

18th March 2020

Dear GO! Southampton member business,

This letter has been hand-delivered to you by one of the GO! Southampton Business Improvement District (BID) team.

We understand how hard things are for all of you. The coronavirus outbreak is putting tremendous pressure on any and every business in Southampton and it is not clear when things will get easier.

We wanted you to know that your BID team stands ready to support you in whatever way we can. We're also helping the Council and others with their ongoing COVID-19 planning to support the City economy and businesses.



COMMUNICATIONS

- We are working with Southampton City Council to ensure that businesses receive the best possible information on the current situation. We will be sending out regular email bulletins to all businesses on our database. To ensure you receive GO! Southampton email updates please email info@gosouthampton.co.uk confirming you wish to subscribe.
- If you would like something included (such as an offer or promotion) in one of our emails, please email content@gosouthampton.co.uk.
- Southampton City Council also has a newsletter for businesses. You can subscribe via their website (Southampton.gov.uk)
- We can include promotions / customer information on our Visit Southampton social channels – text and pictures; again email content@gosouthampton.co.uk.
- We can help you promote your business online through our website visitsouthampton.co.uk. If you have a listing on the Visit Southampton website and would like to amend the entry or update your opening times please email content@gosouthampton.co.uk.
- If you have an event listed on the Visit Southampton website which has now been cancelled or postponed please edit the listing. If you need assistance please email events@list.co.uk.



PATROLLING SERVICES

- **Our ranger team** – Gabi, Debbi and James – can provide you with information or report any problems you are experiencing. You can reach them by email on rangers@gosouthampton.co.uk.
- **Our security team** – Martin, Sam and Lewis – can help you tackle tougher issues, such as rough sleeping on your premises, anti-social behaviour and crime. You can reach them by phone on 07725 737236.
- **Our cleaners** – Martin, Tyrone, Robert and Jim – will continue to provide extra cleansing services to our members, including jetwashing and graffiti removal. You can reach them through the rangers (contact details above) or email on cleaning@gosouthampton.co.uk.



OTHER SERVICES

- We have recently launched our new waste recycling service with Southampton City Council. You can save up to 50% off your dry mixed recycling costs. You can sign up or find out more by contacting Southampton City Council Commercial Waste Team on 023 8083 4325 or by emailing commercial.waste@southampton.gov.uk.
- Save money on your core business services (telecoms, energy, water, merchant fees) via our independent Business Costs Saving scheme. Any savings go directly to you. To start cutting your costs and saving money, Meercat Associates (which works on behalf of GO! Southampton) will simply need a copy of your recent bills to be analysed in confidence. To find out more, ring 01444 416529 or email savings@meercatassociates.com.

WHERE TO FIND INFORMATION ON THE CORONAVIRUS OUTBREAK

- **Government support for businesses, employers and employees:**
www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-COVID-19
- **Sign up for government updates:**
www.gov.uk/email-signup?link=/government/topical-events/coronavirus-COVID-19-uk-government-response
- **Helpful advice from ACAS on employment issues:**
www.acas.org.uk/coronavirus
- **General NHS advice and information:**
www.NHS.uk/coronavirus



GOVERNMENT SUPPORT MEASURES ANNOUNCED TO DATE

The latest* tranche of economic measures announced by the Government on 17 March, which significantly expand upon the previous announcements made in the annual budget, included:

- Government-backed loans of up to £5million (Coronavirus Business Interruption Loan Scheme).
- £10,000 cash grant for small businesses. Small businesses that pay little or no business rates and are eligible for small business rate relief (SBBR) or rural rate relief will be contacted by their local authority - they do not need to apply. The funding will be provided to local authorities in early April (guidance to be provided to local authorities shortly).
- Business rates holiday for retail, hospitality and leisure businesses for the 2020/21 tax year (guidance for local authorities on the business rates holiday will be published by 20 March).
- £25,000 grant to retail, hospitality and leisure businesses operating from smaller premises, with a rateable value between £15,000 and £51,000.

Any enquiries on eligibility for, or provision of, the reliefs should be directed to Southampton City Council (its business newsletter is the best way to receive updates – see above). For full details of Government support for businesses see the link above.

OUR CONTACT INFORMATION

You can reach the BID team via info@gosouthampton.co.uk. Contact details for individual team members are on our website at gosouthampton.co.uk.

If you have any queries at all, or if you think we might be able to help you with something specific, please do not hesitate to contact us.

Kind Regards

Giles Semper

Executive Director | GO! Southampton – Southampton Business Improvement District

*Correct as at 18 March.