

# CHRISTMAS 2011 AND NEW YEAR 2012

We will close for Christmas at 5.30pm on Friday 23rd December 2011 and this will be the last day for processing landlord rental payments until Wednesday 28th December 2011.

There will be a final payment run at 3pm on Friday 23rd December 2011.

We will be closed on Saturday 24th December 2011, Christmas Eve.

We will be closed on Sunday 25th December, Christmas Day as well as Monday 26th December 2011, Boxing Day.

We will be closed on Tuesday 27th December 2011 as a Bank Holiday.

The office will re-open at 9am on Wednesday 28th December 2011 as normal until 5.30pm and we will be working as normal that Wednesday, Thursday and Friday processing landlord payments as normal.

## **PLEASE NOTE**

**There may be some disruption to payments due to BACS payments being delayed over the Christmas period.**

We will close for New Year at 5.30pm on Friday 30th December 2011 and this will be the last day for processing landlord rental payments until Tuesday 3rd January 2012.

There will be a final payment run at 3pm on Friday 30th December 2011.

The office will re-open at 9am on Tuesday 3rd January 2012 as normal when landlord rental payments will re-commence as usual.

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## **PLEASE NOTE**

**There may be some disruption to payments due to BACS payments being delayed over the New Year period.**

If you're a H2L tenant and your landlord is using our "fully manage" service, for reporting all new issues and updates on existing issues, please call the usual property care number on the days that we're working as normal.

For Emergencies when we're off, please see the "Issues" section under "H2L Zone" on our website for information on how to contact us over the holiday period.

Our Emergency number is for reporting new out of hours life-threatening and serious damage-causing issues. Please don't use this number for routine calls, please wait to call us after the holidays.