



BUSINESS RENEWAL PROPOSAL

2022 - 2027



SAFE &
SECURE



CLEAN &
MAINTAINED



ACCESSIBLE &
CO-ORDINATED



GREEN &
SUSTAINABLE



FIT FOR THE
FUTURE

BID4

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WHAT IS A BID?

A Business Improvement District (BID) is a business-led and -funded body created through a statutory ballot process to improve a defined area in which a small levy is charged on all business rate payers in addition to their normal business rates bill. It runs for five years before requiring re-election and is a not-for-profit organisation.

A BID's activities are determined by its Members through consultation and ongoing communication, and are funded primarily through the levy. A BID's Membership is made up of all rate paying businesses within the catchment area. The BID can also draw on other public and private funding streams, bringing in additional resources to develop bespoke projects that could not otherwise be funded.

There are over 300 BIDs in the UK with London Riverside BID being the largest industrial BID in London. The advantages of a Business Improvement District include:

Ringfenced funding - the BID structure creates a reliable funding source for ongoing services and initiatives that tackle the specific needs of that area and its business residents

Members decide - as an organisation independent of the Local Authority and run for Members by Members, it's able to determine its own strategy and vision for the area

Economies of scale – when acting as one, significant savings can be made

Speedy response - BID Members don't need to wait for an external organisation to act on their behalf

Productivity improvements – all businesses benefit as the working environment becomes more functional, efficient, safe and clean.

Chairman's Introduction

Welcome to the London Riverside Business Improvement District's Proposal for a fourth term (BID4), which has been developed following extensive consultation with BID Members. We are delighted to present our plans for a new five-year term from 2022 to 2027 that builds on the immense difference we've made over the last fifteen years to our employment area.

Our industrial area has seen a lot of change in the last five years, with none more disruptive than the last two. That pace of change is unlikely to slow down as we adjust to a post-Covid and post-Brexit economy, coupled with technological and demographic shifts. We will see increased pressures on industrial operations including land being prioritised for housing, and rising fuel and natural resource costs, alongside legislation to drive sustainability and a reduced carbon footprint. New skills will be required of our workforce as more of our operations move towards digitalisation and, for many businesses, a remote working environment.

Whilst many parts of the economy had to shut down during the pandemic, the industrial sector demonstrated enormous resilience and adaptability. Thankfully, the majority of BID Members were able to remain operational, safeguarding employment and supply chains.

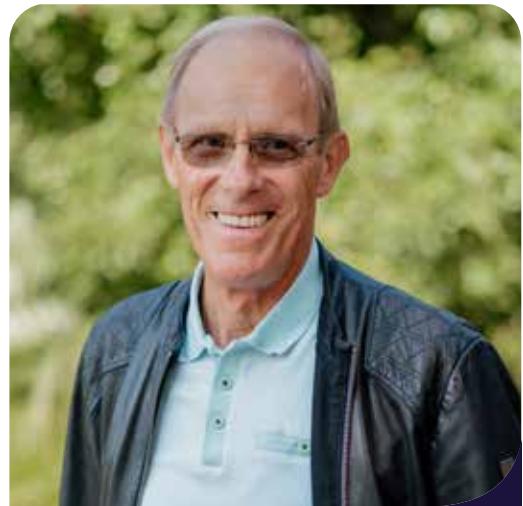
I'm proud of how the BID team and its contractors played their part in the unfolding crisis, re-organising core services to ensure premises, assets and people remained safe and accessible, and keeping Members informed as a deluge of restrictions, new rules and guidance came our way.

As we look ahead to a fourth term, we will not only ensure we maintain the suite of core services that you value most, but also strengthen our strategic relationships with policy makers and stakeholders. We'll continue to use our collective voice where it matters so that their responses to the challenges and opportunities ahead take account of both our needs and our value to social, environmental and economic growth.

We still have important work to do to retain and enhance the benefits achieved over the last 15 years, and to resolve long-standing and stubborn challenges such as better public transport links, access to a quality workforce, and protection of industrial land and vital transportation routes.

The Board and I look forward to continuing our valued work for a further 5 years, and we thank our Members and partners for their overwhelmingly positive response and continued support.

"This renewal comes at a time when we are told the uk will experience a decade of unprecedented economic and environmental change."



A white ink signature of the name "Eric Mollison" on a dark blue background.

Eric Mollison
Chairman

YOUR VOTE

In February 2022 you will be asked to vote for the continuation of the London Riverside Business Improvement District (BID) for a fourth term. This is a formal ballot conducted by the Council and it's important that businesses take the time to vote 'YES' to back BID4 and ensure our valued services continue.

A "No" vote will mean the BID will come to an end in March 2022, with all current services ending. Only your YES vote can prevent this from happening.

As always, our ongoing dialogue with Members, and our mid- and end-of-term consultations inform our focus, which centres around our robust 'Manage, Maintain, Enhance' programme, designed to uphold and improve the area's standards and reputation.

Your priorities remain largely unchanged:

- Investing in safety and security measures to protect Member's assets, premises, staff, and visitors;
- Maintaining the physical appearance, tidiness and accessibility of our working environment so that staff and visitors feel welcome and valued, and take pride in their surroundings;
- Keeping you informed and providing open communication channels to quickly resolve daily problems, access advice and support, and tackle longer term business and strategic challenges;
- Representing your interests at all levels, and anticipating regulatory and policy changes that could impact (positively and negatively) business operations and successful trading.

In this Proposal you will find highlights of the progress we have made over the last term, information on how BID levies have been invested and our plans for the next 5 years.

Finally, there are several legal requirements for a document and process of this nature and this essential information can be found in the last section of the proposal.

If you have not already done so, please complete the consultation questionnaire so your views can be fed into the proposals for the next five years.

The consultation is open until the end of January 2022.
Please visit: surveymonkey.co.uk/r/LRBID4_Consultation



We would be very happy to discuss any aspect of these proposals with you, so please do not hesitate to contact us.

Eric Mollison
Chairman

Debbie Moore
BID Manager

Olga Astaniotis
Strategic Manager

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THE LONDON RIVERSIDE BID AREA



The London Riverside BID is the largest industrial Business Improvement District in London representing over 380 businesses and their workforce across an industrial area that spans approximately 5 km².

The BID Boundary is being extended at Coldharbour Lane to the north-east up to, but excluding, the A13 thereby taking in all current and prospective economic activity along Coldharbour Lane.

FIFTEEN YEARS OF INVESTMENT AND COLLABORATION

The BID was established in 2007 for an initial five-year term by the then Ferry Lane Action Group, bringing together several disconnected industrial areas and offering an effective way to collectively create a better environment in which to work.

Long-standing issues eradicated

The area was beset by several problems and challenges, including criminal and anti-social behaviour, which either created barriers to businesses being able to operate properly, or made the area unattractive to employees and visitors. These included:



- FIRES AND OPPORTUNIST DAYTIME THEFT
- FLY-TIPPING AND DUMPING
- ILLEGAL AND UNSAFE BUSINESSES
- SOIL EROSION, FLOODING AND OTHER ENVIRONMENTAL ISSUES
- POOR ACCESSIBILITY, LIGHTING AND SIGNAGE
- IRREGULAR MAINTENANCE OF PATHS AND PUBLIC AREAS
- AN OVERALL PHYSICAL ENVIRONMENT THAT MADE IT DIFFICULT TO ATTRACT STAFF

Today, much of the London Riverside BID area is unrecognisable, with the BID's work resulting in a safer, more attractive and more functional industrial zone.

