



West Lancashire Borough Council Christmas & New Year 2021/2022



During the Christmas and New Year period, services will operate as outlined below and further information can be found at www.westlancs.gov.uk

CUSTOMER SERVICES / TELEPHONE ENQUIRIES:

The Customer Contact Centre will close at 12 noon on Friday 24th December 2021 and re-open at 8.30am Tuesday 4th January 2022.

The phone number remains the same for emergency calls when the offices are closed: 01695 577177.

CUSTOMER SERVICE POINTS DERBY STREET, ORMSKIRK AND CONCOURSE SHOPPING CENTRE SKELMERSDALE:

The Customer Service Points will close at 3pm on Thursday 23rd December 2021 and re-open at 10am Tuesday 4th January 2022.

REVENUES AND BENEFITS SERVICE:

The Revenues and Benefits Service will close at 12 noon on Friday 24th December 2021 and re-open at 8.30am Tuesday 4th January 2022.

You can still make payments during this period by visiting the Council's website www.westlancs.gov.uk/payabill or using the automated telephone payment line which is available 24 hours a day on 01695 585150.

HOUSING SERVICES:

During Christmas and the New Year Holiday period the Housing Repairs Service will be available as follows:

Day to day housing repairs and gas heating repairs (including air source and electric heating):

Our repairs service will be available as normal up until 12 noon on Friday 24th December 2021.

From 12 noon on Friday 24th December to 8.30am on Tuesday 4th January 2022 we will be carrying out EMERGENCY repairs only.

Normal repair services will resume from 8.30am on Tuesday 4th January 2022.

For emergency housing repairs and homelessness please telephone 01695 577177.

You can still make rent payments during this period by visiting the Council's website www.westlancs.gov.uk/payabill, using the My Tenancy App or via the 24hr automated telephone payment line 01695 585150.

REFUSE AND RECYCLING:

Over the Christmas period your grey, blue and green bin waste collection will still be collected on the usual day.

Please note that all brown bin collections will be suspended week commencing Monday 27th December 2021 and week commencing Monday 3rd January 2022, other materials for recycling will be collected.

Please visit the Council's website for more information about collection dates and reporting a missed bin collection online over the Christmas period: www.westlancs.gov.uk/refuse

ORMSKIRK MARKET:

An additional market will take place on Monday 20th December. The market will then take place on Thursday 23rd and Thursday 30th December 2021 and will be closed on Saturday 25th December 2021 and Saturday 1st January 2022.

CAR PARKS — PAY and DISPLAY:

Council-managed Pay and Display car parks will be free of charge on the following dates; Saturday 25th December, Monday 27th December, Tuesday 28th December 2021, Saturday 1st January and Monday 3rd January 2022.

Car parking on Sundays will continue to be free of charge.

CITIZENS ADVICE BUREAU:

Citizens Advice Lancashire West will be closed from Friday 24th December 2021 and will re-open Tuesday 4th January 2022.

During this period, there will be a reduced service available via the national advice line number: 0800 144 8848.

Help and guidance is available on the website: www.citizensadvice.lancashirewest.org.uk

LEISURE:

Please visit our website www.westlancs.gov.uk/leisure to find out when our leisure centres, pools and Beacon Park Golf Club will be open over the Christmas period.

Merry Christmas and a Happy New Year to everyone in West Lancashire!

**Jacqui Sinnott-Lacey
Chief Operating Officer**



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