



Resident notice

14th October 2026

A quick update on our opening hours on Friday 16th October

To support ongoing service improvements, our contact centre will be taking part in essential training on Friday 16th October 2026.

Our opening hours for the day will be as follows:

- 8am – 12:30pm: Open as usual
- **12:30pm – 5:30pm: Closed for training**
- 5:30pm – 7pm: Open as usual

We'll return to our usual opening times on Saturday 17th October 2026 (8am – 4pm).

During the closure, you will still be able to **contact us** via our webforms and WhatsApp. Messages received during this time will be picked up once our contact centre reopens.

We apologise for any inconvenience this may cause and appreciate your understanding as we take time to develop our team's skills and improve the service we provide.