



## This Week At Orwell | Wednesday 17th July 2024

### Customer Services - Update

The customer services team would like to share that phone lines are expected to be exceptionally busy during the holiday periods, due to reduced staffing. Therefore, thank you in advance for your patience during this time and remember you can also get in touch via the Orwell App. [For more info click here.](#)

### Ipswich Town Foundation - Pop up event

Ipswich Town Foundation will be present in the TK Maxx, Buttermarket Shopping Centre in Ipswich on Monday, 22 July, marking the start of the Summer holidays. The Foundation will be present from 10am-4pm, with plenty on offer throughout the day, including inflatable activities, basketball, noughts and crosses, and foot pool, and with staff present to provide information on the Foundation's diverse programmes. Junior Blues memberships will also be available to purchase on the day. For more information on the event, contact [tom.grover@itfc.co.uk](mailto:tom.grover@itfc.co.uk).

### Kind words

Thank you to the following customers for their kind words this month:

"I just wanted to express how happy we are.....on replacement windows and doors but also the professional and pleasant staff you have. I cannot praise them enough! Unfortunately, I don't have their names. Please could you pass on this email to the management team. I would recommend your company to anyone" - Katrina & Stephen

"The man who turned up was a diamond geezer. He was very helpful and explained what he was doing. I've been having issues with this over 2 years but he put a sealant on it and guaranteed that it won't leak again. It was done in a short period of time and I'm very satisfied with the work."

"The chap that came out was absolutely brilliant bless him and even though I moaned at him he understood my frustration. Mark was wonderful, lovely polite and we had a nice little giggle which was good because some can be quite quiet and I leave them to it. He told me what he was doing and did a good job".