

# 6234 Emailed 03-03-20  
£ 194.25

# Order For Service/Repair

Supplier	C P
Order No.	SO9697
Customer Ref.	
Contact Tel.	01534 768141
Date of Order	19-02-2020
Date Required	19-02-2020

Invoice Details	
Name	The Observatory
Address	1 - 3 Colomberie St Helier
Postcode	JE2 4QB
Phone	887788

Delivery Details	
Name	The Observatory
Address	1 - 3 Colomberie, St Helier
Postcode	JE2 4QB
Phone	887788

*Contact Mr Jones  
07943228201*

Qty	Product Type	Fabric	Description	Location
1			Urgency call out (pulled from booked job) AB & SD attended site - first floor awning - due to storms fabric has broken from front profile and is hanging free, side arm fixings have come loose and pulling out of wall. Informed office that very dangerous as over pavement, needs rectifying urgently.	

*- Please invoice as entered -*

*Called  
A re: invoice  
Tambie  
888800*

WC

*olly.*



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# Transaction



Printed by: jepsonj

Printed at: 09:20:09 on 18.Aug.2020

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Transaction date:	17.Aug.2020
Value date:	17.Aug.2020
Description:	BAC PORTEOUS PHO SO9697
Bank reference:	709622352

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Amount:	<b>GBP 57.75</b>
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## Payment to

Account name:	CARPET PROTECTION (C.I.) LTD T/A C.P.SUNBLIND SERVIC
Account short name:	1203-66577772
Account number:	1203-66577772
Sort code:	601203
IBAN:	GB67NWBK60120366577772
BIC:	RBOSJESH

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## Jacqui Jepson

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**From:** Leeana Taft  
**Sent:** 14 August 2020 10:11  
**To:** Tamsin Raine  
**Cc:** Jacqui Jepson; Fiona Potts  
**Subject:** FW: The Observatory - THEO1001

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Payment due

Good Morning Tamsin,

Thank you for your follow up email.

I would really appreciate if we can both come to a quick resolution regards this ongoing query.

As previously stated when I spoke to Ollie back in February, he asked for us to assist urgently as he was extremely concerned about the situation with the broken lift/lifting/lift of chairs, needed to attend your premises to assess the situation what could be done and how quickly.

We did this as a matter of urgency and redirected our fitters from a client's house, to attend as the situation was urgent.

We did not discuss the call out rate with Ollie, however, he was aware there would be a charge. Our standard non-emergency rate for fitters is £55 per hour for senior staff and £35 per hour for junior staff, on this occasion we sent two staff (one senior and one junior) as the work was a high risk and we had to ensure the safety of the lift and safety, as a priority, especially if the public could have been injured by falling equipment/parts.

Whilst this was happening, we had multiple conversations with suppliers of cherry pickers and Stateside for preventative and closure.

Unfortunately we do not record our calls, we have never had the need to. This is a shame in this instance because you would then appreciate the time spent talking to multiple people and reporting back to Ollie as quickly as possible and regarding what was being arranged to assist.

I think we have reached an impasse with this query, thank you for your offer to pay the 60% of the invoice of £116.55. (this was already reduced by 40% as a gesture of goodwill) I will accept a payment of £90 exc GST to cover the time of the team on site. This is my final offer. I do not want to have any further business with you as we have already your design services in the past. I trust this is acceptable and look forward to receiving the payment. I have included Jacqui in this email so she aware of the situation

Thanks in advance.

Best Regards

Cc: Jacquie Jepson; Fiana Potts

Good Morning Tamsin,

Thank you for your follow up email.

We would really appreciate if we can both come to a quick resolution regards this ongoing query.

As previously stated when I spoke to Ollie back in February, he asked for us to assist urgently as he was extremely concerned about the situation with the broken blind/awning. We, of course, needed to attend your premises to assess the situation what could be done and how quickly.

We did this as a matter of urgency and redirected our fitters from a client's house, to attend as the situation was urgent.

We did not discuss the call out rate with Ollie, however, he was aware there would be a charge. Our standard non-emergency rate for fitters is £55 per hour for senior staff and £35 per hour for junior staff, on this occasion we sent two staff (one senior and one junior) as the work was a height and we need to ensure we adhere to Health and Safety as a priority especially if the public could have been injured by falling equipment/parts. Whilst this was happening, we had multiple conversations with suppliers of cherry pickers and States Works for potential road closure.

Unfortunately we do not record our calls, we have never had the need to. This is a shame in this instance because you would then appreciate the effort talking to multiple people and reporting back to Ollie as quickly as possible and regarding what was being arranged to assist.

I think we have reached an impasse with this query, thank you for your offer to pay to £35 from the invoice of £116.55. (this was already reduced by 10% as a gesture of goodwill)

We will accept a payment of £90 exc GST to cover the time of the team on site. This is my final offer. We do not want to have an ill feeling between our businesses as we have used your design services in the past. I trust this is acceptable and look forward to receiving the payment. I have included Jacquie in this email so she aware of the situation

Thanks in advance.

