

Keeping in touch



Christmas opening hours

We will be here over the festive period if you need to speak to us. While we are running a slightly reduced service, we will still do all we can to help.

Torus Customer Hub

From **24 December to 2 January**, our Customer Hub is open **8am to 4pm** on weekdays and **8am to 12 noon** on Saturdays. The Hub is **closed** on Sundays and for the Christmas and New Year bank holidays.

When our Customer Hub is open over Christmas and New Year, our team will respond to:

- Calls to **0800 678 1894**
- Emails to **info@torus.co.uk**
- Web queries using our **online form**

When we are closed, you can still report emergency repairs by calling our **out-of-hours service on 0800 678 1894**.

For festive opening hours, visit our **Contact Us page**. For emergency repair guidance, visit our **Repairs page**.

Torus receptions

Reception opening times differ from **Wednesday, 24 December 2025**. Usual hours resume on **Friday, 2 January 2026**.



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torus

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