

## IPSA's Top Tip

If you're calling to speak to our payroll team, you can contact them directly by pressing option 2 when you dial our main number, 020 7811 6400.

## This week's news:

### VAT increase

Following the VAT increase we will not automatically increase any rent payments made directly to landlords. If your landlord has notified you about a change to your rent payments, please send us a new [simplified payments form](#) as soon as possible, marked AMENDMENT at the top of the page along with a copy of the letter your landlord has sent to you.

If your rent increase was effective before you notified us, please pay any balance owed to your landlord and claim reimbursement through the online expenses system.

### Opening hours

We wrote to you before Christmas to let you know that the opening hours for our Information Line would be changing to 1pm to 5pm, in order to provide a quicker and more efficient service between these times. This took effect from Monday 10 January. To help you find the information you need when our call team are not available, we have created some 'how to' leaflets and presentations, based on the most common queries. These act as a step-by-step guide to IPSA processes, for example reconciling your payment card. You can find our training resources on the ['Information for MPs and staff'](#) page of our website.

In addition, we've issued [guidance on a number of popular issues](#):

1. Tracking your claims
2. Payments and remittance advice slips
3. Budget planning
4. How to deal with claims which have been returned or determined as 'not paid'

## Don't Forget...

### **Bought in and pooled services**

If you are claiming for bought in services, for example where you have hired a temporary member of staff from an agency, please send us the original receipt or invoice. This must show the type of service, cost, date and the name of the person providing the service.

For pooled services, where you share the services of someone employed by your party association for instance, you should send us a receipt or invoice for each claim, or the agreement for the entire term of service. The evidence you send us must show the amount you paid, the details of the work you are claiming for, the date the expense was incurred and the name and address of the person or organisation to whom the charge is paid. Any agreement should show what share of the services you are paying.

### **Websites**

You can claim for the cost of production, design and hosting of your website, including buying the domain name. You should claim this from your General Administrative Expenditure budget.

However, we cannot reimburse claims for websites that have:

- a party political logo or emblem on them; or
- any material that could be construed as campaign expenditure within the scope of the Political Parties, Elections and Referendums Act 2000.

When you make the claim, please include the URL for your website (we will then check the website when we process your claim).

It is the responsibility of you and your office to deal with any questions from the public about the content of your website.

## **Congestion charge**

We will not pay any penalty charges associated with the congestion charge. Therefore the maximum you can claim for the congestion charge is £10 a day.

## **Transaction date**

When claiming reimbursement through the online expenses system, the transaction date selected should be the date you made payment. If you are claiming an advance you should use the invoice date.

## **Repayments**

If you repay us for any reason, please remember to send the short repayments coversheet with your cheque, so we can process your repayment efficiently: [repayments coversheet](#).

## **Contacting IPSA**

**Phone:** IPSA Information Line: 020 7811 6400  
(Opening hours 1pm-5pm, Monday to Friday)

**Email:** [info@parliamentarystandards.org.uk](mailto:info@parliamentarystandards.org.uk)

**Post:** IPSA, 7th floor, Portland House, Bressenden Place, London,  
SW1E 5BH

**Website:** [www.parliamentarystandards.org.uk](http://www.parliamentarystandards.org.uk)