would like to inform you that tenants are keenly organising within each station community and working collaboratively to understand their collective needs.

This group of over 420 SMEs urgently require meaningful changes in the management of their estate in order to manage and protect their business viability. We have made this abundantly clear already however progress on this matter is painfully slow, every day that passes pushes these families into further crippling debt and greater uncertainty.

Whilst we keenly anticipate an informative meeting on 16th, we would like to be transparent about the proposed action our members have agreed.

You will see attached a draft press release. We also have a number of high profile tenants who have already prepared their testimony to share publicly. Whilst we recognise that this is a threat of action, our intention in sending this email is to give you an opportunity to avoid this adversarial path as we firmly believe that dialog and diplomacy are the best route to progress. Im sure you can understand the difficult position your customers find themselves as we have been in dialog since April without any firm commitments to remedy the crisis unfolding across the ISR estate, with every day and week that passes, the financial crisis for our members only worsens and therefore we must urge you to take action now.

Our ISR Community has requested, as an indicator, that if London Underground wishes to pursue an equitable relationship with their tenants, the following 4 demands must be secured before 28 June in order to proceed with negotiations and avoid public fall-out.

1. All outstanding (not finalised) rent reviews or lease renewals up until early 2022 are settled at a minimum of Nil uplift. All legal action and threats of arbitration cease.
2. All SMEs severely impacted by pandemic are permitted to surrender units or request relocation without financial penalty (eligibility via an accountant's letter).
3. All ISR businesses are given the provision of a 'Business Health Check' under the management and supervision of the TfL Commercial Development team to determine appropriate lease or rent adaptations to suit their business needs.
4. All ISR London Underground estate management/surveyors must complete appropriate training in customer service, to better understand estate management from a small business perspective and be equipped with the fundamentals of small business financial management.

We understand that there will be further requests and questions arising from the tenants forum on 16th and we are confident that if the landlord is willing to listen to their customers, the right long-term equitable approach for valuations, rent and arrears management will become clear.

Due to the distrust and uncertainty experienced by this group, we must demand an immediate relief to the duress being inflicted upon these business owners to enable meaningful and creative conversations to resolve these very complex issues.

We look forward to hearing from you.

Kind regards

Community Lead
London Underground ISR

For and on behalf of
Guardians of the Arches Limited
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 **GOTA Statement - LU Tenants 15 June 2021.pdf**
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