Best Regards



Fiana Potts

Leeana  
→

Leeana Taft  
Director



Tel: (01534) 768141

[www.cpinteriors.je](http://www.cpinteriors.je)

Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QN

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project Management

**From:** Tamsin Raine <[tamsin@thestudiom.com](mailto:tamsin@thestudiom.com)>

**Sent:** 13 August 2020 14:03

**To:** Jacqui Jepson <[Jacqui@cpinteriors.je](mailto:Jacqui@cpinteriors.je)>

**Cc:** Leeana Taft <[Leeana@cpinteriors.je](mailto:Leeana@cpinteriors.je)>; Zannah Le Moignan <[accounts@thestudiom.com](mailto:accounts@thestudiom.com)>; Matt Porteous <[matt@thestudiom.com](mailto:matt@thestudiom.com)>; Accounts <[Accounts@cpinteriors.je](mailto:Accounts@cpinteriors.je)>; Ollie Jones <[ollie@thestudiom.com](mailto:ollie@thestudiom.com)>

**Subject:** Re: The Observatory - THEO1001

Hi Jacqui,

That's great thanks.

Look forward to hearing from Leeana.

Tamsin

On Thu, 13 Aug 2020 at 13:52, Jacqui Jepson <[Jacqui@cpinteriors.je](mailto:Jacqui@cpinteriors.je)> wrote:

Hello Tamsin

Thank you for your email, however as previously advised the person who dealt with your initial emergency call-out and who you most recently spoke to on Monday is one of the company Directors, Leeana Taft.

Your invoice was re-issued from the accounts department, as advised.

I've copied Leeana into this response for ease of reference.

Kind regards

Jacqui

Associate Director

[jacqui@cpinteriors.je](mailto:jacqui@cpinteriors.je)

**From:** Tamsin Raine <[tamsin@thestudiom.com](mailto:tamsin@thestudiom.com)>  
**Sent:** 13 August 2020 12:09  
**To:** Accounts <[Accounts@cpinteriors.je](mailto:Accounts@cpinteriors.je)>; Jacqui Jepson <[Jacqui@cpinteriors.je](mailto:Jacqui@cpinteriors.je)>; Ollie Jones <[ollie@thestudiom.com](mailto:ollie@thestudiom.com)>  
**Cc:** Zannah Le Moignan <[accounts@thestudiom.com](mailto:accounts@thestudiom.com)>; Matt Porteous <[matt@thestudiom.com](mailto:matt@thestudiom.com)>  
**Subject:** Fwd: The Observatory - THEO1001

Hi Jacqui,

Thanks for your call on Monday.

As discussed, at no point were we made aware of your suggested call out charge back February.

My colleague Ollie spoke to yourself for advice on the phone in regards to what to do as the blind awning your company fitted had come loose and was a huge risk to members of public on the footpath below. When your staff arrived on location, one gentlemen verbally told me they legally were not allowed to touch or secure the blind and would have to wait for authorisation from the parish to hire a cherry picker lift which could take up to a week.

If you were already aware that your team could not secure or even touch the awning (as we had explained the situation on the phone) I'm unsure as to why you pulled two men off a job (as you stated) to attend this job?

Following this, we were left no option then to call the emergency services who rushed to the scene right away to secure the area, close the public foot path and remove the awning.

I appreciate you took our enquiry, and you chose to send two members of your staff to the scene, but at no point were we made aware of this call out charge. There is also no information on your site or any other touchpoints that suggest call out charges. That being said, we appreciate the small amount of time your team spent on location and are willing to pay a fee of £35.

Can we verify if you record telephone calls? If so, can we listen to the playback as to when Ollie agreed to your call out fee?

Thanks again Jacqui and look forward to receiving the revised invoice so we can make settlement.

Kind regards,

Tamsin

----- Forwarded message -----  
From: L <[accounts@cpinteriors.ie](mailto:accounts@cpinteriors.ie)>  
Date: Mon, 10 Aug 2020, 16:34  
Subject: The Observatory - THEO1001  
To: <[ollie@thestudiom.com](mailto:ollie@thestudiom.com)>  
Cc: <[jacqui@cpinteriors.ie](mailto:jacqui@cpinteriors.ie)>

Further to conversation today in order to draw this matter to close, please find attached discounted invoice.

Your early settlement would be much appreciated.

Many thanks

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Kind Regards,

Tamsin Raine  
Studio Manager

STUDIO M

T: [+44 \(0\) 1534 888800](tel:+44(0)1534888800)  
M: [+44 \(0\) 7568 545960](tel:+44(0)7568545960)  
E: [tamsin@thestudiom.com](mailto:tamsin@thestudiom.com)  
W: [www.thestudiom.com](http://www.thestudiom.com)