



**National  
Trust**

## **Coronavirus (Covid-19) Your Tenancy & Payment of Rent**

As the spread of Coronavirus (Covid-19) continues, I wanted to reassure you that the wellbeing of our tenants, supporters and employees will be at the forefront of everything we do. We will continue to be guided by Government advice and we remain absolutely committed to being fair to all our tenants. We are monitoring developments closely and will adapt our approach, as this crisis continues to evolve. We will share changing information with you and have set up some dedicated pages on our website to do this. These pages will be updated regularly and can be found at [www.nationaltrust.org.uk/tenants](http://www.nationaltrust.org.uk/tenants). For those of you who are not able to access the internet please contact your usual Estate Management contact, who will be able to help.

Currently, the majority of our staff are still working, some from our offices and some remotely. I want to reassure you that you can continue to contact us as normal, and we will continue to deliver the high levels of service you understandably expect. Nevertheless, we are all having to adjust our expectations of what is possible, given the constraints we are working with to control this virus. We have robust internal policies to ensure that our staff and contractors have up to date information covering attendance at properties, meetings and interaction with you, to minimise risks.

We recognise that the continued spread of Covid-19 is likely to cause instances of financial hardship amongst some of you who are unable to go to work or operate your businesses.

We have issued guidance to all our Estate Management staff who will be able to talk to you if your circumstances change and you are facing difficulties as a direct result of Covid-19. There will also be no new rent reviews undertaken during the course of 2020.

As I write this letter, we are expecting the Government to provide guidance for Landlords and we expect a series of measures to be introduced to help tenants who cannot pay their rent. We will be following this guidance and I wanted to reassure any of you who are worried about your homes or business premises, that the National Trust understands the pressure you may be under during the course of this crisis. Please do contact your local Estate Management contact in the first instance to discuss your circumstances and they will work with you to agree a way forward. If your usual contact is away from work due to illness, then they will have nominated a colleague for you to be put in touch with.

We are deliberately not, at this stage, having a blanket policy on 'rent holidays' because everyone's circumstances are different and we will take into account your specific needs. However, with the health of our loved ones to worry about, I don't want you concerned about your home or business premises. The National Trust was founded for everyone for ever and by all working together, we will get through this deeply challenging time.

With best wishes,

**Hilary McGrady Director General**

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