

John Cook

Subject: Action needed: Your repayment deadline for COVID-19 financial support is approaching

Dear Tenant,

Repayment Reminder for Rental Space xxxxxxx

We would like to speak to you about the arrears of £xxxxxxx on your account as of 7 June 2021.

The COVID pandemic and the resulting lockdown has caused some tenants to fall behind on their rent payments. We want to speak to you about your arrears before COVID restrictions on debt recovery are loosened on 30 June. If you are not in a position to pay, then please visit our Coronavirus Recovery Unit to apply for a payment plan.

This amount doesn't include a deposit top-up of £xxxxxxx that you will be required to pay when notified in writing at a later date. We have taken this sum from your deposit to offset payments due to us under your tenancy which you had not paid on the dates they were due.

If you are unable to afford the arrears at present we want to offer you a payment plan that allows you more time to pay off these debts. The length of the payment plan would depend on the amount of arrears and your ability to pay.

You can make a payment using a bank transfer to the following account:

Company and Account Name: The Arch Company Properties Limited – Rent Collection
Sort Code: 20-67-59
Account Number: 23908615
IBAN: GB22 BARC 2067 5923 9086 15
SWIFT/BIC: BARCGB22

Our objective since the start of the crisis has been to retain the diverse mix of businesses that makes the arches special. We have supported small businesses most at risk with a £10m Hardship Fund, and we will continue with the approach of offering help to those who need it most, in line with the government's commercial property code of practice.

The credit controller handling your case is Neil Wilkie. If you are unable to make your payment, please visit our [Coronavirus Recovery Unit](#) as soon as possible and use the webform to outline your current trading and future expectations, as well as to suggest a payment plan length.

Kind regards,

John Cook
Senior Credit Manager



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