



Over the Easter holiday, our opening hours will change slightly, but our team will still be here for you if you need us.

Thursday, 2 April 2026

- Customer Hub – 8am-8pm
- Receptions – Liverpool: 8:30am to 5pm. Warrington and St Helens: 9am to 5pm

Friday, 3 April 2026 – Good Friday

- Customer Hub – Closed
- Receptions – Closed

Saturday, 4 April 2026

- Customer Hub – 8am-12noon
- Receptions – Closed

Sunday, 5 April 2026 – Easter Sunday

- Customer Hub – Closed
- Receptions – Closed

Monday, 6 April 2026 – Bank Holiday Monday

- Customer Hub – Closed
- Receptions – Closed

Tuesday, 7 April 2026

- Customer Hub – 8am-8pm
- Receptions – Liverpool: 8:30am to 5pm. Warrington and St Helens: 9am to 5pm

During our opening hours, the Customer Hub will respond to your queries, when you contact us by:

- [Email](#)
- [Website forms](#)
- [Calling 0800 678 1894](#)

When our Torus Customer Hub is closed, you'll still be able to report emergency repairs by calling our out-of-hours service on 0800 678 1894.

Repairs over the Easter Period 2026

Our contractor, HMS, can only make emergency repairs when our Customer Hub is closed.

Emergency repairs are to remove immediate danger to people or avoid major damage to your home. If it is a serious incident, we will respond as soon as we possibly can.

Reporting an emergency repair

Call 0800 678 1894 to report an emergency repair.

You can report emergency repairs 24 hours a day, 7 days a week.

An emergency repair could be no power or water in your home, a leak coming through the ceiling, or a blocked toilet if you only have one toilet.

If you're unsure what an emergency repair is, look at the information on [our repairs page](#).

Supporting our older and vulnerable customers

Our support services will remain open as colleagues in Torus Support Network spend the weekend ensuring the safety of our older and vulnerable customers in our supported living schemes, Refuges, and communities.

Domestic abuse support

If someone you know is in an abusive relationship you might feel powerless, but reporting your suspicions to the police can help the police and partner organisations have a full picture of abuse in the household.

If you think someone is in immediate danger, call 999.

If you can't speak, press '55' when prompted to confirm an emergency.

Find out how to access domestic abuse support for yourself or for someone you are concerned about on the [Domestic Abuse Support](#) page of our website.

Safeguarding - worried about an adult or a child

Safeguarding is about protecting a person's right to live free from abuse and neglect. If you are concerned that a child, young person, or a vulnerable adult is at risk of or experiencing abuse or neglect/self-neglect, or you yourself are a victim of abuse, you should report it straight away so

that the appropriate services can take the appropriate actions to prevent harm.

Find out how to report your concerns on the [Safeguarding](#) page of our website.

If someone is in immediate danger, call 999.

[view all news](#)

Related News



Easter opening hours 2026

Over the Easter holiday, our opening hours will change slightly, but our team will still be here...



Customer Annual Report 2024 to 2025 is published

We are pleased to announce that we have published your Customer Annual Report for 2024 to 2025.

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