Our focus has evolved from the reactive management of trouble hotspots to proactive planning, which provides continuity and longer-term benefits.

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The London Riverside BID has made significant improvements over the past 3 terms. I for one, am in support of a renewal for a further 5 year term. The loss of a mobile patrol, area-wide CCTV and additional landscape and maintenance would be of great detriment to the area.

The BID Directors and team have worked hard to form good working relationships with the Council, Police and other strategic partners, which strengthens the voice of the BID as a whole. The additional option of funding towards projects is of great assistance to business parks/business in the area. I will be voting YES in February 2022.

Danny Keeble. Keeble's Recycling (founder Member)

2017 - 2022 OUR THIRD TERM ACHIEVEMENTS



Having overseen a dramatic transformation of the BID area over the first 10 years, the focus of the third term was to build on those achievements, maintaining the service levels members had come to expect and addressing emerging challenges and opportunities.

As well as enhancing the core services the BID sought to work more proactively with Havering Council and the Mayor of London, seeking external funding to improve amenities and introduce new services where needed.

Towards the end of the 3rd term the Board was able to allocate more funds towards grant-funding discreet projects across the BID area that benefit a group of businesses, more of which can be found throughout this proposal.

BID levy income was spent as follows over the 3rd term (as at October 2021, with contingency/reserves allocated to projects yet to be completed).

Total Budget And Breakdown 3rd Term

Safe & Secure	£548,550
Clean & Maintained	£189,800
Accessible & Coordinated	£137,750
Management / Admin	£267,300
Overheads	£104,500
Grants/Project Funds	£136,100
Contingency/Reserves	£124,000
Total	£1,508,000

Since first moving to the area in 2005 we have seen first hand some of the benefits that come with working in a BID area. Due to these benefits I would offer my continued support to the current management team as they are approachable and provide good feedback for ongoing issues which I consider important especially when the issues concern council departments and resolutions take a considerable time.

Alan Baglee MIWFM, National Facilities Manager, Restore Records Management, Ferry Lane South



Our Achievements over the Last 5 Year Term

Safe & Secure

What we promised

Participation in a local Business Crime Reduction Partnership (BCRP)

to enhance intelligence sharing and work collaboratively with the Police, Council and others.

Representation of London Riverside businesses on relevant Police priority panels.

and we delivered

Over the period, BCRP and Police panel activities increasingly migrated to digital networks. The BID established working relationships with several Police and Crime Prevention agencies including:

Met Police Crime Hub
Action Counter Terrorism
Police Digital Security Centre
Rainham and Wennington Safer Neighbourhoods Team

Continued investment in security resources and services to reduce and prevent crime, including:

- Security patrols
- Management of a security network between on-site security officers and CCTV/ANPR monitoring contractors
- Monitoring and servicing of CCTV and ANPR cameras and radio-link
- Continuation and expansion of radio link scheme with Police

Security services brought under one roof with the BID's contractor, Security Projects, now managing all CCTV and ANPR monitoring. This has resulted in a speedier and more reliable response when processing information and reporting crime.

Security patrols continued as a core service, with the security mobile patrol vehicle fitted with CCTV and GPS.

New maintenance contractor secured, with 80% of the BID's 27 CCTV and ANPR assets upgraded.

The radio link scheme became obsolete. Instead, security personnel across the BID area had direct contact via digital and mobile capability.

In addition, daily security reports were made available in the Members' area of the BID website to be scrutinised as required.

Security improvements for the Segro Business Park formerly Beam Reach development, including static security, expansion of mobile security patrols and extension of CCTV coverage.

The BID's security patrols were extended to SEGRO Business Park (formerly Beam Reach). Other security measures began later than expected in 2021 and did not require the BID's direct support.

The BID is in ongoing dialogue with SEGRO regarding future requirements as it expands its estates in Rainham.

Additional investments and achievements throughout the BID area

Reinstatement of damaged perimeter fences and installation of new fences.

Lighting improvements BID-wide, including upgrades to lighting columns to accommodate LED bulbs and improve CCTV reliability.

Installation of comprehensive security awareness warning signs.

Refurbishment of 19 exterior electricity boxes at the Manor Way Business Centre, Fairview Industrial Park.



Having only relocated our business to Rainham four years ago, we were slightly apprehensive of moving to an unknown area and were very pleased to have the help and support of Debbie and her team at the London Riverside BID. It would have been a lot more difficult for us to settle in as quickly as we did without it. The additional site security and regular email updates gave me peace of mind, knowing that someone was looking out for the safety of our staff and the security of our premises when we were not there.

Their help and support has been further demonstrated on multiple occasions over the last few years with several traveller incidents and problems with parking and traffic congestion in Lamson Road.

Without the BID team I would not have known where to start. I would be very disappointed if the London BID was not renewed again.

Steve Elliott. Managing Director, Technology Desking



A CLOSER LOOK AT SUCCESS

Collaboration with the local Police force and Havering Council halted dangerous traveller incursions, which had blighted the BID and surrounding area for many years.

Illegal traveller encampments were costly to businesses that became victims, bringing several problems including:

- Blocked access to premises and roads, preventing trade
- Theft and vandalism
- Dumping of illegal waste
- Threats to physical safety of staff and law enforcement personnel

The BID's Approach

This was a problem the BID could not resolve by itself, requiring a solution supported by the Council and enforceable by the Police.

The BID Team worked patiently during the third term alongside tenacious Police colleagues, gathering evidence to support a range of potential solutions, each of which required evaluation and approval by the Council, the Police and the Courts.

Success Achieved

In 2019 Havering Council secured an injunction against illegal Traveller encampments, giving Police the powers to immediately disperse perpetrators. The injunction also provided businesses with a powerful tool with which to obtain a Police presence if they were under threat at any time. It has already been used on several occasions, resulting in Travellers being removed within hours of the injunction being served.



Clean & Maintained

we promised

Weekly monitoring for maintenance, waste and cleaning issues and effective link-up with the Council to swiftly address litter, fly-tipping and dumping.

Regular maintenance of sections fronting roads and adjoining areas and lobbying the Council to act on key maintenance issues such as flooding and lighting.

Landscaping of key areas and tree planting to improve the London Riverside environment as well as reducing the area's carbon footprint.

Expansion of the Cleaner Air Campaign tree planting scheme grant funding to other areas within the BID.

Actively seeking grant funds and lobbying for further physical improvements.

and we delivered

Weekly monitoring of the area, taking note of and reporting problems such as illegally dumped waste, abandoned vehicles and damaged trees, with effective follow-up.

Developed close working relationships with relevant stakeholders for speedy resolution of issues. These include the Council's environment, grounds maintenance, street cleansing and highways teams, plus the Environment Agency, TFL, Port of London Authority and the GLA's land management contractors.

Retained the services of the landscape and maintenance contractor with a schedule of works that keep the area looking clean, maintained and welcoming for all.

Worked with the Council to plant living bollards and create new planters that add colour and enhance the appearance of the outdoor spaces.

We worked with the Council to repair carriageways at Coldharbour Lane, Ferry Lane and the gateway roundabouts.

The Estate had fallen into disrepair and was a dumping ground for fly-tippers and scrap vehicles. Over the years the BID has been instrumental in assisting to remove rubbish, upgrade CCTV, roads/pedestrian paths, lighting, fencing and drainage, and liaise with the police and fire brigade.

