

Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Thursday 1 February 2024 10:13
To: Enda McGuane
Cc: Lucia Kelly
Subject: RE: Keyholder contract

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Enda,

Ok, thanks for the update. [REDACTED]
[REDACTED]

Thanks,

[REDACTED]

Keyholder

O: + [REDACTED] **M:** + [REDACTED] **E:** [REDACTED]

www.keyholder.ie

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On Thu, Feb 01, 2024 at 10:08:21, Enda McGuane <[REDACTED]> wrote:

Hi [REDACTED],

@Lucia Kelly [REDACTED]
[REDACTED]

Thanks



An Ghníomhaireacht Forbartha Talún
The Land Development Agency



Enda McGuane

Asset Management Lead

M: + [redacted] | [redacted]

The Land Development Agency

2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67

T: +353.1.9103400 | www.lda.ie

From: [redacted] <[redacted]>
Sent: Tuesday, January 30, 2024 4:16 PM
To: Enda McGuane <[redacted]>
Subject: RE: Keyholder contract

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Enda,

[redacted]

Thanks,

[redacted]

Keyholder

O: + [redacted] M: + [redacted] E: [redacted]

www.keyholder.ie

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On Fri, Jan 26, 2024 at 15:49:20, Enda McGuane <[REDACTED]> wrote:

Hi [REDACTED]

Left you a vm earlier and called the mobile twice.

Regards



Enda McGuane
Asset Management Lead
M: +[REDACTED] | [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: [+353.1.9103400](tel:+35319103400) | www.lda.ie

From: [REDACTED] <[REDACTED]>
Sent: Friday, January 26, 2024 1:07 PM
To: Enda McGuane <[REDACTED]>
Subject: Keyholder contract

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Hi Enda,

Can you give me a call on [REDACTED] when you have a moment?

Thanks,



Keyholder

O: + [REDACTED] M: + [REDACTED] E: [REDACTED]

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Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Wednesday 31 January 2024 14:43
To: Lucia Kelly
Cc: Shani Gilbert; Mairead Monaghan
Subject: Re: Declined applications

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Lucia,

[REDACTED]

[REDACTED]

Kind regards,

[REDACTED]

Keyholder

O: + [REDACTED] M: + [REDACTED] E: [REDACTED]

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On Wed, Jan 31, 2024 at 12:30:03, Lucia Kelly <[REDACTED]> wrote:

Hi [REDACTED]

[REDACTED]
[REDACTED]

We understand [REDACTED] advising their application has been declined [REDACTED]
[REDACTED]

As such, can we run a report by [REDACTED]
[REDACTED]

Regards

Lucia



Lucia Kelly
Senior Letting Manager
M: +[REDACTED] [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: [+353.1.9103400](tel:+35319103400) | www.lda.ie

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Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Tuesday 30 January 2024 10:02
To: Lucia Kelly
Cc: Mairead Monaghan; Shani Gilbert
Subject: [REDACTED] reports
Attachments: [REDACTED] - 2 Bed.xls; [REDACTED] - 1 Bed.xls; [REDACTED] - Studio.xls

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Good morning,

Please see attached [REDACTED] for [REDACTED].

Kind regards,

[REDACTED]

Keyholder

O: +[REDACTED] **M:** +[REDACTED] **E:** [REDACTED]

www.keyholder.ie

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Chris Lowe

From: [redacted] <[redacted]>
Sent: Tuesday 2 January 2024 07:00
To: Lucia Kelly
Cc: Mairead Monaghan; Shani Gilbert
Subject: [redacted]
Attachments: [redacted]

Follow Up Flag: Follow up
Flag Status: Flagged

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear all,

Happy new year to you all and I hope you enjoyed the holiday.

As promised, please see attached instructions specifically relating to the screening applicants part of Keyholder. These are intended to be provided to the agents who will be using Keyholder to onboard applicants.

[redacted]
[redacted]
[redacted]

The [redacted] is attached here again as well.

I suggest we have a call on [redacted] if that suits when we should have everything ready for the [redacted] to use and I can run through all of this with you. [redacted]

When could you confirm that the email templates are satisfactory as these need to be configured within [redacted] as well and I would like to have this done before our call.

