

High importance: Overdue invoices BPL37188 & BPL39092

12 messages

Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>

To: voidandrepairssurveyors@brighterplaces.co.uk, plannedandmajorworks@brighterplaces.co.uk, Finance@brighterplaces.co.uk

Cc: dana.maslenova@bpm-cs.co.uk, Peter Guerrini <peterguerrinibpm@gmail.com>

10 June 2025 at 14:58

Good afternoon,

Please can someone confirm who is responsible for processing invoices BPL37188 & BPL39092?

These are now considerably overdue (dating back to Feb & March), and our team has been told that the invoices are with the Planning team at Brighter Places 'to action'.

As far as we've been made aware, there isn't anything outstanding on our side to prevent payment.

Understandably, we're under pressure from our own Accounts team to receive payment for these invoices. Please note, it's standard procedure for us to introduce late fees for anything over 7 days overdue.

If you can please provide an update ASAP that'd be really appreciated, otherwise I will be forced to send updated invoices detailing the accrued interest in the coming days.

Thanks and regards,
Olivia

--



Olivia De Miceli, She/Her

Business & HR Manager

07586259802

bpm-cs.co.uk



 Gmail - Fwd_ FW_ Completion Photos.pdf

750K

'Void & Repairs Surveyors' via Olivia De Miceli <Olivia.DeMiceli@bpm-cs.co.uk>

Reply-To: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>

To: Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>, Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>, James Watts <james.watts@brighterplaces.co.uk>

Cc: "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>, Peter Guerrini <peterguerrinibpm@gmail.com>, Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Hi Olivia,

I hope you're well.

Thank you for your email below.

I have copied in James who manages the planned team, he is currently on annual leave but due to return to the office tomorrow.

@James Watts the following invoices require urgent payment, otherwise BPM will enforce late payment fees, please see invoices listed below:

PIREP/00013350 BPL37188	05/02/2025	BPM CONTRACTING SERVICES LTD	ENTERED	2,870.00	574.00	3,444.00	0.00
PIREP/00013940 BPL39092	28/03/2025	BPM CONTRACTING SERVICES LTD	ENTERED	6,185.00	1,237.00	7,422.00	0.00

Many thanks,

Rachel Hayward

Repairs and Voids Coordinator

T: 0117 944 0549

E: rachel.hayward@brighterplaces.co.uk

Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX

 Did you know you can make a payment 24/7 using our automated payment line? To do this, call us on 01179424600 and select the "automated payment" option. To find out more or see other ways to pay,



Brighter Places is an exempt charitable housing association.

We are a Registered Society under the Co-Operative and Community Benefit Societies Act 2014. No. 25495R.

We are registered with the Regulator of Social Housing No. L3758. VAT Registration No. 682622132.

Registered Office: Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX.

From: Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>

Sent: 10 June 2025 14:59

To: Void & Repairs Surveyors <voidandrepairsurveyors@brighterplaces.co.uk>; Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>; Finance <Finance@brighterplaces.co.uk>

Cc: dana.maslenova@bpm-cs.co.uk; Peter Guerrini <peterguerrinibpm@gmail.com>

Subject: High importance: Overdue invoices BPL37188 & BPL39092

You don't often get email from olivia.demiceli@bpm-cs.co.uk. [Learn why this is important](#)

EXTERNAL MAIL: This email originated from outside of the organisation.

Good afternoon,

Please can someone confirm who is responsible for processing invoices BPL37188 & BPL39092?

These are now considerably overdue (dating back to Feb & March), and our team has been told that the invoices are with the Planning team at Brighter Places 'to action'.

As far as we've been made aware, there isn't anything outstanding on our side to prevent payment.

Understandably, we're under pressure from our own Accounts team to receive payment for these invoices. Please note, it's standard procedure for us to introduce late fees for anything over 7

If you can please provide an update ASAP that'd be really appreciated, otherwise I will be forced to send updated invoices detailing the accrued interest in the coming days.

