



Eleni Jones <eleni.jones@guardiansofthearches.org.uk>

Re: ISR - Covid Credit

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

Tue, Feb 15, 2022 at 12:01 PM

On Fri, 22 Oct 2021, 2:33 pm Oates Kelsey, <KelseyOates@tfl.gov.uk> wrote:

Dear Customer,

I am writing to let you know that we have reviewed the situation relating to your account with us and the support we offered you over the COVID crisis.

TfL wants to thank both Guardians of the Arches and those of you who were very brave to let us know about how the situation was managed and helped us understand the right way ahead as partners.

The review we carried out takes into account the exceptional circumstances experienced where in particular our small and medium business partners have been affected by trading challenges arising during the covid pandemic

As an outcome of the review and to ensure we help support our small business partners – TfL will offer further credit support to you as a small business. To ensure this is completed quickly we are proposing a consistent approach. I do want to stress that we really need you to continue to talk to us about your circumstances as well.

Over the next few weeks the TfL team will be working to apply the following terms to your account. What that means is that you will see the balance of your account change.

We will also write to you to outline what this means in individual terms.

The further support is as noted below:

| | Credits we will apply |
|--------------|-----------------------|
| March 20 QTR | 100% of your rent |
| June 20 QTR | 50% of your rent |
| Sept 20 QTR | 50% of your rent |
| Dec 20 QTR | 50% of your rent |
| March 21 QTR | 50% of your rent |

| | |
|-------------|------------------|
| June 21 QTR | 50% of your rent |
| Sept 21 QTR | 25% of your rent |

I will also be in touch to continue the dialogue with you about your business and where we need to work together. This will help us understand where you are with your business, so I can understand your needs and so that we can work together going forward as partners.

Kind regards,

Kelsey

Kelsey Oates MSc MRICS | Retail Property Manager | Station Retail

Transport for London | London Underground & Surface Transport

Mobile: 07894 710 859 | **Email:** KelseyOates@TfL.gov.uk

Palestra, 197 Blackfriars Road, Southwark, London SE1 8NJ



TfL Facilities Management Customer Service Centre: 020 3054 6689 | PropertyHelpdesk@tfl.gov.uk

This message has been scanned for malware by Forcepoint. www.forcepoint.com