Kind regards,

[redacted]

Keyholder

O: +[redacted] **M:** +[redacted] **E:** [redacted]

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Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Thursday 25 January 2024 12:58
To: Lucia Kelly; Shani Gilbert; Mairead Monaghan
Subject: [REDACTED]
Attachments: [REDACTED].pdf

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,
As discussed, please see attached some brief instructions that might be useful to the [REDACTED].

Thanks,

[REDACTED]

Keyholder

O: +[REDACTED] **M:** +[REDACTED] **E:** [REDACTED]

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Chris Lowe

From: [redacted] <[redacted]>
Sent: Tuesday 30 January 2024 16:09
To: Lucia Kelly
Cc: Shani Gilbert; Mairead Monaghan
Subject: Re: Application Form - [redacted]

Follow Up Flag: Follow up
Flag Status: Completed

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Lucia,

This is updated now. Apologies for the inconvenience.

Thanks,

[redacted]

Keyholder

O: +[redacted] **M:** +[redacted] **E:** [redacted]

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On Tue, Jan 30, 2024 at 16:04:06, Lucia Kelly <[redacted]> wrote:

Hi [redacted]

We were just doing a test application for [redacted] and the click-through on 'How to Complete a CRA Request' is linking to [redacted]

[redacted]
[redacted] Please confirm that the LDA page will be the default click-through for all future application.

You might also correct for [REDACTED]

Regards

Lucia



Lucia Kelly
Senior Letting Manager
M: +[REDACTED] | [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
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Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Wednesday 31 January 2024 09:18
To: Lucia Kelly
Cc: Shani Gilbert; Mairead Monaghan
Subject: Re: 'Document Request' email
Attachments: LDA Documents Request email.pdf

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning Lucia,

Please see attached.

Kind regards,

[REDACTED]

Keyholder

O: +[REDACTED] **M:** +[REDACTED] **E:** [REDACTED]

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On Wed, Jan 31, 2024 at 09:06:57, Lucia Kelly <[REDACTED]> wrote:

Hi [REDACTED]

Would you mind confirming what email is being sent to [REDACTED]
[REDACTED]

Thanks

Lucia



Lucia Kelly
Senior Letting Manager
M: [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: [+353.1.9103400](tel:+35319103400) | www.lda.ie



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Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Friday 26 January 2024 12:02
To: Lucia Kelly
Subject: RE: Keyholder Report - Ineligible / Affordability

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Lucia,

Will be back to you shortly today to discuss this and with some details that might help.

Thanks

Keyholder

O: + [REDACTED] **M:** + [REDACTED] **E:** [REDACTED]

www.keyholder.ie

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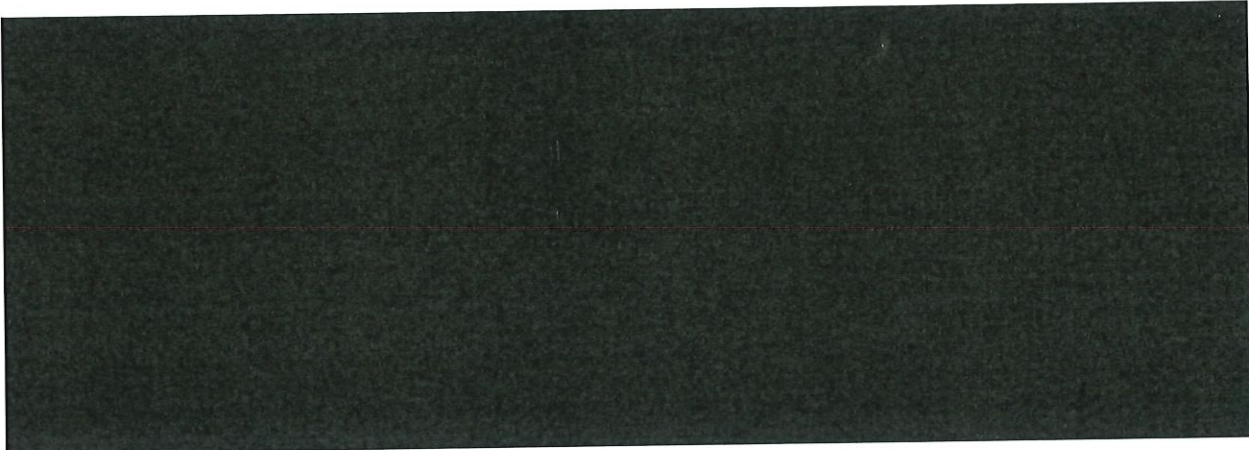
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On Fri, Jan 26, 2024 at 11:56:55, Lucia Kelly <[REDACTED]> wrote:

Hi [REDACTED]

I've categorised the household sizes into Unit Types if this makes it easier to report on. See below

[REDACTED]



Lucia Kelly
Senior Letting Manager
M: +[redacted] | [redacted]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: +353.1.9103400 | www.lda.ie

From: Lucia Kelly <[redacted]>
Sent: Thursday, January 25, 2024 2:17 PM
To: [redacted] <[redacted]>
Cc: Mairead Monaghan <[redacted]>; Shani Gilbert <[redacted]>
Subject: RE: Keyholder Report - Ineligible / Affordability

Hi [redacted]

Thanks for your email. Might be easier to explain on a call if you are available?

Regards

Lucia



Lucia Kelly
Senior Letting Manager
M: +[redacted] | [redacted]

The Land Development Agency



From: [REDACTED] <[REDACTED]>
Sent: Thursday, January 25, 2024 1:22 PM
To: Lucia Kelly <[REDACTED]>
Cc: Mairead Monaghan <[REDACTED]>; Shani Gilbert <[REDACTED]>
Subject: Re: Keyholder Report - Ineligible / Affordability

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Hi Lucia,

Here is a [REDACTED].

It sounds like you would like the household size added to this?

We currently have one [REDACTED] status and do not distinguish between [REDACTED].

Kind regards,

[REDACTED]

Keyholder

O: +[REDACTED] M: +[REDACTED] E: [REDACTED]

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On Thu, Jan 25, 2024 at 13:11:12, Lucia Kelly <[REDACTED]> wrote:

Hi [REDACTED]

We are required to provide reports on Monday for each scheme which illustrates:

1. [REDACTED]

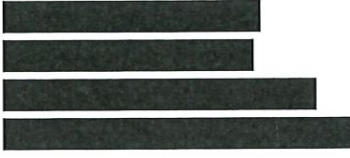
2. [REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]



Please let me know if you have any questions or need to clarify as this report is required on Monday.

Regards

Lucia



An Ghníomhaireacht Forbartha Talún
The Land Development Agency



Lucia Kelly
Senior Letting Manager
M: + [REDACTED] | [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
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Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Friday 22 December 2023 17:03
To: Lucia Kelly
Subject: RE: Keyholder/LDA set-up & training
Attachments: [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

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Hi Lucia,

Here is draft of the [REDACTED] process. There may be some adjustments that can be added to include other details but it does map the process correctly. [REDACTED]

Kind regards,

[REDACTED]

Keyholder

O: + [REDACTED] **M:** + [REDACTED] **E:** [REDACTED]

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On Thu, Dec 21, 2023 at 11:59:23, Lucia Kelly <[REDACTED]> wrote:

Hi [REDACTED]

Thanks, that's great. Appreciate it is all very rushed and in the run up to the holidays, so much appreciated.

Key info we need for the agents is how the process works. Ideally if we have screenshots for the slides and a demo version of the back-end where they can see their part of the process.

Regards

Lucia



An Ghníomhaireacht Forbartha Talún
The Land Development Agency

Lucia Kelly
Senior Letting Manager
M: + [REDACTED] [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: [+353.1.9103400](tel:+35319103400) | www.lda.ie

From: [REDACTED] <[REDACTED]>
Sent: Thursday, December 21, 2023 10:52 AM
To: Lucia Kelly <[REDACTED]>
Subject: [REDACTED]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Lucia,

I will send application process and slides by end day tomorrow (if not before!).

Can you send me the template LDA [REDACTED]

Thanks,

■

Keyholder

O: + ■ M: + ■ E: ■

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On Wed, Dec 20, 2023 at 17:18:29, Lucia Kelly <■> wrote:

Hi ■

We are hoping to pull the information together for the agent briefing on 9 January before the holidays as lots going on when we return in the new year.

When might you be able to send through the application process and slides for inclusion?

