

RUISLIP CHAMBER OF COMMERCE

c/o C.S. Bedford
135 High Street
Ruislip
Middlesex HA4 8JY

RUISLIP *Residents' Association*

Working for the people of Ruislip for almost 100 years

14 Bell View Manor
10 The Oaks
Ruislip
Middlesex HA4 7LH

Archie Norman
Chairman
Marks and Spencer Group plc
Waterside House
35 North Wharf Road
London W2 1NW

12 June 2018

Dear Mr Norman,

We are writing to you on behalf of Ruislip Chamber of Commerce and Ruislip Residents' Association, representing our community of Ruislip, both residents and shop keepers.

We were shocked to hear that Marks & Spencer are planning to close our "M&S Simply Food" shop this summer. We had an emergency meeting last Friday to discuss the matter, which our MP, Rt Hon Nick Hurd, attended. We decided to write to you to set out why we think this decision is wrong for Ruislip and for Marks & Spencer.

Our Marks & Spencer store opened in 2003 and has since become a vital part of our High Street. It acts as a magnet for Ruislip - attracting many people from the local area who wish to buy food in your shop, and who then stay and perhaps buy other goods from the nearby shops, have a coffee or a snack, meet friends, etc. It forms a very important focus for people in the town who do not drive as they can walk to the shop and home again without much difficulty. It is unlikely these people will be able to get to your stores in Uxbridge or Pinner, so you will just lose their business, meaning less money for you, and a reduction in quality of life for them.

Our community also find the *Collect in Store* service very useful, enabling us to buy a wider range of Marks & Spencer's products without having to wait in for a delivery driver.

The press release mentioned that the lease is up for renewal. The freeholder is a member of the Chamber of Commerce and so we are aware that he has already agreed to a rent reduction and a reduction in the lease from 15 years to 5 years. In fact, he has also agreed to go to a one year rolling lease if that would help. The store is in good repair, having been refurbished quite recently, so no major expenditure is needed on it in the immediate future. All these factors put together mean that the lease on this particular property would probably be the most flexible of your entire property portfolio!

The other reason for closing a shop would be if it was unprofitable - but this store is one of the best performing shops in its region, the only one meeting or exceeding its People and Profit KPIs.

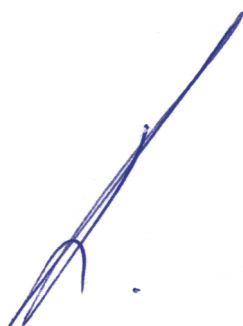
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So, to sum up, the Ruislip Marks & Spencer is an important and integral part of our community, can have a very flexible lease, and is profitable - why would you want to close such a store? If there is some other reason you are closing this particular store, and it is something that the community can help with, please let us know and we will try to assist.

I hope we have at least convinced you to take another look at this closure to see if it really is in Marks and Spencer's best interest to close the Ruislip store.

If we can be of any further help, please do not hesitate to contact us (our details are above),

Yours sincerely,



Tony Ungar
Chairman
Ruislip Chamber of Commerce
Email: tony.ungar@hotmail.co.uk



Graham Bartram
Chairman
Ruislip Residents' Association
Email: chairman@ruislipresidents.org.uk

cc.

Rt Hon Nick Hurd MP, Member for Ruislip, Northwood and Pinner
Rt Hon Boris Johnson MP, Member for Uxbridge and South Ruislip
Cllr Ray Pudifoot MBE, Leader, Hillingdon Council, Ward Councillor (Ickenham)
Cllr Nick Denys, Ward Councillor (Eastcote & East Ruislip)
Cllr Ian Edwards, Ward Councillor (Eastcote & East Ruislip)
Cllr Becky Haggart, Ward Councillor (Eastcote & East Ruislip)
Cllr John Hensley, Ward Councillor (Ickenham)
Cllr David Simmonds CBE, Ward Councillor (Ickenham)
Cllr Henry Higgins, Ward Councillor (Harefield)
Cllr Jane Palmer, Ward Councillor (Harefield)
Cllr Michael Markham, Ward Councillor (Manor)
Cllr Douglas Mills, Ward Councillor (Manor)
Cllr Susan O'Brien, Ward Councillor (Manor)
Cllr Richard Lewis, Ward Councillor (Northwood)
Cllr Carol Melvin, Ward Councillor (Northwood)
Cllr Scott Seaman-Digby, Ward Councillor (Northwood)
Cllr Vanessa Hurhangee, Ward Councillor (South Ruislip)
Cllr Alan Kauffman, Ward Councillor (South Ruislip)
Cllr Steve Tuckwell, Ward Councillor (South Ruislip)
Cllr Philip Corthorne, Ward Councillor (West Ruislip)
Cllr Devi Radia, Ward Councillor (West Ruislip)
Cllr John Riley, Ward Councillor (West Ruislip)