Ferry Lane is a much-improved location and Albrights Industrial Estate is a thriving centre for many small companies. Stagecoach Services Ltd have now completed a 10KVA installation to provide charging for their new fleet of electric London buses. Sharps Waste Management have continuously expanded and have invested in a new recycling plant.

These two companies and adjacent companies now employ more people than the Ford Motor Company (Dagenham). We're confident that with the BID's assistance we will continue to achieve increased employment and environmental improvements.

PJ Hollaran. Acrezone Management Ltd, Albright Industrial Estate

Additional investments and achievements throughout the BID area

Purchased and installed 20 lockable grit bins for all Members to use. Stocked as required every winter in preparation for adverse weather conditions.

Contracted an additional weekly sweep to the Coldharbour Lane area to combat poor conditions and complement the Council's scheduled sweeps.

Flower planters around the BID area to add colour and softness to what can be a harsh industrial environment.

Entry into London in Bloom Awards, winning Silver Gilt (2017), Silver (2018) and Silver Gilt (2021).

A CLOSER LOOK AT SUCCESS

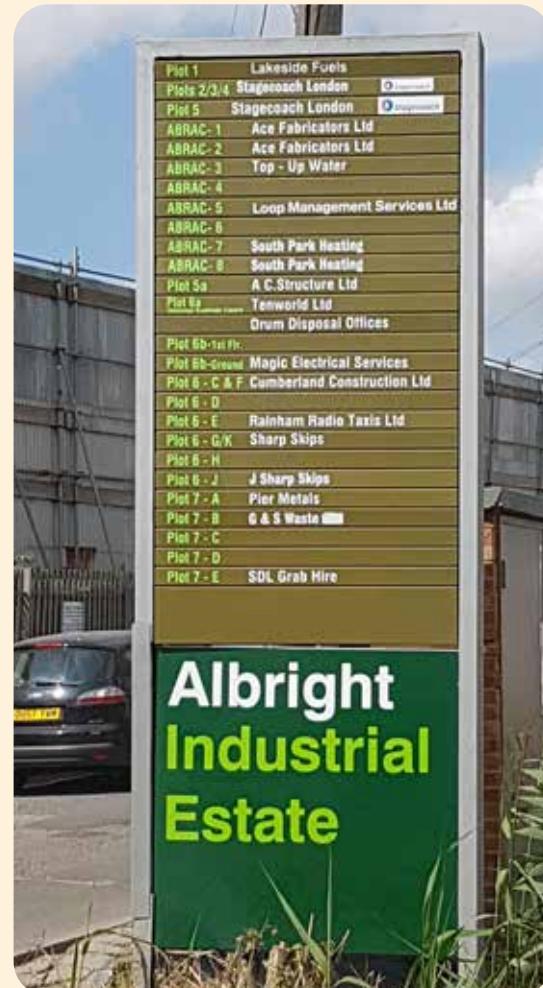
Albright Industrial Estate - the BID brokers a cross-partnership approach

In 2019 Acrezone, the owners of Albright Industrial estate applied to the BID for a grant towards the costs of repairing and re-instating the access road to the Estate. In line with the BID's policy to grant fund projects and repairs that benefit a group of businesses, the BID agreed to fund up to 50% of the costs.

During the evaluation of the proposed works it was identified that the ditch to the front of the estate was causing severe problems from blocked ducts, which were leading to regular flooding to the front of the estate. Going ahead with the proposed repairs to the road without first unblocking the ducts would have been a poor use of funding as the road would continue to flood. However, the ditch area and ducts were the responsibility of the Council, not the road-owners.

The BID approached the Council to prioritise these repairs and formed a three-way partnership with the Council and Rainham Steel to clear the ditch, repair the ducts and prevent future flooding.

Once these works were complete, Acrezone went ahead with the planned carriageway repairs and the road was successfully reinstated.





Accessible & Coordinated

We promised

Representation and a strong coordinated voice for London Riverside businesses.

and we delivered

Strengthened our voice and presence on several forums at a local and pan-London level, representing the evolving needs of BID Members.

Quarterly strategy meetings with Havering Council were refocused with a greater emphasis on progressing specific strategic challenges and initiatives with senior management. Quarterly Environment Team meetings were also established, the impact of which can be seen in action in the case study opposite.

Lobbying for better accessibility

including improvements to signage, bus service provision, parking and the completion of fast broadband cover.

Supported the Council's ongoing efforts to secure funding for superfast broadband provision in to the Rainham Industrial area, which is work in progress.

Maintained and updated signage throughout the BID area, ensuring good accessibility for visitors.

Continued to lobby and seek funding opportunities to improve public transport into the BID area, ensuring this requirement stays on stakeholders' agendas.

One Stop Shop and Grant Information Service

assisting businesses 24/7 with regular events, newsletters, the London Riverside BID website and providing information on grants for businesses.

Strengthened our operations team, which is available 5 days a week to support BID Members, respond to queries and troubleshoot problems.

Maintained contact with Members via regular electronic news bulletins, critical alerts and a quarterly business newsletter.

Upgraded the BID website to provide up to date information on our activities and investments, news on industry matters, local intelligence and business events.

Provided grant information via our website and regular newsletters, alerting Members to opportunities as they arose.

Cost saving recycling scheme and cost effective local courses

for Members such as paper and cardboard recycling, First Aid at Work, Health and Safety and Fire Marshall training.

Renewed the paper and cardboard recycling scheme across the BID area for Members.

Negotiated group rates for First Aid training (including defibrillator training), of which over 50 BID Members took advantage.

There was insufficient demand for other group training services.

Online job advertising service and promotion of local volunteering opportunities.

The job advertising and volunteering service was not introduced. The Board took the view that such services are, or can be, more effectively provided by other local agencies with the BID linking to these via digital means.



Additional investments and achievements throughout the BID area

Maintenance and updating of our unified location signage boards, including installation of new signs as required, such as on the K9 Estates.

Regular operational meetings established with environment, street cleansing and highways teams to tackle problems jointly and quickly as they arose.

Annual sponsored bike ride to raise money for local

charity Rainham Royals, which works with young people.

“The money raised by the businesses has allowed us to take the Youth Club members on a trip to Colchester Zoo and to update our kitchen, which is used for the tuck shop.”

Paula Young, Rainham Royals

A CLOSER LOOK AT SUCCESS

Planning and development – a more proactive approach with Havering Council

Over the last 3 years the BID's strategic team has established closer working relationships with the Council's planning department to be more active in planning applications within the BID area, to keep issues of industrial land protection high on the agenda and to ensure the Council prioritises investment in what is Rainham's largest employment zone.

We achieved:

- Regular updates and information on new planning applications so the BID Board and its Members can respond to relevant proposals
- Proactive discussions on the use of Section 106 funds arising from such local developments to ensure

that BID Members and their workforce gain greater benefit

- Participation in the development of medium- and long-term infrastructure development plans, so that BID Members' priorities are incorporated

A positive impact at Ferry Lane (south)

The BID was able to use its funding as leverage to secure Section 106 funds to resolve a long-standing and dangerous issue in the south of the BID area.

'Car meet-ups', 'midnight chases', 'street cruising' would involve 100's of people descending on the area late at night, blocking all access to businesses, damaging infrastructure and making it difficult for staff to get in and out of their workplaces. At their peak, there would be an incident on a monthly basis.

In 2021, the Council approved the application of an anti-skid surface on the Ferry and Coldharbour Lane roundabouts, which the BID agreed to part-fund. The surface treatment, which is guaranteed for 10 years, prevents vehicles from performing their showpiece manoeuvres. Without the manoeuvres there's no show. Without a show there are no meet-ups!

