

Steve James, Owner of Velosport bike shop

252 Upper Richmond Road, Putney, London, SW15 6TQ

How long have you been trading in Wandsworth? Nine years

How are you reopening with the safety of customers in mind? We have been able to stay open all the time and have implemented the 1 in 1 out rule, as well as making sure people queue around the corner 2 metres apart.

Did you make a contribution to local communities during lockdown? We offered NHS and key workers 30% off labour and 10% off products.

Have there been any examples of kindness from your customers? We have noticed that recently more people are kinder and appreciate that we are open. Customers are more than happy to abide by the shops Covid rules.

Have you found that people's shopping habits have changed to be more local? In our bike shop there has been an outstanding number of new cyclists buying new bikes and equipment! Furthermore, our mechanic workshop was fully booked for over a month in advance.

What have you done to adapt and innovate to survive? We have had to stock more products and bikes due to the much greater demand. We've also had to employ more part-time staff to cope with the number of drop-in jobs, such as punctures, which has helped reduce customer waiting time and keep customers happy.

Have you received any help/support from the Government or the Council? Yes, we received a retail grant from the Council under the Government scheme.

What do you love most about Wandsworth? We love the people, the parks and other local businesses willing to help each other out!

"We're urging people to shop local because... it brings the community back together as well as keeping small independent businesses, that people love, alive."

Check out their website www.velosport.co.uk or find them at @velosportuk on Instagram, Twitter and Facebook.