

John Cook

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

Dear Tenant,

Repayment Reminder for Rental Space xxxxxxxx

Further to my colleague John Cook's letter, of 10 June, please contact me urgently about the arrears of £xxxxxxx on your account as of 19 July.

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

Alternatively, you can make a card payment by calling 0203 880 0701 and selecting Option 1.

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.

We understand that the COVID pandemic and the resulting lockdown has caused some tenants to fall behind on their rent payments. 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](#).

If you are unable to afford payment in full at present, we may be able to offer you more time to pay off these arrears. Please visit our [Coronavirus Recovery Unit](#) as soon as possible for more information on this, and to use our webform to make an application for more time to pay. You may also contact me on 0203 880 0701 to discuss the options available to you for paying your arrears.

Please note that not keeping up with your payments is a breach of your lease terms. If you do not make a payment, or do not contact us to arrange a payment plan, it may result in further action to recover this debt. We would prefer to avoid this, and to engage with you to find a solution, so it is important that you contact us as soon as possible.

Kind regards,

Neil Wilkie
Credit Controller



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