



HELLO EVERYONE



WELCOME TO THE

EDITION OF THE

HIGHBORDER LODGE NEWSLETTER!

Avon Calling!! with Julie Cole

Julie will be dropping off some 'Avon' books to have a browse through this month, so feel free to have a look and place an order if you are interested if not just enjoy a browse!

Pets for Therapy Dog

We have had some very bad news from Julia that sadly 'Betsy' our 'Pets for Therapy' dog has had to be put down due to terminal illness, obviously Julia is heartbroken but said she will continue to visit us for a chat with everyone. Julia will eventually be getting another rescue dog but for now needs some time to recover from the sad loss of 'Betsy'.

On a brighter note Mary who had 'Murphy' our last 'Pets for Therapy' dog is now in the process of training up her new rescue dog 'Jet' for 'Pets for Therapy' and will be taking a doggy exam this month (not Mary, Jet) to become our next 'Pets for Therapy' dog, so fingers crossed that 'Jet' passes first time!! Come on 'Jet' you can do it!!

Hand and Nail Pamper Session with Lesley Tuesday 1st May from 10am

Enjoy a hand and nail pamper session with Lesley Tuesday 1st May from 10am, these sessions consist of your hands being gently soaked & then having some hand lotion gently rubbed in and then filing and painting your nails. This is proving to be popular with the ladies at Highborder Lodge. Please let Lesley know if you are interested and she will be happy to add you to her list!

Bingo Session – Tuesday 1st May from 2pm in the Top Lounge

Come and join us for our Bingo Session Tuesday 1st May from 2pm in the top lounge with Lesley / Gilly. Do come along if you would like to take part and enjoy lots of laughs, a bit of singing along the way and of course win a prize!

All are very welcome.

Holy Communion (Every Fortnight) – Wednesday 2nd May from 11am in the Small Lounge

Come and join Pat from our local Church for 'Holy Communion' and a chat on Wednesday 2nd May (usually every fortnight) at 11am in the small lounge. All very Welcome!

Hand and Nail Pamper Session with Lesley Wednesday 2nd May from 10am

Enjoy a hand and nail pamper session with Lesley Wednesday 2nd May from 10am, these sessions consist of your hands being gently soaked & then having some hand lotion gently rubbed in and then filing and painting your nails. This is proving to be popular with the ladies at Highborder Lodge. Please let Lesley know if you are interested and she will be happy to add you to her list!

Afternoon Word Game / Hang Man with Lesley – Wednesday 2nd May from 2pm in the Large Lounge

Come and join in with an afternoon Word Game / Hang Man with Lesley on Wednesday 2nd May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!! All very Welcome

Minibus Trip – Pub Lunch Out at 'The Ship Inn' at Brimscombe on Thursday 3rd May from 11am

Come and enjoy a nice pub lunch out at 'The Ship Inn' at Brimscombe on Thursday 3rd May from 11am. Please let Jacky or Gilly know if you are interested.

Afternoon Quiz with Gilly – from Thursday 3rd May at 2.30pm in the Large Lounge

Come and join in with an afternoon Quiz with Gilly on Thursday 3rd May from 2.30pm in the large lounge, go on have a go and remember it's not a test it's just for fun!! All very Welcome

Chat with Mary & Julia Visit on Friday 4th May from 11am

We look forward to welcoming Mary & Julia to Highborder Lodge on Friday 4th May from 11am onwards for a Chat & Cuppa, so if you are in need of a good old chat Mary & Julia will be pleased to see you!

Afternoon Games Session with Gilly – Friday 4th May from 2pm in the Large Lounge

Come and join in with an afternoon Games Session with Gilly on Friday 4th May from 2pm in the large lounge, we can have some fun & laughs!! All very Welcome

Afternoon Quiz with Gilly – Saturday 5th May at 2pm in the Large Lounge

Come and join in with an afternoon Quiz with Gilly on Saturday 5th May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!! All very Welcome

Aromatherapy Massage with Jackie Leake – Monday 7th May from 10am onwards

Jackie will continue to visit us every two weeks to do hand, foot, head or shoulder massages and of course have a chat! Everyone finds it a very relaxing and enjoyable experience. Jackie's next visit will be on Monday 7th May from 10am onwards. Please keep up the continued support of this very valued service and remember the more residents that use this service the lower the price for all. Please see a member of staff if you are interested in this service and they will be happy to add you to Jackie's list.

Afternoon Quiz with Joan – Monday 7th May at 2pm in the Large Lounge

Come and join in with an afternoon Quiz with Joan on Monday 7th May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!!

