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## Orwell eNews - Winter 2019



### Christmas and New Year Opening Times

Tuesday 24th December

**08:30- 13:00**

Wed 25th December – Wed 1st January

**Closed**

Thursday 2nd January

**Re-open as usual**

When the office is closed you can still:

- Report an urgent Repair – phone 0345 60 100 30
- Pay your rent - via our website or

phone the 24-hour automated telephone line 01908 307718

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## Orwell Painting Skills Workshops

You could learn painting skills in your own property, or one of our empty properties. Register your interest by emailing [edward.spicer@orwell-housing.co.uk](mailto:edward.spicer@orwell-housing.co.uk)

[Read more](#)

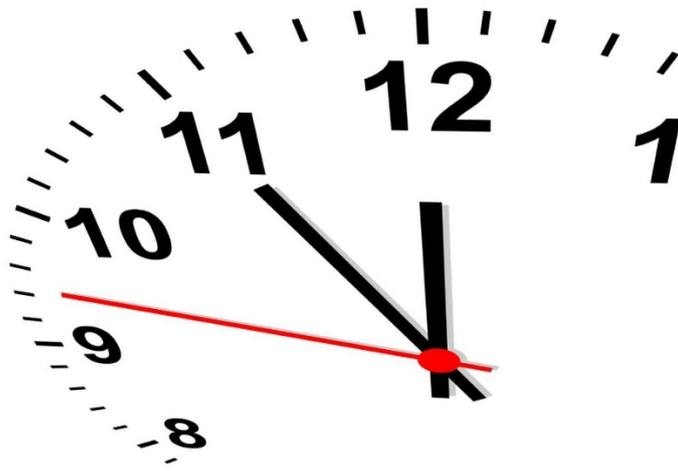
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## Lifetime Tenancies

Orwell is reverting to giving our tenants lifetime tenancies. All new tenants now will be issued with a lifetime tenancy rather than a short-term tenancy. From January 2020, Orwell will also be starting to convert our existing tenants over to this type of tenancy as well. We want to ensure that all Orwell tenants have the opportunity to have the security of a lifetime tenancy. If you have any queries, contact your housing officer.

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## Change of Orwell's Head Office Opening Times

To provide a more efficient service to our customers, we are proposing amending our head office opening times to cover our busiest periods in terms of calls and visitors. The proposed opening hours are: Monday – Friday 8.30 – 5.00 Our emergency repairs service will still be available out of hours by calling 0345 60 100 30. We would welcome your feedback regarding the above changes and if you have any concerns please can you call Orwell's customer service team on 0345 60 100 30 or email us below.

Email [customer.services@orwell-housing.co.uk](mailto:customer.services@orwell-housing.co.uk)

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## Deadly Christmas Trees

A dry Christmas tree combined with faulty fairy lights or overloaded electrical sockets can become deadly.

[Video](#)

Find out how to look after your Christmas tree to stop it from getting dry.

[Read more](#)

Here are 12 holiday decorating safetytips to help you stay safe over the holiday period.

[Read more](#)

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## Firework Safety

As the New Year approaches, some of Orwell residents may want to celebrate with fireworks. However just remember to consider your neighbours and make sure that you let off your fireworks safely. Have a Happy New Year. Check out firework safety details below.

[Read more](#)

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## Stuck with what to do with the children in the holidays?

Take a look at these 20 easy Christmas Crafts that all the family will love!

[Read more](#)

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