

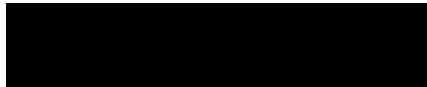
Email

RE: Case approved and co...

Status Reason
ReceivedOwner
 CRM Admin

Email

From



Created On

26/07/2021 12:00

To



Date Sent

Cc

Delay Email Until

Bcc

Attachments

Subject

RE: Case approved and complete [REDACTED] FW: URGENT! Crack in main glazing window Tracking ID:0279000139

Send to Secondary Email Address? No

Regarding



File Name
image001.jpg
1 - 1 of 1 (0 selected) Page 1

Thank [REDACTED] – we are most grateful for your help in this respect.

I have submitted the claim, but because I was so concerned about selecting the right budget, I forgot to include the reference, as requested.

I have just had a very helpful call with [REDACTED] and she kindly offered to pass the reference on to the validation team and trust that everything will be OK.

I would be grateful if the claim could be processed as fast as possible, as the glazer is contacting us regularly about payment. He has said, in writing, he will come to the office and remove the glazing if he doesn't have payment by next Monday.

Thank you once again for your help.

With kind regards



to Rob Roberts MP

Member of Parliament for Delyn

From: IPSA Info [Mailbox] <Info@theipsa.org.uk>**Sent:** 23 July 2021 16:21**To:** [REDACTED]**Cc:** ROBERTS, Rob <rob.roberts.mp@parliament.uk>**Subject:** Case approved and complete: Isabel. FW: URGENT! Crack in main glazing window Tracking ID:0279000139**Importance:** High**Dear [REDACTED] Mr Roberts,**

Pleased to advise that your contingency application for the glazing repair work has been approved.

We have instructed our finance team to open your budget of £250 which will be labelled

Please see below work instruction link on how to submit your claim:

<https://www.ipsaonline.org.uk/guidance/rules-and-eligibility#making-reimbursement-claims>

Please select the Expense type- as further measures

Select: Budget

And kindly ensure that you attach your invoice received for £250 from the glazing company and include case reference ID CAS-197778 in the description box.

If you have any further queries or require any assistance regarding the above, please do not hesitate to contact us.

Kind regards

Account Manager

My non-work day is Tuesday.

www.theipsa.org.uk

info@theipsa.org.uk

@ipsauk

We are working remotely until further notice. Information and guidance is available on our information website. MPs and staff can book a call with a member of the MP Support or Payroll teams here.

From:

Received: 22/07/2021 08:59

To: <Enquiry>

Subject: FW: . FW: URGENT! Crack in main glazing window

I would be most grateful for an answer on this, please, or at least an update.

With kind regards

to Rob Roberts MP

Member of Parliament for Delyn

From:

Sent: 16 July 2021 12:21

To: IPSA Info <Info@theipsa.org.uk>

Cc: [REDACTED]

Subject: RE: [REDACTED] FW: URGENT! Crack in main glazing window

Importance: High

Dear [REDACTED]

Further to your correspondence with [REDACTED] are you able to provide an update on the status of this matter and the settlement of the invoice, please?

I look forward to hearing from you at your earliest convenience.

With kind regards

[REDACTED] to Rob Roberts MP

Member of Parliament for Delyn

From: [REDACTED]

Sent: 06 July 2021 15:12

To: IPSA Info <info@theipsa.org.uk>

Cc: [REDACTED]

Subject: FWO: Isabel. FW: URGENT! Crack in main glazing window

Good afternoon [REDACTED]

Thank you for your call. Please find the landlord's email as discussed. This relates to the previous instance of glazing replacement at 8 Chester Street – due to a crack in the glazing/making the office secure.

I can confirm that plate glass is not covered in the glazing cost and there is no other insurance route available for us.

Regards

[REDACTED]


Office of Rob Roberts MP

Member of Parliament for Delyn

t: 01352 710 232

From: [REDACTED]

Sent: 18 December 2020 14:36

To: [REDACTED]

Subject: RE: URGENT! Crack in main glazing window

Dear [REDACTED]

Thank you for letting me know of this problem. When I did the walk round at the time of the hand over, with [REDACTED] I did not see

any problem of this kind. [REDACTED] did not report any thing to me either.

I have immediately contacted my solicitor regarding the construction of the lease on this point. Those parts of the building for which I am responsible, under the landlord's covenants, are insured with the NFU Mutual but I was unclear on certain aspects because I do not have a copy of the lease (I think that it is away for stamping). She has immediately come back to me and said that the lease places the responsibility for this on the tenant. You may wish to check the position with your insurers and let me know what arises.

Do you know when this occurred? Is there any evidence of vandalism?

Keep well,

From: [REDACTED]

Sent: 18 December 2020 12:23

To: [REDACTED]

Subject: URGENT! Crack in main glazing window

Importance: High

Dear [REDACTED]

I have just left you a voicemail. The security film is being installed today on the internal aspect of the glazing on the front of the office.

As the [REDACTED] vinyl is being removed the installer has found a fairly substantial crack in the glazing. As you can see from the attached images it is originating from the lower right side of the window (from the outside) and spreading up and down on the window.

The installer is not able to continue coating this window as he needs to put a significant amount of pressure on it to flatten the coating. He is concerned this will exacerbate the problem further.

Obviously the window now has a weakness which needs to be fixed. Please advise the best way to proceed?

Sorry to be the bearer of bad news.

[REDACTED]



[REDACTED]

Office of Rob Roberts MP
Member of Parliament for Delyn

t: 01352 710 232

a: 8 Chester Street, Mold, CH7 1EG

w: www.rjroberts.co.uk

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Delay Email Until