Thanks and regards,
Olivia

--

Olivia De Miceli, She/Her

Business & HR Manager

07586259802

bpm-cs.co.uk

'Ricky Gibson' via Olivia De Miceli <Olivia.DeMiceli@bpm-cs.co.uk>

10 June 2025 at 15:32

Reply-To: Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

To: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>, Planned & Major Works

<plannedandmajorworks@brighterplaces.co.uk>, James Watts <james.watts@brighterplaces.co.uk>

Cc: "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>, Peter Guerrini <peterguerrinibpm@gmail.com>

Hi Olivia,

I'm looking into this as I've spoken to Pete earlier today, and I will have this sorted by the end of play tomorrow. And will email you once complete.

Thanks,
Ricky

Ricky Gibson
Building Surveyor (assets)

T: 07706359918

M: 07706359918

E: ricky.gibson@brighterplaces.co.uk

Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX



Building better futures



www.brighterplaces.co.uk



Brighter Places is an exempt charitable housing association.

We are a Registered Society under the Co-Operative and Community Benefit Societies Act 2014. No. 25495R.

We are registered with the Regulator of Social Housing No. L3758. VAT Registration No. 682622132.

Registered Office: Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX.

From: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>

Sent: Tuesday, June 10, 2025 3:24 PM

To: 'Olivia De Miceli' <olivia.demiceli@bpm-cs.co.uk>; Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>; James Watts

<james.watts@brighterplaces.co.uk>

Cc: dana.maslenova@bpm-cs.co.uk <dana.maslenova@bpm-cs.co.uk>; Peter Guerrini <peterguerrinibpm@gmail.com>; Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Subject: RE: High importance: Overdue invoices BPL37188 & BPL39092

[Quoted text hidden]

Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>

10 June 2025 at 16:53

To: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Ricky Gibson <ricky.gibson@brighterplaces.co.uk>, Planned & Major Works

<plannedandmajorworks@brighterplaces.co.uk>, James Watts <james.watts@brighterplaces.co.uk>

Cc: "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>, Peter Guerrini <peterguerrinibpm@gmail.com>

Hey Ricky, nice to hear from you - it's been a while!

Great, thanks very much for looking into it for us.

Best wishes,
Olivia

[Quoted text hidden]

Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

11 June 2025 at 08:00

To: Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>, Planned & Major Works

<plannedandmajorworks@brighterplaces.co.uk>, James Watts <james.watts@brighterplaces.co.uk>, "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>

Much appreciated Ricky, thanks



Peter Guerrini
Operations Manager

01225 462598
07976 911734
bpm-cs.co.uk





[Quoted text hidden]

'Ricky Gibson' via Olivia De Miceli <Olivia.DeMiceli@bpm-cs.co.uk>

11 June 2025 at 14:37

Reply-To: Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

To: Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>, Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>, James Watts <james.watts@brighterplaces.co.uk>, "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>

Hi Pete

This is a long shot, do you have an applicable EICR, gas cert, signed plan and pictures of the kitchen? As we need this to pay for the kitchen, I understand this most likely wasn't asked of you before you started, but if you can come back to me with as much as you can, I will push it through—Kinema house. I will get approved for payment in the next 30 minutes.

Thanks,
Ricky

Ricky Gibson
Building Surveyor (assets)

T: 07706359918

M: 07706359918

E: ricky.gibson@brighterplaces.co.uk

Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX



Building better futures



www.brighterplaces.co.uk

**Brighter Places is an exempt charitable housing association.****We are a Registered Society under the Co-Operative and Community Benefit Societies Act 2014. No. 25495R.****We are registered with the Regulator of Social Housing No. L3758. VAT Registration No. 682622132.****Registered Office: Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX.****From:** Peter Guerrini <peter.guerrini@bpm-cs.co.uk>**Sent:** Wednesday, June 11, 2025 8:00 AM**To:** Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>; Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>; Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>; James Watts <james.watts@brighterplaces.co.uk>; dana.maslenova@bpm-cs.co.uk <dana.maslenova@bpm-cs.co.uk>

Subject: Re: High importance: Overdue invoices BPL37188 & BPL39092

[Quoted text hidden]

Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

11 June 2025 at 14:52

To: Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>, Planned & Major Works

<plannedandmajorworks@brighterplaces.co.uk>, James Watts <james.watts@brighterplaces.co.uk>, "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>

Hi Ricky

Thanks for getting back to me on this

No electrical or gas work was carried out for this order, it was a like for like swap of cabinetry and work tops only so we wouldn't have an EICR or gas certificate. I can supply the plans for the kitchen design / layout though if that would speed things up?