If you can include screenshots of the backend where the agents will login to access the documents which applicants have uploaded and step-by-step on how the application process works, including auto-call ups of next applicant on list etc.

Regards

Lucia



An Ghníomhaireacht Forbartha Talún
The Land Development Agency

Lucia Kelly
Senior Letting Manager
M: + [REDACTED] | [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: +353.1.9103400 | www.lda.ie

From: Lucia Kelly
Sent: Tuesday, December 19, 2023 12:31 PM
To: [REDACTED]
Cc: Shani Gilbert <[REDACTED]>; Mairead Monaghan <[REDACTED]>
Subject: Keyholder/LDA set-up & training

Hi [REDACTED]

Thanks for your time this morning and run-through on how to set-up developments & unit types on the Keyholder system.

[REDACTED]

You might also forward:

- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]

Kind regards

Lucia



An Ghníomhaireacht Forbartha Talún
The Land Development Agency

Lucia Kelly
Senior Letting Manager
M: + [REDACTED] | [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
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Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Tuesday 30 January 2024 09:12
To: Lucia Kelly
Cc: Mairead Monaghan; Shani Gilbert
Subject: RE: reports
Attachments: [REDACTED] - 3 Bedroom.xls; [REDACTED] - 1 Bed.xls; [REDACTED] - 2 Bed.xls;
[REDACTED] 4 bed - 2 storey.xls; [REDACTED] 4 bedroom - 3 storey.xls

Follow Up Flag: Follow up
Flag Status: Completed

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Good morning,

Please see attached [REDACTED]

Will send others for other properties by separate email shortly.

Kind regards,

[REDACTED]

Keyholder

O: +[REDACTED] **M:** +[REDACTED] **E:** [REDACTED]

www.keyholder.ie

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On Mon, Jan 29, 2024 at 14:19:52, Lucia Kelly <[REDACTED]> wrote:

Hi [REDACTED]

Yes, we want to know the number of applicants in the range [REDACTED]. As each unit has a different rent, that's the variable, so if you can provide the same [REDACTED] for each unit type x scheme, that will give us the information we need.

Regards

Lucia



An Ghníomhaireacht Forbartha Talún
The Land Development Agency



Lucia Kelly

Senior Letting Manager

M: +[REDACTED] | [REDACTED]

The Land Development Agency

2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67

T: +353.1.9103400 | www.lda.ie

From: [REDACTED] <[REDACTED]>

Sent: Monday, January 29, 2024 1:38 PM

To: Lucia Kelly <[REDACTED]>

Cc: Mairead Monaghan <[REDACTED]>; Shani Gilbert <[REDACTED]>

Subject: RE: reports

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Hi Lucia,

Is it just that you want to know how many [REDACTED]? And the same for the other categories that you mentioned?

Thanks,

[REDACTED]

Keyholder

O: + [REDACTED] M: + [REDACTED] E: [REDACTED]

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On Mon, Jan 29 2024 at 12:47 pm, Lucia Kelly <[REDACTED]> wrote:

Thanks [REDACTED]

That's great. For [REDACTED], we can pull all those with [REDACTED] but below the minimum for [REDACTED]. That's the range which identifies the cohort who fall between social housing and cost rental.

I'm available now for a call if suits or at 2.30pm

Regards

Lucia



Lucia Kelly
Senior Letting Manager
M: + [REDACTED] | [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: +353.1.9103400 | www.lda.ie



From: [REDACTED] <[REDACTED]>
Sent: Monday, January 29, 2024 11:25 AM
To: Lucia Kelly <[REDACTED]>

Cc: Mairead Monaghan [REDACTED]; Shani Gilbert <[REDACTED]>

Subject: reports

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Lucia,

Please see attached [REDACTED] that I just ran from [REDACTED] for the [REDACTED] only for the status of ineligible for affordability. If you scroll to columns [REDACTED] and you can see the [REDACTED]. Can we have a call as soon as possible to discuss the next steps for this [REDACTED] to get you the info you need.

You can also see the [REDACTED].