Since the implementation of these measures, and at the time of going to print, this illegal activity has not been reported on any meaningful scale, with the BID Team, the Council and the Police monitoring closely.



Green & Sustainable

To help Members gain insight into the ongoing relevance of sustainable business practices and the circular economy, and increasingly build sustainability into our own investments.

The BID's activities have been focussed primarily around identifying support and funding opportunities to help our Members meet their obligations and exploit opportunities.

This pillar also recognised the BID's role as steward of the natural environment in which it operates, and the importance of maintaining and enhancing the natural habitats that surround us.



Since 2007 when the BID was formed, the team has assisted with cleaning, tidying and funding to assist local areas to improve their working environment, making the area a better place to work. They have assisted with local problems in the BID area as well as dealing with the Council where necessary and are always at the end of a phone to help. This year, Veolia has assisted with providing compost to the BID for the new seating out area in Ferry Lane and we fully support its renewal in 2022.

Philip Brown, Site Manager Veolia

TWO NEW PILLARS OF INVESTMENT

During BID3 we introduced two new pillars in response to the changing regulatory, market and political environment; Green & Sustainable and Fit for the Future.

A CLOSER LOOK AT SUCCESS

Over £500,000 secured for public realm environmental improvements and new outdoor amenities

In 2019 the London Riverside BID was successful in securing Good Growth Funding from the Mayor of London in a collaborative project with Havering Council and SEGRO for public realm improvements, which include:

- A covered seating and viewing platform by the Rainham Riverside along Ferry Lane (south) to provide much needed usable outdoor space for local staff and visitors
- The Museum of Garden Escapes, a community garden for all to share that celebrates the area's rich and colourful history as a ferry crossing point for pilgrims, as a Victorian pleasure beach and as the location of the eponymous Ferry Inn, later the Three Crowns Inn. More information can be found on a dedicated Facebook page facebook.com/MuseumOfGardenEscapes
- Greening and beautification of the gateway roundabouts at Marsh Way and Ferry Lane, in conjunction with the Council, to provide a more attractive and welcoming entrance into the BID area. The Marsh Way roundabouts were completed in 2021, resulting in many compliments from businesses in and around that area, as well as from the London in Bloom judge. Not only are they more attractive to look at, but they are attracting a fabulous community of bees and insects that are enjoying their new habitat of nectar and shelter

These works are due for completion in 2022. More information can be found on our website in the news section londonriversidebid.co.uk/news-and-events/our-london-in-bloom-entry-showcases-two-new-green-spaces-in-the-bid-area

- Tree and hedgerow planting to provide a range of environmental and physical benefits:
 - screening from the harsher elements of the industrial activities, such as noise and dust
 - absorption of excess CO₂ that is then turned in to oxygen and cleaning of surrounding air
 - providing shade that cools the atmosphere, prevents the evaporation of moisture in the ground and shades from dangerous ultra-violet rays
 - providing a canopy and habitat for wildlife
- New pedestrian crossings to improve safety on Ferry Lane
- More planters to inject colour and happiness into our daily lives at work and to support the area's diverse wildlife



Fit for the future

Working towards future-proofing the local industrial zones so their employment and industrial land designations are protected, they are fit for the businesses and workforce of the future and attract continued investment.

This involves influencing practical measures such as improved digital connectivity and flood prevention, as well as longer term investments to upgrade infrastructure, amenities and local services, and influencing the economic development and regeneration strategies of relevant authorities and stakeholders.

A CLOSER LOOK AT SUCCESS

Collaborative working to help local businesses build competitive advantage and introduce tech and digital capability based at the SEGRO Enterprise Park, Consul Avenue.

The BID is a Steering Group member of Havering Council's £1mn new tech and digital centre, The Future Cube, based on the north side of the BID area,

The Future Cube is a new facility to support innovation and technological advancement for SMEs in the manufacturing, construction and logistics sectors. Delivered in partnership with the Manufacturing Technology Centre (MTC), part of the High Value Manufacturing Catapult, the centre brings process and industry knowledge to the BID area, de-risking the challenge of identifying, testing and implementing new digital and technological capabilities in our businesses.

The BID is represented on the steering group where it works to ensure The Future Cube will deliver a suite of services and resources that are accessible, practical and affordable for SMEs of all sizes, and deliver bottom-line benefit and impact.

The Future Cube is managed by a dedicated innovation and business development specialist from MTC. The offer includes a suite of tailored services to help SMEs strengthen competitiveness, including:

- line walks inside the business to identify process and flow improvements
- evaluation of digital tools that could improve processes, task and financial management and customer/supplier interfaces
- access to 'try before you buy' road-testing of software and digital tools
- access to Innovate UK funded tech and innovation programmes and expertise
- free of charge access to accredited online training opportunities in areas such as additive manufacturing.





"We are delighted to launch the Future Cube facility and look forward to working closely with the BID and its Members"

Paul Hadley, Director of Economic & Social Impact at the MTC

GRANT FUNDING FOR BID MEMBERS



The Fairview Industrial Park is a 65 acre private industrial Estate within the London Riverside BID area, accommodating 100+ businesses. The Estate has worked closely with the BID approaching 15 years to enhance the security, facilities and appearance of the Estate for the benefit of businesses, their staff and visitors.

During the past four years of BID 3, we have been particularly appreciative of the matched funding provided by the BID, which has enabled us to install a new pedestrian crossing for the increasing number of people entering the Estate. In particular, this has provided a safe route for disabled users and has been further enhanced by ongoing carriageway and footway improvements, which provide a more accessible and safer environment for all.

In addition, the BID assisted with the replacement of the ageing security entrance/exit barriers, the upgrade and maintenance of the Estate's comprehensive CCTV system and replacement of halogen carriageway lighting with 27 LED lanterns.



We

This environmentally "green" solution has not only reduced electricity consumption and maintenance costs, but also provided considerably increased quality of light to the estate.

We also appreciate the positive impact the BID has on the wider area, outside of the Fairview Industrial Park, and we take this opportunity to thank the BID for their ongoing support and the real difference it has made to the quality of our it has made to the Estate. We look forward to working together as the BID moves forward to its next five-year term.

Maggie Dixon, Fairview Industrial Park

Annually, and subject to financial commitments, the BID sets aside a grant funding pot, from which BID Members can apply to assist with the costs of one-off projects that provide long term benefit to a group of BID Members.

This approach ensures that businesses can tackle specific issues that don't necessarily affect all BID Members but are nonetheless troublesome to a small group. It enhances the overall functionality of the BID area, strengthening our environment across all pillars that matter to BID Members.



Some recent grant funding highlights:

New and replacement CCTV cameras across several estates including Avocet Business Park, Fairview Industrial Park and Freightmaster Estate. These are monitored at source by the camera owners and strengthen our collective ability to deter or identify criminal activity.

Salamons Way – Improvements to the road to improve access and repair damage, including:

- Carriageway and gully repairs;
- Installation of yellow box and double yellow lines to keep the road clear and accessible for all vehicles;
- Installation of no parking signs

Avocet Business Park - Formerly Denver Industrial Estate, the area is undergoing significant redevelopment, which has required complete carriageway redesign and new lighting columns. Grant funding was approved towards installation of new LED carriageway lighting.