Appreciate you pushing this for us

All the best

Pete



Peter Guerrini
Operations Manager

01225 462598
07976 911734
bpm-cs.co.uk





[Quoted text hidden]

[Quoted text hidden]

To unsubscribe from this group and stop receiving emails from it, send an email to peter.guerrini+unsubscribe@bpm-cs.co.uk.**'James Watts' via Olivia De Miceli** <Olivia.DeMiceli@bpm-cs.co.uk>

11 June 2025 at 15:22

Reply-To: James Watts <james.watts@brighterplaces.co.uk>

To: Peter Guerrini <peter.guerrini@bpm-cs.co.uk>, Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>, Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>, "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>

Peter,

I will get this sorted tomorrow, sorry for the delay but I have been away

Kind Regards

James Watts

Asset Manager

E: james.watts@brighterplaces.co.uk

Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX



Brighter Places is an exempt charitable housing association.

We are a Registered Society under the Co-Operative and Community Benefit Societies Act 2014. No. 25495R.

We are registered with the Regulator of Social Housing No. L3758. VAT Registration No. 682622132.

Registered Office: Eden House, 10 Eastgate Office Park, Eastgate Road, Bristol BS5 6XX.

From: Peter Guerrini <peter.guerrini@bpm-cs.co.uk>**Sent:** 11 June 2025 14:52**To:** Ricky Gibson <ricky.gibson@brighterplaces.co.uk>**Cc:** Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>; Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>; Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>; James Watts <james.watts@brighterplaces.co.uk>; dana.maslenova@bpm-cs.co.uk**Subject:** Re: High importance: Overdue invoices BPL37188 & BPL39092You don't often get email from peter.guerrini@bpm-cs.co.uk. [Learn why this is important](#)

[Quoted text hidden]

Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

11 June 2025 at 16:05

To: James Watts <james.watts@brighterplaces.co.uk>, Ricky Gibson <ricky.gibson@brighterplaces.co.uk>Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>, Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>, "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>

Much appreciated James

If you require anything further from BPM please let me know

All the best

Pete



Peter Guerrini
Operations Manager

01225 462598
07976 911734
bpm-cs.co.uk



[Quoted text hidden]

Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>

13 June 2025 at 09:23

To: James Watts <james.watts@brighterplaces.co.uk>, Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>, "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>, Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

Hi both - apologies, I'm not sure who the best person is to follow up on these payments?

Unfortunately we've still not had any remittance for either invoice, please can I check they've been approved and are possibly sitting with your accounts team to be paid?

Thanks & happy Friday!
Olivia

[Quoted text hidden]

Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

20 June 2025 at 08:39

To: James Watts <james.watts@brighterplaces.co.uk>, Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>, Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>, "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>

Good morning James

Unfortunately we still have not received payment for the two overdue invoices or any further explanation as to why these have not been paid.

I would appreciate a response on this matter today please and if you could send a contact number for yourself or a colleague that I could discuss this matter with it would be much appreciated.

Ricky, I appreciate that this does not sit with you but I will try to call you today as I do not have any other telephone numbers for your colleagues.

I look forward to hearing from you soon so that we can wrap this matter up.

All the best

Pete



Peter Guerrini
Operations Manager

01225 462598
07976 911734
bpm-cs.co.uk



[Quoted text hidden]

Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>

26 June 2025 at 08:11

To: James Watts <james.watts@brighterplaces.co.uk>, Ricky Gibson <ricky.gibson@brighterplaces.co.uk>

Cc: Void & Repairs Surveyors <voidandrepairssurveyors@brighterplaces.co.uk>, Planned & Major Works <plannedandmajorworks@brighterplaces.co.uk>, "dana.maslenova@bpm-cs.co.uk" <dana.maslenova@bpm-cs.co.uk>, Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

Hi James, hope you're well.

Would you give me a call on 07586259802? We're receiving remittance for other (more recent) invoices from Brighter Places, but still haven't received payment for the 2 overdue invoices we've been speaking about.

It definitely seems like there's something blocking this payment? We're keen to understand what is happening so we can at least explain and give our Accounts & Director a timeframe.

Would appreciate your help with this.

Thank you,
Olivia

6/26/25, 9:02 AM

Gmail - High importance: Overdue invoices BPL37188 & BPL39092

[Quoted text hidden]