Thanks,

[REDACTED]

Keyholder

O: +[REDACTED] M: +[REDACTED] E: [REDACTED]

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Chris Lowe

From: [REDACTED] <[REDACTED]>
Sent: Tuesday 23 January 2024 08:58
To: Aoife Kelly
Cc: Amy Smith; Enda McGuane; Lucia Kelly
Subject: RE: Pro 155 - Cost Rental Application Software
Attachments: [REDACTED].pdf; [REDACTED]_1.pdf

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning Aoife,

Please see attached completed questionnaire as requested.

Kind regards,

[REDACTED]

Keyholder

[REDACTED]

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On Mon, Jan 22, 2024 at 14:38:13, Aoife Kelly <[REDACTED]> wrote:

Hi [REDACTED],

Can you please fill out the [REDACTED] and return directly to me?

Kind Regards

Aoife



An Ghníomhaireacht Forbartha Talún
The Land Development Agency



Aoife Kelly
Site Property Manager
M: [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: [+353.1.9103400](tel:+35319103400) | www.lda.ie

From: [REDACTED] <[REDACTED]>
Sent: Thursday, January 18, 2024 1:14 PM
To: Lucia Kelly <[REDACTED]>
Cc: Aoife Kelly <[REDACTED]>; Amy Smith <[REDACTED]>; Enda McGuane <[REDACTED]>
Subject: Re: Pro 155 - Cost Rental Application Software

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Lucia,

Please see attached which was originally provided in December.

Thanks,

[REDACTED]

Keyholder

[REDACTED]

www.keyholder.ie

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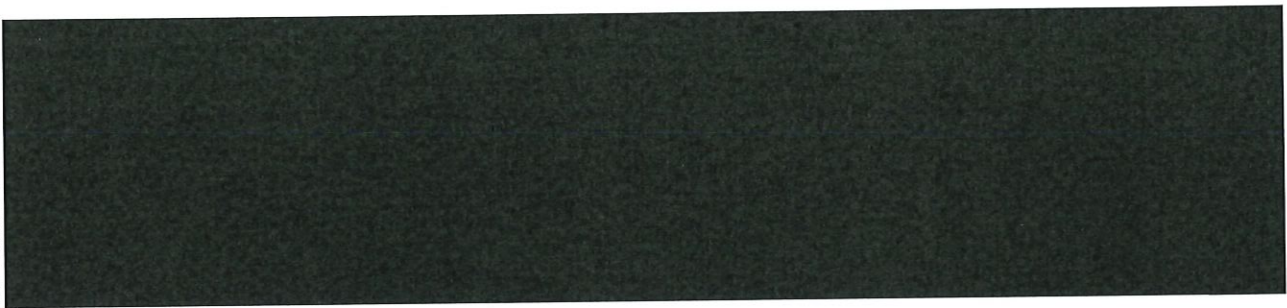
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received this in error, please contact the sender and immediately delete this email and any attachments.

On Thu, Jan 18, 2024 at 13:09:01, Lucia Kelly <[REDACTED]> wrote:

Hi [REDACTED]

Perhaps you would kindly provide copies of [REDACTED]
[REDACTED]



Regards

Lucia



Lucia Kelly
Senior Letting Manager
M: [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: +353.1.9103400 | www.lda.ie



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Chris Lowe

From: Shani Gilbert
Sent: Monday 22 January 2024 15:07
To: [REDACTED]
Cc: [REDACTED]; Mairead Monaghan
Subject: Keyholder - removing application

Hi [REDACTED],

I hope you had a nice weekend.

Would sometime tomorrow afternoon suit to jump on a call to show us how [REDACTED]
[REDACTED]

If you have a slideshow or notes on how to do it, I'm sure we can do it this way either.



Shani Gilbert
Letting Property Manager
M: [REDACTED] | [REDACTED]

The Land Development Agency
2nd Floor, Ashford House, Tara Street, Dublin, D02 VX67
T: +353.1.9103400 | www.lda.ie

Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Thursday 18 January 2024 11:24
To: Shani Gilbert
Cc: Mairead Monaghan; Lucia Kelly; [REDACTED] e
Subject: Re: FW: [REDACTED]

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Hi there,

[REDACTED]

Thanks

[REDACTED]

Keyholder

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Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Friday 19 January 2024 12:49
To: Shani Gilbert
Cc: [REDACTED]; Mairead Monaghan
Subject: Re: [REDACTED]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Shani,
This user has been added.
Thanks