CEME – renewal of yellow and white lining in the car park areas

Fairview Industrial Park – Grant funding towards a series of measures to improve access, security and pedestrian safety on this busy estate which accommodates over 100 BID Members, including:

- Upgrade of electric security barriers and installation of CCTV to cover the new barrier
- Installation of a new zebra crossing for safer access to the bust stop for the hundreds of staff that work in the area
- Carriageway and footway repairs, including relining

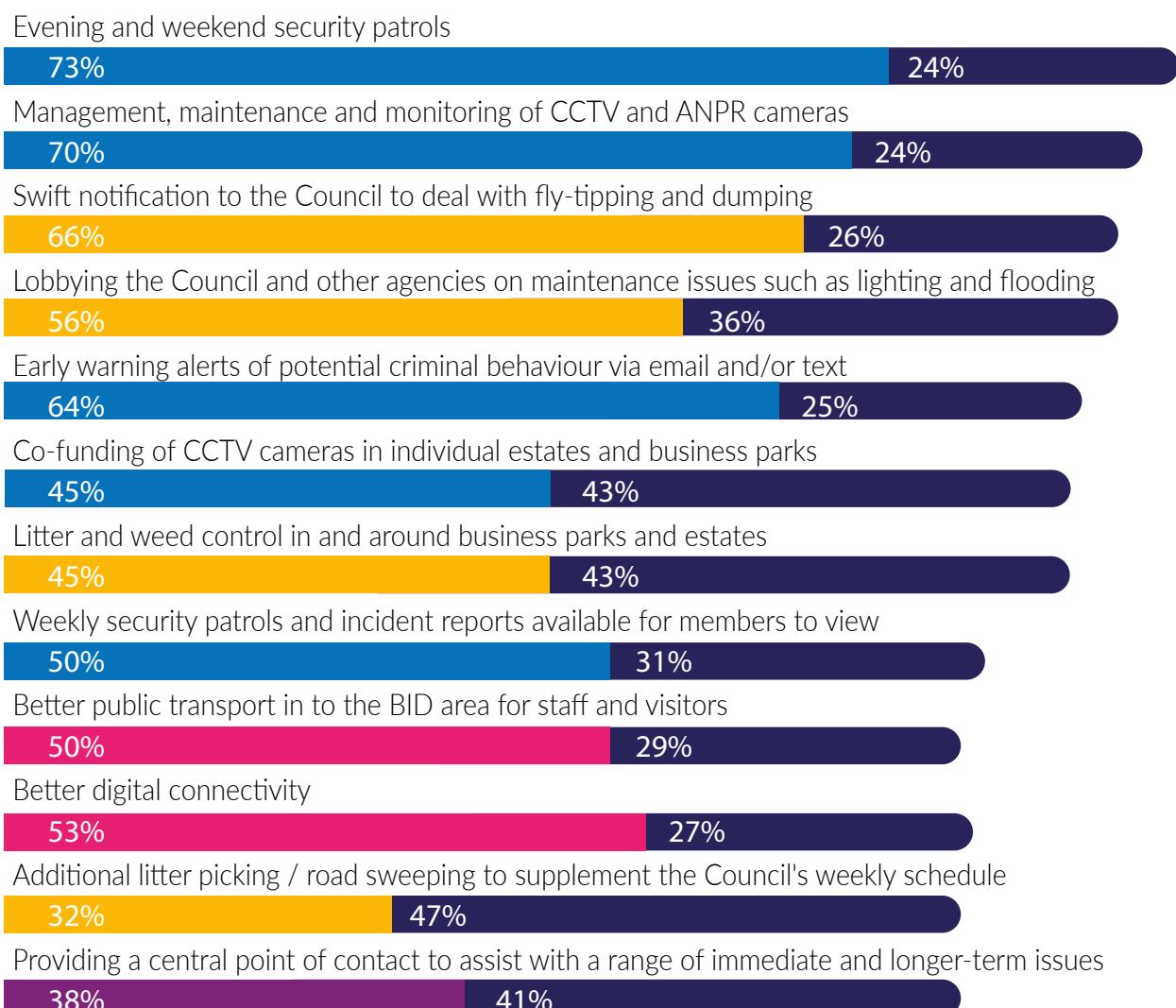
Creek Way – 3 local businesses co-funded a series of security improvements with grant funding from the BID, including:

- New CCTV and ANPR cameras
- Electric gates
- LED lighting

BID MEMBERS' PRIORITIES DRIVE OUR FOCUS AND OBJECTIVES

We pride ourselves on being in regular contact with Members and providing multiple ways of communicating with the operations team and the Board. As well as any ongoing dialogue we have with you, we conduct two consultations during the five year BID term and this ensures we invest BID levies in line with Members' priorities.

Our end of term consultation has shaped our proposals for the next five years. Your survey responses have been collated and analysed, and represented here are the top issues you told us about, which were rated as Essential or Very Important by 50% or more of respondents:



Rainham Steel continues to support the London Riverside BID and intends to vote YES in 2022 for it to continue for a further 5 years. The area it covers benefits immensely from the services it provides and continues to improve year after year. As an owner of several commercial premises in the area the only feedback we receive from our tenants is positive and we feel it certainly helps to not only retain tenants but also to attract new ones in to the area.

Luke Marshall, Rainham Steel



KEY:	Essential	Very important	Safe & Secure
	Essential	Very important	Clean & Maintained
	Essential	Very important	Accessible & Coordinated
	Essential	Very important	Green & Sustainable
	Essential	Very important	Fit for the Future

Reduced congestion around the BID area



A local workforce that is suitably qualified and skilled



Introducing initiatives to help you recycle waste such as paper, glass, food and plastic



Sourcing additional funding to improve specific parts of the BID area



Cost saving initiatives such as grants for EV charging points



Sourcing funding for green initiatives such as air quality and retro-fitting projects



Weekly maintenance and greening/planting of highly visible areas



Providing regular Member updates via e-newsletters



Making better use of outdoor spaces in the BID area for staff to use



Assistance with recruitment from local job centres and recruitment agencies



Introducing specialists for help with the green economy and green practices



Negotiating favourable group rates, e.g., for First Aid Training



LOOKING AHEAD TO THE NEXT FIVE YEARS

A fourth term will see the continuation of all the services and measures that are already in place and which Members say are most valued and essential to their ability to function successfully. The BID will keep pace with the changing face of the industrial area as new developments are completed and new stakeholders emerge.



SAFE & SECURE

We improve safety and the perception of safety through a joined-up approach with relevant stakeholders and statutory bodies.

Our largest area of investment is dedicated to keeping, staff, visitors, premises and all our assets safe and secure. We invest in a dedicated security contractor and monitored CCTV and ANPR assets.

Mobile Patrols

We will renew our security contracts to continue our comprehensive Security Mobile Patrols, which have been in operation since 2007 and patrol the BID area overnight when it is most vulnerable.

We will provide extra cover during bank holidays and weekends. They are especially relied on by the business community in vulnerable locations and risky periods. For example, during the first Covid lock-down when there were fewer businesses operational, leaving the area potentially more prone to criminal activity.

Maintenance and enhancement of CCTV and ANPR cameras and monitoring

We will upgrade security assets as required and renew CCTV and ANPR monitoring contracts. This will provide access to reliable data and intelligence that supports Members and the Police in identifying and preventing crime.

Regular and real-time security communications

We will provide comprehensive daily incident reports and Police alerts will continue to be made available to all businesses on the Member's area of the website and via regular communication. As and when there is an immediate threat, such as known criminals in the area,

digital alerts will be sent to every business and security representative that has registered to receive them.

