



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

---

**Fwd: TfL Station Retail Communication - Business Health Checks & Covid Credits**

---

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

Tue, Feb 15, 2022 at 11:34 AM

**From:** Eglin Sophie <SophieEglin@tfl.gov.uk>  
**Date:** 9 February 2022 at 15:25:37 GMT**Subject:** TfL Station Retail Communication - Business Health Checks & Covid Credits*Property Reference:**Dear*

*We wrote to you at the end of 2021 sharing our vision and commitment to working in partnership with you towards a shared recovery.*

*We understand that these are unprecedented times and that the pandemic has affected businesses differently, and that for some, further support and/or a bespoke solution is needed. To ensure that any ongoing support is relevant and tailored to your individual business needs our teams will be in touch with you to meet in person or over the phone to complete a Business Health Check (BHC) within the coming weeks.*

*A Business Health Check is where we will meet you to understand the challenges and opportunities your businesses have. We have conducted them with other customers on our estate and they have helped us shape support to each customer's needs.*

*We appreciate that many of you will not have completed a business health check before. They are very simple but require you to be transparent with us so we can understand your business better*

- 1. We need some of your time – about 1 hour and for you to be honest with us on how your business is.*
- 2. To assist this we will need you to go through your accounts from the last 2 years- ideally covering 2019-20, 2020-21 and anything to date, so we can understand better where your business is. Please also bring along anything else you think may help as well*
- 3. If any of you find difficulty in providing this information the London Business Hub are there to help - <https://www.businesshub.london/>*

*Some of you will be concerned about us seeing your data . We take the confidentiality of data provided by our customers very seriously, and a range of robust policies, processes and technical measures are in place to control and safeguard access to, and use of, your information. Information that is provided by you is held in our central filing system, where access is controlled in order that only those with a direct need to access are able to. It is managed alongside other information held in*

*relation to your tenancy. I should also point out that anyone with access to personal information held in TfL's systems is required to complete TfL's privacy and data protection training on an annual basis.*

*The BHC process is optional, but we need to set out that without understanding your challenges, it will be difficult for us to help you the right way and we want our customer to want to work with us. We should be clear that issuing further support requires the appropriate sign offs within TfL and we need a clear picture of what customers need to do that. Moving forward, as we continue to evolve as a landlord, we will continue to want to work transparently and plan to complete BHC annually.*

*We have worked with Guardians of the Arches on our approach and they have provide the following quote:*

*'Throughout the pandemic GOTA has worked closely with the TfL Commercial Development team to support hundreds of tenants under extraordinary circumstances. This has been a highly successful process which has required transparency and trust on both sides. As a result TfL has provided much needed support to tenants, helping businesses survive and emerge in good health with certainty for their future. This is a voluntary process for both parties. We encourage any tenant in need of additional support to provide TfL with a formal and clear financial breakdown that shows the impact that Covid 19 had on their enterprises. As TfL is a public body we respect this request of disclosure in exchange for support'. Leni Jones Managing Director - Guardians of the Arches*

*Separately, we are mindful that there are a number of our customers who are waiting for the additional rent credits communicated in our letter in November 2021 to hit their accounts. We are continuing to work closely managing the process of applying the additional credit amount to each business individually. The completion of this process is due within by the end of March in the majority.*

*The process we will follow will be:*

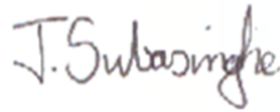
- 1. Load each credit, by quarter, onto the account and against each lease.*
- 2. Match the credit to an outstanding invoice to reduce the debt.*
- 3. Produce a Statement of Account to show how the credit has been applied to an outstanding invoice and what if anything is outstanding and needs to be paid.*

*Some customers have continued to pay rent. As a result, once Covid Credits are applied to the account, some customers may find they have an overall credit balance. This is where the amount paid is more than the amount due. In these cases, TfL will not be providing refunds. The credit balance will remain on the account and used towards paying the next rent invoice due. The credit will be allocated to future invoices until the credit is used up. Please check your Statement of Account when it arrives. If you have a credit balance (shown as a negative figure) please deduct this from your next payment to TfL*

*We appreciate the patience you have showed whilst we deal with this*

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

*Kind regards*



*Daniel Lovatt*

*Jeevani Subasinghe*

*Head of Property Management*

*Head of Retail Development*

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

[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.*

This message has been scanned for malware by Forcepoint. [www.forcepoint.com](http://www.forcepoint.com)