All very Welcome

One to One with Gilly – Tuesday 8th May from 11am

Gilly will be doing some one to one's with residents on Tuesday 8th May from 11am, so if you fancy a chat, playing a game or a wheelchair outing (weather permitting) Gilly will be around to see you.

Shop Trolley with Gilly – Tuesday 8th May - Afternoon

The shopping trolley is still scheduled to visit your bedroom and the lounges every week, please ask a member of staff if you need to purchase anything at any other time and they will be happy to help. For those residents that are new, our shop sells confectionary, crisps and bathroom items. We also have a selection of greeting cards available for purchase in the front entrance; please see a member of staff if you are interested in having a look.

Making Sweet Bags for Bingo Prizes – Tuesday 8th May before Bingo in the Large Lounge

Please come and join us making up some sweet bags for bingo prizes on Tuesday 8th May before bingo in the large lounge. All are very Welcome!

Bingo Session with Gilly – Tuesday 8th May from 2pm in the Top Lounge

Come and join us for our Bingo Session Tuesday 8th May from 2pm in the top lounge with Gilly. Do come along if you would like to take part and enjoy lots of laughs, a bit of singing along the way and of course win a prize! All are very welcome.

Minibus Trip – Clevedon & Lunch at 'The Little Harp Inn' on Thursday 9th May from 11am

Come and enjoy a trip to Clevedon on Thursday 9th May from 11am to see the sea, including a nice lunch at 'The Little Harp' overlooking the sea, if it's nice weather we can enjoy a wheelchair stroll along the sea front where they also have nice flower displays along the way. Please let Jacky or Gilly know if you are interested.

Afternoon Quiz with Gilly – Wednesday 9th May at 2pm in the Large Lounge

Come and join in with an afternoon Quiz with Gilly on Wednesday 9th May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!!

All very Welcome

Wheelchair Outing with Gilly - Thursday 10th May from 11am – (Weather Permitting)

Come and enjoy a wheelchair outing in our lovely village (weather permitting) with Gilly on Thursday 10th May from 11am.

Film Star Reminiscence with Gilly - Thursday 10th May from 2pm in the large lounge

Come and enjoy a 'Film Star Reminiscence' afternoon with Gilly on Thursday 10th May from 2pm in the large lounge, we can look back on the film stars you remember.

All very Welcome!

Chat with Julia / Mary Visit on Friday 11th May from 11am – Unfortunately neither Julia nor Mary can visit us today

Unfortunately neither Julia nor Mary will be able to visit today, but Julia will be back in on Friday 18th May and Mary will be back in on Friday 25th May.

Colour & Chat Afternoon with Gilly on Friday 11th May from 2pm in the Conservatory

Come and join Gilly for a 'Colour and Chat' afternoon on Friday 11th May from 2pm in the conservatory, go on it can be very relaxing.

All very Welcome!

Afternoon Quiz with Gilly – Saturday 12th May at 2pm in the Large Lounge

Come and join in with an afternoon Quiz with Gilly on Saturday 12th May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!!

All very Welcome

Afternoon Quiz with Sid – Monday 14th May at 2pm in the Large Lounge

Come and join in with an afternoon Quiz with Sid on Monday 14th May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!!

All very Welcome

Village 'Coffee Pot' – (Coffee Morning) - Held at St Swithun's Church in Leonard Stanley Village on Tuesday 15th May from 10.15am onwards

Village 'Coffee Pot' (Coffee Morning) on Tuesday 15th May from 10.15am onwards at St Swithun's church. This is another chance to meet new people from the village and enjoy a chat and coffee. Please let Gilly know if you would like to go to the Church coffee morning so she can make arrangements to take you. (Just a small donation for Coffee / Tea and Biscuits). All are very welcome!

Shop Trolley with Lesley & Gilly – Tuesday 15th May - Afternoon

The shopping trolley is still scheduled to visit your bedroom and the lounges every week, please ask a member of staff if you need to purchase anything at any other time and they will be happy to help. For those residents that are new, our shop sells confectionary, crisps and bathroom items. We also have a selection of greeting cards available for purchase in the front entrance; please see a member of staff if you are interested in having a look.

Bingo Session with Lesley & Gilly – Tuesday 15th May from 2pm in the Top Lounge

Come and join us for our Bingo Session Tuesday 15th May from 2pm in the top lounge with Lesley & Gilly. Do come along if you would like to take part and enjoy lots of laughs, a bit of singing along the way and of course win a prize! All are very welcome.

