



Resident notice

5th October 2026

We're updating our systems – please bear with us

We're currently migrating to a new customer contact system to help us manage your enquiries and support you more effectively.

Over the next few days, we'll be doing everything we can to ensure a smooth transition. However, there may be some temporary disruption to our phonedlines, LiveChat, WhatsApp and emails while we make the switch. This means it could take longer than usual to reach us or receive a response.

We're sorry for any inconvenience and appreciate your patience while our team settles into the new system.

If you're still experiencing issues when contacting us on Thursday 8th October 2026, please **let us know**, including details of the issue you've encountered.

Thank you for your understanding.