



Eleni Jones &lt;eleni.jones@guardiansofthearches.org.uk&gt;

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**Fwd: London Underground Station Retail - Customer Update December 2021**

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**Eleni Jones** <Eleni.Jones@guardiansofthearches.org.uk>  
Draft

Tue, Feb 15, 2022 at 11:42 AM

**From:** Atkinson Tom <TomAtkinson@tfl.gov.uk>**Date:** 20 December 2021 at 12:47:55 GMT**To****Subject: London Underground Station Retail - Customer Update December 2021**

20 December 2021

Reference:

Property:

**Please note, this email has been sent on behalf of the London Underground In Station Retail team. Please send any replies to [ISRPropertyManagers@tfl.gov.uk](mailto:ISRPropertyManagers@tfl.gov.uk)**

Dear customer,

**Working in partnership with you for our shared recovery**

I wrote to you last week about our commitment to working in partnership with you and our process for dealing with arrears, if you have any at present. I also outlined the support that we have offered to you since March 2020, including rent credits, payment plans, more time to pay off pre-pandemic arrears and the opportunity to move to monthly rent billing to help manage your cashflow.

We are committed to working in partnership with you, for the benefit of you, Transport for London, and our local communities.

I accept that how we have applied this support has not been as organised or quick as it could be, on rent support and credits. We recently wrote to you to outline any credits you may still be due, and I am sorry that these have been delayed in being applied to some of our customers' rental accounts.

I thank you for being honest and open with us, outlining what we should be better on and holding us to account as we haven't improved as quickly as we could have. We recognise that inconsistencies in our service will have impacted some of you and this is compounded by the changes witnessed in station footfall. We would also like to thank Guardians of the Arches for raising these issues with us.

I want to assure you that we are working very hard to improve and since taking over the team we have made strong inroads, but the change needed to be able to deliver the right service to you is significant.

I wanted to write to you to outline things that we will be delivering in 2022.

1. Credits – I wrote to you in October to outline where extra credits will be applied to your account. The credits will be applied early in 2022 and no arrears associated with those periods (25 March 2020 to 25 December 2021) will be chased before these credits have been resolved
2. Between January and April my team will be in contact with you to commence a Business Health check on your business. This is a very simple process where we get to know your challenges better and what we can do to help.
3. I have appointed a communication lead who will assist the surveyors answering queries you have to help move these forward
4. My team – we have a lot of work to complete, but we will be concentrating on giving our team the right support and training to ensure they can manage the way we need them to for you. We have a great team, but the volume of change required means we need to support them through this process.
5. With our Commercial Development colleagues, we will review the rent policies they have launched in the Arch Estate, to ensure matters such as breaks and options on turnover rents meets your needs. We will involve customers in this process. The policies will then be adopted across our property teams
6. We will settle any rent review and lease renewal at a nil uplift, for any matters outstanding to 31<sup>st</sup> March 2022
7. In January we will release our annual customer survey and we encourage you to take part in that. In 2022 we will also complete further work to gain more insight on your experience with us. **Please look out for our survey being sent from our independent supplier's email address on Tuesday 4 January: [ukcsi@leadershipfactor.com](mailto:ukcsi@leadershipfactor.com)**
8. As part of a wider piece of work with our Commercial Development colleagues, we will be holding workshops next year on matters such as compliance and Fire safety.
9. With CD, we have started a wholesale review of how retail is working on our estate and what it looks like in the future. Some of you have taken part in these reviews already and as this review progresses, we will run more focus groups with you, so we continue to take on board their views too

I hope this list of work items gives you comfort we are working to improve.

With the onset of the new variant, we will not deviate from our belief that we must work together, as partners. I urge you to get in touch with us on support needed for your business. So please do reach out and be honest with our team on where you are.

If you need to discuss your individual concerns with us, please contact your property manager as soon as possible.

And please do also contact me with any suggestions for how we can bring our partnership approach to property to life over the coming months and years.

Kind regards,



Jeevani Subasinghe

**Head of Retail Development**

[JeevaniSubasinghe@tfl.gov.uk](mailto:JeevaniSubasinghe@tfl.gov.uk)

Note:

**This letter does not apply to you if there is any outstanding legal action against you in respect of your lease agreement.**

15/02/2022, 11:42

Guardians of the Arches Mail - Fwd: London Underground Station Retail - Customer Update December 2021

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