Holy Communion (Every Fortnight) – Wednesday 16th May from 11am in the Small Lounge

Come and join Pat from our local Church for 'Holy Communion' and a chat on Wednesday 16th May (usually every fortnight) at 11am in the small lounge.

All very Welcome!

Hand and Nail Pamper Session with Lesley Wednesday 16th May from 10am

Enjoy a hand and nail pamper session with Lesley Wednesday 16th May from 10am, these sessions consist of your hands being gently soaked & then having some hand lotion gently rubbed in and then filing and painting your nails. This is proving to be popular with the ladies at Highborder Lodge. Please let Lesley know if you are interested and she will be happy to add you to her list!

Talk & Music with Stephen Rowley 'Bells & Spangles' on Wednesday 16th May from 2pm in the Top Lounge

We look forward to welcoming Stephen Rowley 'Bells & Spangles' for a talk & music on Wednesday 16th May from 2pm in the top lounge, so get ready for a very colourful afternoon. All are very welcome!

Minibus Trip – Pub Lunch Out at 'The Fromebridge Mill Inn' at Whitminster on Thursday 17th May from 11am

Come and enjoy a nice pub lunch out at 'The Fromebridge Mill Inn' at Whitminster on Thursday 17th May from 11am. Please let Jacky or Gilly know if you are interested.

'Call My Bluff' Game with Gilly on Thursday 17th May from 2pm in the Top Lounge

Come and join Gilly for a game of 'Call My Bluff' on Thursday 17th May from 2pm in the top lounge, go on we can have some fun with this game!! All are very welcome!

Chat with Julia Visit on Friday 18th May from 11am

We look forward to welcoming Julia to Highborder Lodge on Friday 18th May from 11am onwards for a Chat & Cuppa, so if you are in need of a good old chat Julia will be pleased to see you!

'The Gentle Park Walks' & Coffee at the Museum in Stratford Park on Friday 18th May at 10.30am

Come and join us for 'The Gentle Park Walks' Event Meetings held at Stratford Park Museum on Friday 18th May at 10.30am. These events are held to enable people to socialise whilst enjoying a walk or wheel in the park followed by a chat over a nice cuppa in the Museum, and of course also have a look around the Museum if the weather is not good for walking in the park.

Please let Gilly know if you are interested so she can make staff and transport arrangements.

Afternoon Quiz with Gilly – Friday 18th May at 2pm in the Large Lounge

Come and join in with an afternoon Quiz with Gilly on Friday 18th May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!!

All very Welcome

Invite to the Royal Wedding – Prince Harry & Meghan Markle 12 Noon – Saturday 19th May television coverage starting in the morning

We are all invited to The Royal Wedding Prince Harry & Meghan Markle on Saturday 19th May 12 Noon with television coverage starting in the morning, so put on your best outfits and raise a glass or two or three in wishing them all the best for the future. All very Welcome

Aromatherapy Massage with Jackie Leake – Monday 21st May from 10am onwards

Jackie will continue to visit us every two weeks to do hand, foot, head or shoulder massages and of course have a chat! Everyone finds it a very relaxing and enjoyable experience. Jackie's next visit will be on Monday 21st May from 10am onwards. Please keep up the continued support of this very valued service and remember the more residents that use this service the lower the price for all. Please see a member of staff if you are interested in this service and they will be happy to add you to Jackie's list.

Shop Trolley with Lesley – Monday 21st May from 10am

The shopping trolley is still scheduled to visit your bedroom and the lounges every week, please ask a member of staff if you need to purchase anything at any other time and they will be happy to help. For those residents that are new, our shop sells confectionary, crisps and bathroom items. We also have a selection of greeting cards available for purchase in the front entrance; please see a member of staff if you are interested in having a look.

Minibus Trip – 'The Stables Café' at Saul Junction on Monday 21st May from 2pm

Come and enjoy a nice afternoon cuppa & chat whilst watching the canal boats, and if the weather is nice a wheelchair stroll along the canal taking in the lovely peaceful countryside along way and watching the ducks & swans on Monday 21st May from 2pm.

Please let Jacky or Lesley know if you are interested.

One to One with Gilly – Tuesday 22nd May from 11am

Gilly will be doing some one to one's with residents on Tuesday 22nd May from 11am, so if you fancy a chat, playing a game or a wheelchair outing (weather permitting) Gilly will be around to see you.