[REDACTED]
Keyholder

Powered by Intercom

Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Monday 29 January 2024 11:29
To: Shani Gilbert
Cc: [REDACTED]
Subject: Re: [REDACTED]

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Hi Shani, Hope you had a nice weekend too! these users have been added for [REDACTED] Thanks

[REDACTED]
Keyholder

Powered by Intercom

Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Monday 22 January 2024 09:22
To: Shani Gilbert
Cc: Mairead Monaghan
Subject: Re: [REDACTED]

You don't often get email from [REDACTED] [Learn why this is important](#)

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Hi Shani, will do and hope you had a great weekend as well. Thanks

[REDACTED]
Keyholder

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Chris Lowe

From: [REDACTED] from Keyholder [REDACTED] >
Sent: Monday 22 January 2024 15:38
To: Shani Gilbert
Cc: [REDACTED]; Mairead Monaghan
Subject: Re: Keyholder - removing application

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Hi Shani, will arrange something on this and come back to you.

[REDACTED]
Keyholder

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Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Monday 22 January 2024 16:12
To: Mairead Monaghan
Cc: [REDACTED] Shani Gilbert
Subject: Re: Ineligible stats

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Hi Mairead, the update is taking a little longer but will be there soon. Once we have the format exporting for you, you can then use it going forward for all schemes.

[REDACTED]
Keyholder

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Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Monday 22 January 2024 19:54
To: Mairead Monaghan
Cc: [REDACTED]; Shani Gilbert
Subject: Re: Ineligible stats

You don't often get email from [REDACTED] [Learn why this is important](#)

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Hi Mairead, the [REDACTED] is ready. Do you know how to [REDACTED] and send to you for now?

[REDACTED]
Keyholder

Powered by Intercom

Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Monday 22 January 2024 20:50
To: Mairead Monaghan
Cc: [REDACTED] Shani Gilbert
Subject: Re: Ineligible stats

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Hi Mairead,

So sorry for the delay with this. I have [REDACTED] it as [REDACTED] for you to make it easier for you to [REDACTED] Please let me know how it [REDACTED] Note that this is [REDACTED] Let me know if you need LDA [REDACTED]?

 [REDACTED]

[REDACTED]
Keyholder

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Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Monday 22 January 2024 19:55
To: Mairead Monaghan
Cc: [REDACTED]; Shani Gilbert
Subject: Re: Ineligible stats

You don't often get email from [REDACTED] [Learn why this is important](#)

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Also, as mentioned, [REDACTED]. There is no need to wait for
It in the future. We were simply making some updates to it today to make it more useful and that is why it [REDACTED]
[REDACTED]

[REDACTED]
Keyholder

Powered by Intercom

Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Monday 22 January 2024 20:25
To: Mairead Monaghan
Cc: [REDACTED]; Shani Gilbert
Subject: Re: Ineligible stats

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Will have this to you in 5 mins. Running the [REDACTED] now.

[REDACTED]
Keyholder

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Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Monday 22 January 2024 18:30
To: Shani Gilbert
Cc: Mairead Monaghan
Subject: Re: FW: [REDACTED] application

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Hi Mairead, ok, that is done now.

[REDACTED]
Keyholder

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Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Tuesday 23 January 2024 14:38
To: Shani Gilbert
Cc: [REDACTED] Mairead Monaghan
Subject: Re: Keyholder - removing application

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Hi Shani,
What time suits for a call?
Thanks

[REDACTED]
Keyholder

Powered by Intercom

Chris Lowe

From: [REDACTED] from Keyholder <[REDACTED]>
Sent: Friday 26 January 2024 10:39
To: Shani Gilbert
Cc: [REDACTED]
Subject: Re: FW: Two cost rentals applied

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Shani,

Did you get this confirmed or are you still looking for this wording?

[REDACTED]
Keyholder

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Chris Lowe

From: [REDACTED] from Keyholder [REDACTED] >
Sent: Monday 29 January 2024 11:30
To: Shani Gilbert
Cc: [REDACTED]
Subject: Re: FW: Can't Create Account

You don't often get email from [REDACTED] [Learn why this is important](#)

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Shani, this user could try again and it should work. Thanks

[REDACTED]
Keyholder

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