These early warnings, details of incidents and crime prevention measures enable Members and resident businesses to take evasive action at the earliest opportunity to safeguard people, premises and assets.

At F H Brundle we have always found the London Riverside BID a great resource to keep us up to date on what is happening in the local business area. We have raised local concerns with them, and they've assisted us in escalating awareness of problems to get them resolved.

Over the years they have tidied up our environment, had additional signage erected to make the BID area look more professional, and with the installation of CCTV they have made the area more secure. The London Riverside BID gets a yes vote from F H Brundle.

Mike Brundle, Managing Director, F H Brundle

Open communication channels

The threat to business is increasingly a digital one, with cyber-criminals becoming more sophisticated. We will continue to share regular and insightful information, advice and guidance from the Police and other security centres on a range of crime and safety issues via our website and e-newsletters.

We will also continue to develop strong links with new land owners and developers, expanding CCTV provision and introducing, where possible, smart technologies to enhance our ability to detect and prevent crime.



The London Riverside BID team have never let us down, in fact quite the opposite, they excel in so many different areas, most organisations should take lessons.

They are approachable, attentive and extremely efficient. Whenever an issue arises in the area, not only are they on top of the situation, they come up with solutions to proactively fix them.

I could not envisage another organisation matching their level of service, not even close.

Jonathan Moreland, MJF Records





CLEAN & MAINTAINED

We keep London Riverside BID's environment clean, maintained, welcoming and attractive to employees and visitors.

Members take great pride in their physical environment, which we maintain through a weekly schedule of works and a longer-term programme of landscaping, greening and beautification via our landscape contractors.

Maintenance, greening and beautification of the physical environment

We will renew our maintenance contract for a rolling schedule of activity that complements the Council's work and includes new beds and planting, regular cutting back of overgrown areas, maintenance of highly visible sections fronting roads and ad-hoc troubleshooting as required.

We will continue to fund an additional road sweep to the Council's service in Coldharbour Lane where there is a high volume of HGVs and waste vehicles.

Weekly monitoring and cleansing

Weekly patrols will identify problems and hot spots and report them immediately to the Council or the Environment Agency. This will ensure the swift removal of dumped vehicles and fly-tipping, ensuring all businesses can operate efficiently and safely.

Our operations team will attend regular meetings and walkabouts with members of the environment, street cleansing and grounds maintenance teams, ensuring that appropriate Council resources are allocated to the BID area.

London in Bloom

Subject to resources, we will continue to participate in the London in Bloom Awards. This is not only a fitting reward for our collective efforts to keep our environment looking beautiful, but it also encourages a synchronised, annual 'spruce-up' from all stakeholders, including the Environment Agency, the GLA, Veolia, Havering Council, TfL and the Highways Agency, who represent the complexity of land and asset ownership in the BID area.



We moved into a purpose-built facility in the BID area around 9 years ago and found the BID team to be extremely helpful and welcoming.

As well as their highly visible investments in security, signage and general maintenance we benefit from the excellent communications on current and future plans locally, in London and the wider South-East.

This helps us to stay informed on all the issues that have a direct impact on our business and, when necessary, to be involved in influencing how the area develops.

We look forward to continuing our partnership with the London Riverside BID for many years to come.

Chris Smith, Managing Director,
H. Smith Food Group PLC



ACCESSIBLE & CO-ORDINATED

We improve the accessibility of the area and represent, advocate for and further the interests of our business members, safeguarding the industrial area's reputation and value to local and wider communities.

Representing Members' interests remains a priority for the London Riverside BID, with the Board and team working hard to be your voice where it matters.

As Havering's largest concentration of industrial businesses with c. 380 Members, the largest industrial BID in London and the 5th largest in the country, our views are often sought as a barometer of industry's opportunities, challenges and views.

Representation and a strong, coordinated voice

Board Directors, assisted by the Strategic Manager, will continue to represent Members' views and interests at several local and pan-London forums, liaising with stakeholders so that your voice is heard where and when it matters.

We will engage proactively with:

- Havering Council, especially senior management, environment, street cleansing, enforcement, planning and transport teams
- The Mayor's Office, the GLA and Transport for London
- The Metropolitan Police and Cyber Crime Units
- Industrial and Logistics Sounding Board
- Major landowners and developers
- Port of London Authority
- Environment Agency
- Thames Estuary Board
- London and National BID Groups



Keeping you informed through regular communication

We will keep you informed of local, business and industry news and business support via our website, our Facebook and Twitter accounts, regular newsletter updates, and introductions to relevant opportunities, e.g., supply and procurement announcements.

londonriversidebid.co.uk

twitter.com/LDNRiversideBID

facebook.com/LDNRiversideBID

facebook.com/MuseumOfGardenEscapes

The Members' area of the website will provide direct access to daily security and incident reports, as well as be a means of reporting issues and concerns. These can be scrutinised at any time following an incident, providing useful intelligence to businesses and the Police.

Central point of contact

The BID team will be available via email and telephone to help you with all your queries, to connect you with resources, contacts and other Members, help you access funding for a project or business development opportunity, represent your views, or troubleshoot on your behalf.

Cost-saving paper and cardboard recycling scheme

We will continue our centralised recycling scheme at Keebles Recycling to help Members save money. Not only does this eliminate the cost for users, it benefits the environment by reducing the distance that waste paper and cardboard travels to be processed for recycling.



We help Members gain insight into the ongoing relevance of sustainable business practices and the circular economy, and increasingly build sustainability into our own investments and management of the physical environment.

BID Members are acutely aware that this subject will increasingly dominate and influence how they do business as we shift from moral obligation to legislation. With this challenge comes opportunity to gain competitive advantage.

Support Members in addressing their main areas of interest and concern through information, resources and connections

We will seek out opportunities to attract funding and resources that will help Members tackle these, to meet regulatory obligations and to exploit opportunities, such as:

- Recycling and waste management cost reduction initiatives
- movement of supplies, goods and people
- energy consumption
- grants, funding and finance for low-carbon activities
- affordable tech and solutions

Manage and maintain the amenities and investments funded by the Good Growth Fund

We will complete delivery of our Good Growth Fund project and implement a maintenance programme to sustain the improvements made to the BID's natural environment and new amenities, evolving these to meet the developing needs of the workforce.

We will assess the potential of smart technologies as a means of improving the way in which infrastructure and assets are managed and maintained in industrial areas.

Environmental Stewardship

We will continue to take responsible care of our environment, enhancing the benefits for all wherever possible and implementing measures that protect the area's ecological assets.

We are fortunate to operate in a location that is rich in biodiversity, including an abundance of species that benefit from protected status. Our verdant surroundings significantly enhance our place of work and bring environmental and health benefits, not just for staff but also for visitors and the local community.

Protecting this invaluable asset is of paramount importance.

Tree Planting Project

We will initiate a tree-planting project to capture some of the many benefits that trees provide, including:

- Air purification through the natural removal of carbon from the atmosphere
- Air temperature reduction, especially of roads and pavements
- Contribution to flood prevention
- Provide a natural and safe habitat for wildlife
- Reduce soil erosion and improve fertility
- Provide shade (for people and buildings)



Investment for additional green initiatives

We will seek out funding and grant opportunities to implement sustainability initiatives that mitigate the more damaging effects of industrial activity and provide benefit to Members and our natural environment, for example measures to reduce water, energy and heat consumption and to provide green transport solutions that reduce reliance on cars.

