

As you might expect, the Council has received a high volume of enquiries from its commercial tenants who are facing significant financial challenges arising from the country's response to the coronavirus emergency.

The Council recognises the key role that small businesses play in our communities and our local economy, and wants to emphasise its commitment to supporting them as much as possible throughout this period of unprecedented challenge.

Our practice is to ask tenants to stay in contact with us if they are experiencing difficulties with paying their rent so that we can work with them to arrange temporary payment plans, which may help spread rental costs and alleviate pressure on the business. If you need to contact our Team about your circumstances, then please email us in the first instance on [customer.accounts@dacorum.gov.uk](mailto:customer.accounts@dacorum.gov.uk) or call us on 01442 228315 and we will come back to you as soon as we possibly can.

Although the Council will continue to invoice for rent, in light of the current pressures we will not be issuing reminders, nor will we be contacting businesses about outstanding rent until the current situation is over.

This is an unprecedented situation with great uncertainty for all of us. The Council itself is currently awaiting further detail on the role it will play in implementing the financial support packages for businesses recently announced by Government. Once we know more we will share this information.

The Council is here to support you as best it can, and will provide further updates as new information emerges.

Kind regards,

Dacorum Borough Council