



[REDACTED] MP  
Member of Parliament for [REDACTED]

Marston Holdings  
PO Box 12019  
Epping  
Essex CM16 9EB

[REDACTED]  
14<sup>th</sup> May 2019

Dear Sirs,

Re: Ms. [REDACTED]

Your reference number: [REDACTED]

I write further to my e-mail of 14 March 2019.

I am concerned that I have yet to receive a response regarding my above constituent, notwithstanding that your automated acknowledgement states that a full response will be provided within ten working days. In addition, there has been no contact from you to advise as to the reason for the delay.

I am further concerned to learn from [REDACTED] that since my e-mail, in spite of the fact that you have been put on notice regarding her vulnerability and her intention to enter into a payment agreement regarding the debt, she has been visited by a bailiff who has clamped a Toyota Aygo hatchback, which does not belong to [REDACTED]

As a consequence, [REDACTED] is unable to take her mother, who is living with dementia, to and from her appointments. This is causing both [REDACTED] and her parents significant distress and anxiety.

I am aware that [REDACTED] has instructed Mr. Steven Boyle of ICF Solutions to act on her behalf in relation to this matter and this letter is written with his knowledge and consent.

I have had sight of Mr. Boyle's e-mail to you of 8 May 2019, a further copy of which, together with accompanying attachments, is enclosed for ease of reference.

It is clear from the Registration Certificate that the Toyota Aygo is registered in the name of [REDACTED] not [REDACTED]. Furthermore, it appears that the vehicle is subject to a financing/hire purchase agreement with Blackhorse and, as such, will remain the property of the financing company until the agreement is complete.

I am therefore unclear why, almost a week after being provided with the evidence, [REDACTED] vehicle remains clamped, more so given [REDACTED] evident vulnerability and health needs.

Kindly therefore acknowledge receipt of this letter by return e-mail and confirm:

- (i) that the clamp on [REDACTED] vehicle will be removed immediately;
- (ii) you will engage promptly and constructively with [REDACTED] and her representative to agree a payment plan for the outstanding debt to HMCTS.

If I do not hear from you within the next 48 hours, I will raise this matter directly with HMCTS as [REDACTED] creditor and your trade association, the Civil Enforcement Association. I will also, if necessary, look to raise this matter on the floor of the House.

Yours sincerely,

[REDACTED]

[REDACTED] MP

If you would like to sign up to my newsletter please email me with the subject line "Newsletter Subscribe".

Like me on Facebook: [facebook.com/\[REDACTED\]](https://www.facebook.com/[REDACTED])

Follow me on Twitter: [REDACTED]

----- Forwarded message -----

**From:** "Steve Boyle" <[steveboyle@icfsolutions.co.uk](mailto:steveboyle@icfsolutions.co.uk)>

**To:** "[customercare@marstongroup.co.uk](mailto:customercare@marstongroup.co.uk)" <[customercare@marstongroup.co.uk](mailto:customercare@marstongroup.co.uk)>

**Cc:** [REDACTED]

**Sent:** Wed, 8 May 2019 at 16:21

**Subject:** [REDACTED]

Hi,

The above client has contacted me to look at organizing her finances and looking to offer repayment.

She had a visit from a bailiff called Ben today and despite her explaining numerous times her vulnerable nature and the car on her drive was not hers he clamped the vehicle.

The client then proved proof that the vehicle wasn't her property and supplied the evidence attached. (we have call recording to prove this)

The client uses this car to get her mum who suffers from dementia to and from appointments and again this was explained.

This client has been highly motivated with us to look at organizing her finance and is a formal offer will be over shortly.

Please can you respond to the client on the email below to confirm that you have received this email.

[REDACTED]

**Stephen Boyle**

Unit 8 Saw Building, Prow Park, Treloggan Industrial Estate Newquay

Cornwall

TR7 2SX

01637 851666

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Company Registration Number : 10521150

FCA [https://register.fca.org.uk/ShPo\\_firmdetailsPage?id=0010X000049NcBAQA0](https://register.fca.org.uk/ShPo_firmdetailsPage?id=0010X000049NcBAQA0)