These could include schemes to protect endangered species such as the shrill carder bee, or to provide health and wellbeing benefits to the local workforce.



The shrill carder bee is the rarest bumblebee in England and Wales, now found only in seven areas of the country, including brownfield sites in the Thames Gateway area.





FIT FOR THE FUTURE

We work towards future-proofing the local industrial zones so their employment and industrial land designations are protected, they are fit for the businesses and workforce of the future and attract continued investment.

This area of our work focuses on longer-term strategic developments that are likely to have an impact on BID Members and their businesses in the medium term.

In working to ensure the BID area is fit for the future, we recognise that our role is one of anticipating threats and opportunities and working with Stakeholders to mitigate these.

We will stay proactively informed of policy, regulations and market drivers that affect Members' ability to run successful businesses in Rainham.

Ultra-fast digital connectivity

We will continue to work with Havering Council to introduce improved digital connectivity across the whole of the BID area.

During the third term Board Directors worked alongside the Council to secure funding for improvements to digital infrastructure. This is a project in progress, which should come to fruition in 2022.

When completed, it should result in cabling and cabinets for fibre broadband being within close proximity to most businesses in the BID area.

Ongoing lobbying for improved public transport links into the BID area

As is evident from consultation responses, this is one of the most important asks from BID Members. The imperative to reduce our carbon footprint will add further weight to our case, as will the need to connect the north of Rainham and the new housing zone to our employment area.

We will continue to keep this item on the agenda with stakeholders, evaluating feasibility and alternative solutions, and seeking funding.

We will support the Council and local politicians to lobby for the completion of the C2C station at Beam Reach, works on which have been halted (at the time of going to print).

Build a case for infrastructure investment

We will seek to influence practical measures such as flood prevention and road management, as well as longer term investments to upgrade infrastructure, amenities and local services.

We will feed into the economic development, environmental and regeneration strategies of relevant authorities and stakeholders so that the needs of an industrial zone such as ours are represented.

Maximising the potential of rail and the River for freight, and developments along the Thames Estuary

We will continue to monitor and be involved in these developments to ensure that BID Members can benefit from any opportunities that arise, and that the necessary infrastructure investment is secured to support tomorrow's industries and businesses.

The London Riverside BID has achieved an incredible transformation over the last three terms. Our most recent collaborative work to reduce criminal and anti-social behaviour, to improve the physical appearance and functionality of the estates and to introduce improvements to the public realm are all great examples of why businesses, developers and land-owners should support the BID for a fourth term.

The area is one of the Borough's most important employment zones and I am very supportive of the continuation of the BID for a fourth term. We have more good work to do.

Jon Cruddas, MP
for Dagenham and Rainham

FINANCIAL ARRANGEMENTS

Financial Arrangements

The London Riverside BID Board will approve, in advance, an annual budget for the BID for each financial year and review the budget at quarterly Board Meetings.

The London Riverside BID will not be able to operate in deficit or incur liabilities that come into effect after the operational period of 5 years.

The London Riverside BID will produce annual accounts for each financial year and quarterly management figures. Both will be available for inspection by all

BID levy payers and the Local Authority. The annual accounts will be presented at the London Riverside BID's Annual General Meeting.

The BID Board will decide how any unspent or additional income should be utilised.

All budgets include a contingency reserve which provides for any unexpected cost and for cashflow management.

Any redistribution of funds between projects within the total annual programme budget will require BID Board approval.



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Havering Council fully supports the ongoing operation of the London Riverside BID for a fourth term. In the last 5 years we've strengthened our relationship with the BID, and this has brought tangible benefits to the Rainham area including crime reduction, launch of the Future Cube innovation hub and investment in the physical environment. We're committed to continuing our joint efforts to bring improvements to the Rainham industrial zone.

Neil Stubbings, Director of Regeneration, London Borough of Havering

CORE BUDGET 2022-2027

An indicative five-year budget has been prepared based on the ratings list (2021-2022) as supplied by Havering Council at the time of preparing this Proposal.

The London Riverside BID will raise approximately £310,000 per annum through its BID levy. This can fluctuate depending on occupancy rates and new industrial units being built or brought in to use.

To reflect the damaging and ongoing effect from COVID19 and the current economic uncertainties as we move to a post-Brexit trading environment, the levy percentage will remain unchanged at 1.25% of the rateable value of each defined ratepayer in the BID area.

The money raised will be spent exclusively on projects and services within the defined BID area and on joint initiatives that bring benefit to BID Members.

How much will it cost my business?

The BID Levy Rules in Section 10 set out which businesses are eligible to pay the BID levy.

To calculate how much your annual BID levy would be simply multiply your rateable value (as at 1st April each year) by 0.0125.

For example, if the rateable value of your business unit is £10,000 per annum, the annual levy would be £125. The majority of businesses in the BID area will be paying

around £200 per annum, which equates to less than £4 per week.

Please note that Small Business Relief does not affect calculation of the BID levy.

The London Riverside BID team would be happy to let you know if your business is eligible to pay the BID levy and if so, what your annual levy would be.

How will the BID levy money be collected?

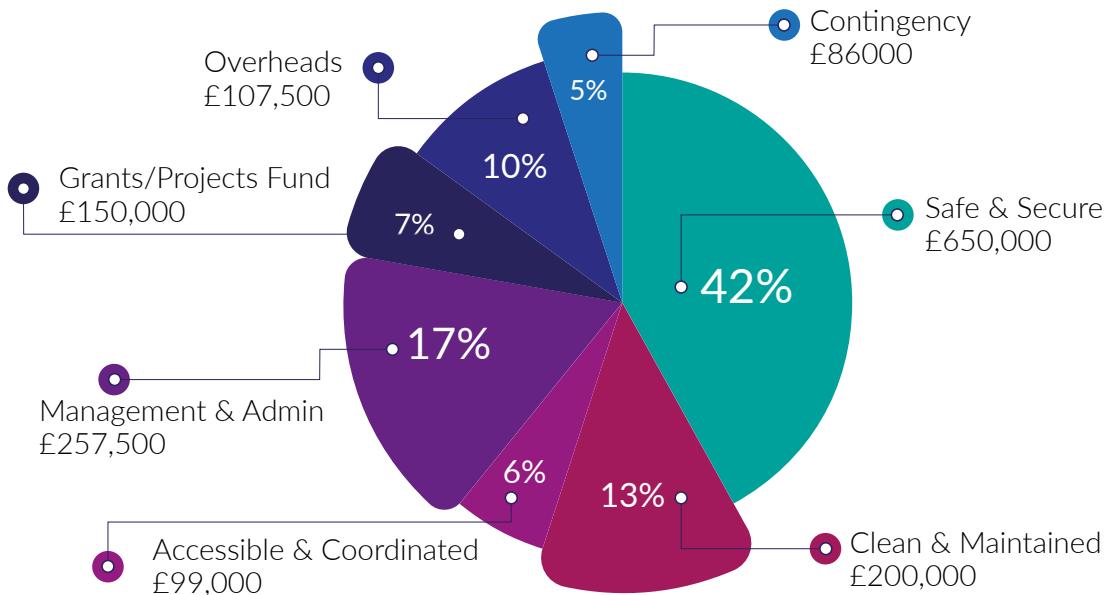
BID levy payments become due on 1st April each year and will be collected by the London Borough of Havering on behalf of the London Riverside BID. The BID levy monies will be placed in a ring-fenced BID account by the London Borough of Havering and will be regularly transferred to the BID Company.

