



West Lancashire Borough Council Christmas & New Year 2020/2021



WEST LANCASHIRE BOROUGH COUNCIL OFFICES

West Lancashire Borough Council customer service points at Derby Street, Ormskirk, and the Concourse Centre, Skelmersdale, are currently closed. Services will operate as outlined below and further information can be found at www.westlancs.gov.uk.

HOUSING SERVICES:

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

Day to Day Housing Repairs (including air source and electric heating)

Our repairs service will be available as normal up until 2pm on Thursday 24th December 2020 then as follows:

Friday 25th to Monday 28th December; EMERGENCY repairs only.

Tuesday 29th December and up until 2pm Thursday 31st December; Normal Service will be available.

Friday 1st to Sunday 3rd January; EMERGENCY repairs only.

Monday 4th January 2021; Return to normal service.

Gas Heating Repairs

Our gas heating repairs service will be available as normal up until 12 noon on Thursday 24th December 2020.

From 12 noon on 24th December 2020 until Monday 4th January 2021; EMERGENCY Repairs only

For all Housing Repairs including Emergencies and Homelessness please telephone 01695 577177.

ORMSKIRK MARKET:

The market will operate on Thursday 24th December 2020, and will be closed on Saturday 26th December 2020. It will re-open on Thursday 31st December 2020.

CUSTOMER SERVICES / TELEPHONE ENQUIRIES:

The Customer Contact Centre will close at 12 noon on Thursday 24th December 2020 and re-open at 8.30am on Monday 4th January 2021. The phone number remains the same for emergency calls when the offices are closed 01695 577177.

REVENUE AND BENEFITS SERVICE:

The Revenue and Benefits Service will close at 12 noon on Thursday 24th December 2020 and re-open at 8.30am on Monday 4th January 2021. You can still make payments during this period by using the automated telephone payment line which is available 24 hours a day on 01695 585150 or by visiting the Council's website.

CAR PARKS — PAY AND DISPLAY:

Free of charge on all Council managed pay and display car parks on Friday 25th December 2020, Saturday 26th December 2020, Monday 28th December and Friday 1st January 2021. Car parking on our car parks on Sundays continues to be free of charge.

CITIZENS ADVICE BUREAU:

Citizens Advice West Lancashire will close on 24th December at midday and re-open at 9.30am on Monday 4th January. During this period there will be a reduced number of staff available on national phone help lines 0800 1448848. Help and guidance is also available on the website: citizensadvice.lancashirewest.org.uk.

REFUSE AND RECYCLING:

Over the festive period your grey, blue or green bin collection might not take place on the usual day. Any days not mentioned in the table below will be as normal. Please note that all garden waste collections will be suspended week commencing Monday 21st December and week commencing Monday 28th December but other materials for recycling will be collected.



Normal Collection Day	Revised Collection Day
Tuesday 22nd December 2020	Saturday 19th December 2020
Wednesday 23rd December 2020	Tuesday 22nd December 2020
Thursday 24th December 2020	Wednesday 23rd December 2020
Friday 25th December 2020	Thursday 24th December 2020
Friday 1st January 2021	Saturday 2nd January 2021



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.

