



Cirencester Housing

Looking towards our future



December 2017

Dear Resident,

Enclosed with this newsletter you will find the annual **Cirencester Housing calendar** for you to enjoy through-out 2017.

Thank you to all the residents, contractors and staff who contributed to this excellent tribute to the past year.

Best wishes for a Happy Holiday season!
Maureen Margrie, Chief Executive

MEET & GREET 21 Feb 2017

Join us at our offices on 21st February between the hours of 4pm and 6pm to get to know us better and allow us to get to know you. On the day, we will have information available that you may be interested in for your home, including:-

- SMART meter roll-out
- Energy efficiency advice leaflet

We are aware that many of you may require transport. We will gladly arrange for taxi's for small groups of residents from the same neighbourhood. Please contact us to do so.

Office Walk-In Hours

As part of our efforts to get out into our communities more, visiting residents and estates, we will be trailing new walk-in hours at the office in the new year.

While we may be in the office outside these hours, we will do our best to ensure someone is available to assist you if you stop by during this time.

You can make arrangements to meet with us anytime in or outside these hours either at your home or our office. Please phone or email us to do so.

You will notice we have a late opening on Thursdays to support residents who work or are busy during the day.

Monday	9:30 am to 4:30 pm
Tuesday	1:00 pm to 4:30 pm
Wednesday	9:30 am to 4:30 pm
Thursday	1:00 pm to 6:00 pm
Friday	9:30 am to 1:00 pm

If you have a comment about these new arrangements, please let us know your thoughts.

We may adjust these hours in the future in response to the trial and feedback from residents.

Holiday Season Hours

Our offices will be closed:

**From 1:00 pm on 23rd December
(Friday)**

26th December (Monday)

2nd January (Monday)

We will have reduced staff availability from the 27th to 30th of December. Please phone ahead if you need to visit the office to confirm someone is available to assist you.



We apologise to our Residents and MacMillian for not sponsoring a Coffee day during 2016 to raise money for cancer support. We pledge to work with our residents to reinstate this event in 2017. If you would like to volunteer to help us, please let Jane Byett know.

We would like to hear from our residents

We welcome your feedback on all aspects of our service, so please let us know your thoughts. You can contact us by:



Tel: 01285 658377



Email: enquiries@cirencesterhs.org.uk



Post: Phoenix House, Phoenix Way, Cirencester, GL7 1QG



What is happening in Cirencester....

'Christmas in Cirencester' is holding several activities during the festive period. Please see www.christmasincirencester.org.uk

We have also included within this newsletter a list of activities being held by The Churn Project. These are run throughout the year

USEFUL PHONE NOS

Cirencester Housing
01285 658377 office
PLEASE LEAVE A MESSAGE!
We promise to call you back.

Our Out-of-Hours **EMERGENCY** Nos

National Gas Emergency 0800 111 99
 Plumbing & Heating, A1 Maintenance 0845 3017444
 Electrical, Crown Electrical 07973 870906
 Drains, Drain Master 01666 860037

Other Useful Nos

Police & Ambulance non-emergency dial 101
 Citizens Advice Bureau 01285 652908
 Social Services 01285 881000
 Domestic Violence Advice 01285 652871
 Samaritans 08457 909090
 Age Concern UK 01452 442600
 Money Advice 0300 500500

Changes to refuse collection dates during the Christmas break

Normal collection day	Revised collection day
Monday 19 December	No change
Tuesday 20 December	No change
Wednesday 21 December	No change
Thursday 22 December	No change
Friday 23 December	No change
Monday 26 December	Wednesday 28 December
Tuesday 27 December	Thursday 29 December
Wednesday 28 December	Friday 30 December
Thursday 29 December	Saturday 31 December
Friday 30 December	Tuesday 3 January
Monday 2 January	Wednesday 4 January
Tuesday 3 January	Thursday 5 January
Wednesday 4 January	Friday 6 January
Thursday 5 January	Saturday 7 January
Friday 6 January	Monday 9 January
Monday 9 January	Tuesday 10 January
Tuesday 10 January	Wednesday 11 January
Wednesday 11 January	Thursday 12 January
Thursday 12 January	Friday 13 January
Friday 13 January	Saturday 14 January