Budgets and spending proposals

The budget is allocated according to the priorities of the London Riverside business community, ensuring we can deliver the range of services required.

BID Levy collection is forecast at £310,000 per annum. This figure is provided by Havering Council's rates department and equates £1,550,000 over the five-year term.

Core Budget Breakdown 2022-2027



*BID Levy collection fees are included in Accessible & Coordinated.

Income and Expenditure Forecast

Income	Year 1 2022/23	Year 2 2023/24	Year 3 2024/25	Year 4 2025/26	Year 5 2026/27	Total
BID Levy	310,000	310,000	310,000	310,000	310,000	1,550,000
Good Growth Fund	100,000	0	0	0	0	100,000
Total income	410,000	310,000	310,000	310,000	310,000	1,650,000
Expenditure						
Safe & Secure	130,000	130,000	130,000	130,000	130,000	650,000
Clean & Maintained	40,000	40,000	40,000	40,000	40,000	200,000
Accessible & Coordinated	19,800	19,800	19,800	19,800	19,800	99,000
Green & Sustainable	100,000	0	0	0	0	100,000
Fit for the Future	0	0	0	0	0	0
Management & Admin	51,500	51,500	51,500	51,500	51,500	257,500
Overheads	21,500	21,500	21,500	21,500	21,500	107,500
Grant Funded Projects	20,000	30,000	30,000	30,000	40,000	150,000
Contingency	20,000	20,000	20,000	16,000	10,000	86,000
Total Expenditure	402,800	312,800	322,800	308,800	302,800	1,650,000
Net surplus/deficit	7,200	-2,800	-2,800	-1,200	2,800	0

Green and Sustainable funding in Year 1 represents residual Good Growth Funding from previous term and is therefore excluded from the core budget breakdown piechart.

Fit for the Future is a strategic activity, primarily sourcing funding, resources and support for BID Members and is incorporated under management and admin.

Contingency, Flexible Grant Funding and Underspend

The bulk of BID levy income is usually paid to the BID from late May to August. Approximately three months expenditure is therefore held as reserves and adjusted annually, as required, to ensure income is fully allocated to projects that benefit Members. These reserves, along with the contingency, provide a project fund so the BID can be responsive to new opportunities or issues as they arise, to provide leverage or matched funding against emerging funding opportunities and a grant pot from which Members can apply for small projects.

For the BID4 five-year term the forecast budget for such activity is £236,000, just over £45,000 per annum.

Allocation of this funding against projects will be decided by the Board on an ongoing basis, with a view to all funds being committed within the five-year term.

The London Riverside BID will continue to seek further additional funding through grants, sponsorship, in kind and other contributions to supplement this budget and expand the proposed programmes and services in line with the aspirations of BID Members, and in response to the changing business environment.

BID LEVY RULES AND PROCESS

The formation of a BID is enabled by Government legislation and regulation. This section defines the BID levy rules, as required by statute. Following a successful ballot, the BID levy becomes mandatory for all those defined businesses or occupiers in the BID area.

- The BID levy is fixed at 1.25% of rateable value;
- The BID levy can only be increased annually, on the 1st April, to allow for inflation. The allowance for inflation shall be decided by the BID Board and shall equal no more than 3%;
- The fourth term of the BID will be for 5 years from 1st April 2022;
- The BID levy will be applied to all ratepayers with a rateable value of £5,000 or more;
- The total annual BID levy payable for any one company shall not exceed £12,500 (plus allowance for inflation as outlined above);

- All new hereditaments entering the rating list after 1st April 2022 shall have the BID levy applied as per the BID levy rules;
- The owners of empty properties will be liable for the BID levy with no void period. Where a property has been empty for more than six months the BID levy charge will no longer apply and any refund due can be sought from the BID Company at the end of the relevant financial year;
- There will be no VAT charged on the BID levy;
- The BID Board will be able to alter the BID arrangements without an alteration ballot, so long as any alterations do not:
 - alter the geographical area of the BID;
 - alter the BID levy payable;
 - conflict with the Local Government Act (2003) or The Business Improvement District Regulations (2004).

LEGAL AGREEMENTS

The London Riverside (BID) Ltd will be renewing its Baseline Agreement with the London Borough of Havering to ensure that improvements and services carried out by the BID represent true additionality and do not replace services that should be provided already by the local authority.

This agreement clearly defines the level of provision by the local authority and ensures it's committed to maintaining or improving the level of service for the duration of the BID.

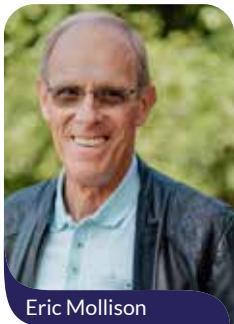
The information contained in this agreement also assists the BID in monitoring service provision in the area.

The Operating Agreement between the London Riverside BID and the London Borough of Havering will also be renewed. This sets out how the BID levy is to be collected and how this will be monitored by both parties so that the BID levy is collected effectively and efficiently.

Copies of the Baseline and Operating Agreements can be viewed at the London Riverside BID office.



THE COMPANY, THE BOARD & GOVERNANCE



Eric Mollison



Chris George



Mike Brundle



Ilker Dervish



Danny Keeble



Cllr. Benham



Debbie Moore



Olga Astaniotis

The Company

The London Riverside (BID) Ltd is incorporated as a not-for-profit company limited by guarantee. The company's Memorandum and Articles of Association are available from the London Riverside BID office. Arrangements can be made with Debbie Moore at info@londonriverside.co.uk

The Board

The Riverside BID Board is made up of representatives of the London Riverside business community, who direct how BID funds are spent to improve the area for businesses.

The current BID Board:

Eric Mollison,

Managing Director, EMS Ltd (Chairperson)

Chris George,

Head of IT, CEME

Mike Brundle,

Director, F H Brundle

Ilker Dervish,

Partner, Comfort Zone

Danny Keeble,

Managing Director, Keeble Paper Recycling Ltd

Cllr Robert Benham,

London Borough of Havering (non-voting)

The Board is supported by an Operations Team that manages the day to day running of the BID's activities and investments, and provides strategic oversight and support to the Board.

Debbie Moore, BID Manager

Olga Astaniotis, Strategic Manager

GET INVOLVED

There are places on the BID Board for up to eight Members. All BID levy paying businesses can apply to become Board Members and are encouraged to do so.

KEY DATES

Notification of ballot	Monday 17th January 2022
Despatch of ballot papers	Friday 28th January 2022
Latest date to appoint proxy	Friday 18th February 2022
Ballot open	2nd to 28th February 2022
Ballot closes	Monday 28th February 2022
Issue of results	Tuesday 1st March 2022



VOTE YES BID4 FOR CONTINUED SUCCESS

We hope we can count on your support to ensure the continuation of the London Riverside Business Improvement District and all the services provided.

As with previous ballots, all defined ratepayers will be entitled to one vote per hereditament.

Ratepayers exempt from paying the BID levy will not have a vote.

You can appoint a proxy to vote on your behalf and information on how to do so will be included with your ballot papers

Applications for a proxy vote must be made by 5pm on Friday 18th February 2022

To implement these proposals we must win the renewal ballot on two counts:

1. A straight majority by the number of those voting
2. By a majority in the Rateable Value of those voting



London Riverside (BID) Ltd

The London Riverside BID is a company limited by guarantee, registration no. 05922458

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VOTE YES BID4

Don't forget to vote

Voting Open 2nd - 28th February 2022

