

# Transport for London Property Customer Update – Rent and arrears process

## December 2021

We work in partnership with you, our customers. Throughout the pandemic we have provided significant financial, emotional, and practical support and as we continue our recovery, we want to reset how we work together in the future.

We will be issuing several customer handbooks and guides covering topics from statutory compliance and maintenance to electrical best practice.

We have copied the rent and arrears section from our main customer handbook into this fact sheet as a reminder of how to pay your rent and how we will pursue any missed payments that are not part of the support that we have already agreed with you. The support that we have already agreed with you is not impacted by this fact sheet communication.

### 1. Paying your rent

One of the main obligations in your lease is paying rent and other charges. This section explains how we will bill for these costs, how to make payment and how to raise queries.

#### Method of payment

Under the terms of your lease, rent and other charges are to be paid by direct debit monthly.

Payment by direct debit has multiple advantages, including:

- Allows you to fully focus on your business once it is set up
- No risk of interest accruing on overdue payments
- Reduces the potential for missed payments and arrears
- Enables automatic cash allocation to your account, so we know that you have paid on time straight away

Our older lease included quarterly rent payments. If you have not completed a direct debit form, please contact your property manager to ask to be sent one. If you currently pay your rent quarterly and would prefer to pay monthly, you will normally only be allowed to do this if it also by direct debit. Our payment partners BNP Paribas Real Estate will be able to confirm how other charges need to be paid, for example reimbursement of an insurance premium which may be charges once a year and change in amount each year.



## Where to make payment

We work with BNP Paribas Real Estate who collect rent, service charges, insurance premiums and other property costs on our behalf.

BNP Paribas Real Estate will issue you with an electronic invoice prior to the due date of your rent. In rare cases, you may not receive an invoice in advance. Your rent is still payable and please let your property manager know that you have not received an invoice when you were expecting one.

## Our bank details

Our bank details are as follow. We have one bank account that is just for service charge payments, where applicable, and another that is for rent and all other charges.

<b>(A) Payment of rent and other charges (excluding service charge)</b>	
Account name	Transport Trading Ltd Rental Income
Bank name and address	HSBC Regional Service Centre Europe PO Box 125 2nd Floor 62-76 Park Street SE1 9DZ
Sort code	40-02-50
Account number	11427423
SWIFT	MIDLGB22
IBAN	GB68MIDL40025011427423

<b>(B) Payment of service charge only</b>	
Account name	Transport Trading Ltd Service Charge
Bank name and address	HSBC Regional Service Centre Europe PO Box 125 2nd Floor 62-76 Park Street SE1 9DZ
Sort code	40-02-50
Account number	11427415
SWIFT	MIDLGB22
IBAN	GB90MIDL40025011427415

## Your unique reference

Please quote your unique reference when making payment and in all correspondence with us. Your reference will start with 'HAT' followed by five numbers. It will be included on your invoice. If you do not know what your unique reference is, or if you have multiple properties and want to clarify which reference corresponds to which property, please ask your property manager. By quoting your unique reference you can make sure that payments are allocated to your account without delay.

### **Acceptable payees**

All payments need to be made in the same name that the lease has been taken in. Please do not send money in other names because we cannot allocate it to the account, and it may have to be returned to you resulting in a missed payment and your account going into arrears.

If you wish to make a payment in another name, please contact your property manager in advance of the payment. Your property manager will consider whether another name can be officially used and will update our records if so.

### **Remittance (payment) advice**

Please let us know that you have paid your invoice and to look out for your payment in our account by contacting BNP Paribas Real Estate's credit control team using the following details (remember to quote your unique reference):

<b>BNP Paribas Real Estate credit control team</b>	
Address	Credit Control PO BOX I57I69 Colmore Row Birmingham B2 2QQ
Email	remittance.advice@bnpparibas.com
Telephone	020 7338 4000

If you pay by direct debit you will not need to notify us that you have made payment but will need to update us if you have changed or cancelled your direct debit.

## 2. Missed payments

It is important that rent, service charges and other property costs are paid on time and in full. Given the past two years more than ever, we appreciate that occasionally you may run into problems that impact your ability to pay rent and other charges. It is critical that we discuss your challenges early on. We will support you as best we can and there are a variety of options available.

If you are unable to make payment or are only able to make a part payment, please contact BNP Paribas Real Estate and your property manager as soon as possible to discuss your options.

If you do not let us know before payment is missed, then interest charges may be charged on your account. If we are unable to agree a way forward after discussing your options, we may need to appoint enforcement agents to collect any debt. In some cases, we may also need to forfeit your lease. We never want it to come to that and have a process in place to make sure that it is a last resort. **Please contact us immediately if you are in difficulty with your business.**

TfL takes pride in being a fair property owner. We cannot emphasise enough the importance of discussing any debt and working with us to find an amicable solution. TfL will be adopting a more robust approach to credit control and customers who do not engage in resolving debt issues within the first 30 days of the debt becoming due. BNP Paribas Real Estate and your property manager will work towards resolving debt issues within the first 30 days post-due date. However, if the debt remains unresolved after this period or there are historic debts unresolved, TfL will consider enforcement action, including CRAR or forfeiture of the lease. This is a last resort, but critical to ensure TfL maintains its cash flow and is acting fairly to those customers who are paying their charges on time.

## 3. Arrears process

If you do miss payments and fall into arrears, we have agreed a clear process with BNP Paribas Real Estate for collecting rent and recovering rent arrears. Our rent and arrears process is shown in the diagram at the end of this communication.

As a clear guide

- 0-28 days past due date – the credit control team will be in touch for payment. Your surveyor will also be in touch during this time, especially in the last 7 days of the period to attempt to resolve the debt
- 30 days past due date: step 4 onwards will be followed



Please note, the arrears process is for first time or infrequent cases of arrears. If you have frequently or persistently missed payments and not agreed a solution with us, we reserve the right to skip steps of the process towards enforcement.

*We appreciate that “protected rent debts” accrued during the “protected period” under the proposed government Commercial Rent (Coronavirus) Bill, where TfL and the customer have been unable to reach an agreement, may only move to stage 5 of the arrears process once the debt has been agreed either by an arbitrator or by agreement.*

#### 4. Your queries

If you have any questions relating to your rental account, you can contact BNP Paribas Real Estate using the following details. You can also contact your property manager.

BNP Paribas Real Estate credit control team	
Address	Credit Control PO BOX I57I69

	Colmore Row Birmingham B2 2QQ
Email	remittance.advice@bnpparibas.com
Telephone	020 7338 4000

If you have any queries relating to your lease or premises, these should be directed to your property manager. If you do not have your property manager's contact details, please contact [propertyfeedback@tfl.gov.uk](mailto:propertyfeedback@tfl.gov.uk), including your unique reference, and a member of the team will get in touch as soon as possible.

