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**INSTRUCTIONS: Rental Relief Email Template sent to Agents.   
Please check which option is applicable to you and remove the irrelevant option.**

*Dear [Name],*

*I hope you're coping well during this period.*

*I don't want to waste your time as I know everyone is feeling the pain of this pandemic.*

*However, as you know, small businesses are struggling the most from the impact of COVID-19.*

*We've tried our best to keep afloat.  
[Option 1] Still, due to the significant slowing of business activity, we're having to find new avenues to find relief to keep us going during this period.  
[Option 2] Still, due to the forced business closures imposed onto our industry that were announced earlier in the week by the government, we have no choice but to shut down until the foreseeable future. Currently, the business will not receive any income during the closure and will not be able to survive if there is no rental relief during this current pandemic.*

*I understand everyone's hurting, but I'd appreciate any form of rental relief that can help our business get through the other side.*

*At this stage, we won't be able to  
[Option 1] meet the next X number of lease payments.  
[Option 2] meet the full amount of lease payments for the next X months.*

*I'd welcome the chance to have a chat about this on the phone to discuss what options can be taken to mutually ensure minimal damage for both parties.*

*So, please don't hesitate to give me a call. I really appreciate your time in this crisis.*

*Kind regards,  
[Name]*

**INSTRUCTIONS: Rental Relief Email Template sent to Landlords.   
Please check which option is applicable to you and remove the irrelevant option.**

*Dear [Name],  
  
I hope you're coping well during this period.*

*I don't want to waste your time as I know everyone is feeling the pain of this pandemic.*

*However, as you know, small businesses are struggling the most from the impact of COVID-19.*

*We've tried our bests to keep afloat.  
[Option 1] Still, due to the significant slowing of business activity, we're having to find new avenues to find relief to keep us going during this period.  
[Option 2] Still, due to the forced business closures imposed onto our industry that were announced earlier in the week by the government, we have no choice but to shut down until the foreseeable future. Currently, the business will not receive any income during the closure and will not be able to survive if there is no rental relief during this current pandemic.*

*I understand everyone's hurting, but I'd appreciate any form of rental relief that can help our business get through the other side.*

*At this stage, we won't be able to  
[Option 1] meet the next X number of lease payments  
[Option 2] meet the full amount of lease payments for the next X months.*

*I'd welcome the chance to have a chat about this on the phone to discuss what options can be taken to mutually ensure minimal damage for both parties.*

*So, please don't hesitate to give me a call. I really appreciate your time in this crisis.*

*Kind regards,  
[Name]*