



**National
Trust**

Joanna Leighton and Andrew Turner-Cross
TANT

BY E-MAIL

Dear Jo and Andrew

Thank you for writing to Giles and me and for asking how we are doing. It really is the toughest of times and we are finding the goodwill and concern from everyone a great strength and reassurance. I do hope in turn that you are well and staying safe. I was pleased to write to all National Trust tenants and am pleased to hear that the letter has been well received.

In your letter of 29th March, you have asked about some specific further steps we might take. We understand the pressures that the current crisis is having across all sectors of society, and we feel it is important that we follow the current governments guidelines on how we should act, both personally and professionally.

Like many charities and businesses, we are under significant financial pressure, having seen whole income streams dry up overnight. In a similar way to other organisations, we need to do all we can to maintain income. This means that where tenants are able to pay their rent, we are asking them to continue to do so as this is a huge help to us. In cases where tenants are struggling to pay all or part of their rent, we are asking them to contact us and discuss their particular circumstances in order that we can work out how best to help. I am pleased that we have already been able to help several tenants who have contacted us over the past week. I am determined that we will continue to provide support and understanding for any tenant who finds their income starting to fluctuate or indeed cease entirely and therefore is struggling with their rent.

National Trust
Heelis
Kemble Drive, Swindon
Wiltshire SN2 2NA
Tel: +44 (0)1793 817400
Fax: +44 (0)1793 817401
www.nationaltrust.org.uk

President: HRH The Prince of Wales
Chair: Tim Parker
Director-General: Hilary McGrady

Registered office:
Heelis, Kemble Drive, Swindon
Wiltshire SN2 2NA
Registered charity number 205846



There is no question of any National Trust tenant losing their home during this crisis as a result of their inability to pay the rent. This commitment from us is reinforced by the current emergency legislation, which forbids such proceedings for at least the next 90 days. We have also stopped all rent debt chasing letters, again to reduce pressure on all those who are struggling to pay their rent.

Nevertheless, I am also clear that there is no 'one solution that fits all', which is why we are not introducing any blanket policies around rent holidays, reduced rents or rent write offs. We will be flexible and have open conversations with any of our tenants who come to us and ask for our help.

I have considered carefully the matter you have raised regarding rent reviews that came into force in 2020 but prior to the commencement of the current crisis. Giles has recommended that all such rent reviews are deferred for a period of 12 months and I agree with him. We will make this change and notify affected tenants over the coming weeks as our crisis workload eases.

We have a tough road ahead of us but I, with Giles' support, will be doing all I can to ensure that we remain compassionate and fair to all our tenants. I know that you both have a close working relationship with Giles and he will be keeping me informed regarding the management of our let estate over the coming weeks and months.

I hope that you both stay safe and well and look forward to us all getting through, what is a very trying time.

With best wishes

Hilary McGrady
Director General

Cont/d