Hand and Nail Pamper Session with Lesley Tuesday 22nd May from 10am

Enjoy a hand and nail pamper session with Lesley Tuesday 22nd May from 10am, these sessions consist of your hands being gently soaked & then having some hand lotion gently rubbed in and then filing and painting your nails. This is proving to be popular with the ladies at Highborder Lodge.

Please let Lesley know if you are interested and she will be happy to add you to her list!

Making Sweet Bags for Bingo Prizes – Tuesday 22nd May before Bingo in the Large Lounge

Please come and join us making up some sweet bags for bingo prizes on Tuesday 22nd May before bingo in the large lounge. All are very Welcome!

Bingo Session with Gilly & Lesley – Tuesday 22nd May from 2pm in the Top Lounge

Come and join us for our Bingo Session Tuesday 22nd May from 2pm in the top lounge with Gilly & Lesley. Do come along if you would like to take part and enjoy lots of laughs, a bit of singing along the way and of course win a prize! All are very welcome.

Hand and Nail Pamper Session with Lesley Wednesday 23rd May from 10am

Enjoy a hand and nail pamper session with Lesley Wednesday 23rd May from 10am, these sessions consist of your hands being gently soaked & then having some hand lotion gently rubbed in and then filing and painting your nails. This is proving to be popular with the ladies at Highborder Lodge. Please let Lesley know if you are interested and she will be happy to add you to her list!

'Music Therapy Session' with Becky - Wednesday 23rd May from 2pm in the top lounge

We would like to welcome Becky who is kindly coming to do a 'Music Therapy Session' with us on Wednesday 23rd May from 2pm, come and join in the fun. All very welcome!

Minibus Trip – 'Toddington Steam Train' – Thursday 24th May from 11am

Come and join us for a trip to Toddington for a trip on the 'Toddington Steam Train', so 'All Aboard' 'Choo Choo', and don't forget your whistle!! Please let Gilly or Jackie know if you are interested.

One to One with Lesley – Thursday 24th May from 11am

Lesley will be doing some one to one's with residents on Thursday 24th May from 11am, so if you fancy a chat, having your nails done, playing a game or a wheelchair outing (weather permitting) Lesley will be around to see you.

Afternoon Quiz with Lesley – Thursday 24th May at 2pm in the Large Lounge

Come and join in with an afternoon Quiz with Lesley on Thursday 24th May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!! All very Welcome

Chat with Mary Visit on Friday 25th May from 11am

We look forward to welcoming Julia to Highborder Lodge on Friday 25th May from 11am onwards for a Chat & Cuppa, so if you are in need of a good old chat Mary will be pleased to see you!

Potting Plants with our Gardener Sid & Gilly (Non Gardener) – Friday 25th May from 2pm in the Conservatory

Here we go with a potting plants session with Sid our gardener & Gilly (non gardener) on Friday 25th May from 2pm in the conservatory, so garden tools at the ready!! All very Welcome!

Classical Concert Afternoon - Saturday 26th May from 1.30pm in the Small Lounge

Come and join us for a Classical Concert afternoon on Saturday 26th May from 1.30pm in the small lounge. All very Welcome!

Shopping Trip – Monday 28th May from 10.30am with Lesley & Sid

Come and join us for a morning shopping trip on Monday 28th May from 10.30am to get a few essentials or just enjoy a browse, cuppa & chat. Please let Lesley or a member of staff know if you are interested.

Bingo Session with Lesley – Monday 28th May from 2pm in the Top Lounge

Come and join us for our Bingo Session on Monday 28th May from 2pm in the top lounge with Lesley. Do come along if you would like to take part and enjoy lots of laughs, a bit of singing along the way and of course win a prize! All are very Welcome.

Short Story with Gilly – Tuesday 29th May from 11am in the Small Lounge

Come and join us for another short story with Gilly on Tuesday 29th May from 11am in the small lounge, don't worry if you fall asleep Gilly won't mind just try not to snore or dribble!!
All very welcome!

Shop Trolley with Lesley – Tuesday 29th May from 10am

The shopping trolley is still scheduled to visit your bedroom and the lounges every week, please ask a member of staff if you need to purchase anything at any other time and they will be happy to help. For those residents that are new, our shop sells confectionary, crisps and bathroom items. We also have a selection of greeting cards available for purchase in the front entrance; please see a member of staff if you are interested in having a look.

Residents Meeting – Tuesday 29th May from 2pm in the Large Lounge

Our next 'Residents Meeting' is scheduled for Tuesday 29th May from 2pm, so do come along for an update on everything and have a general chat about anything you wish to discuss. If nothing else we can just enjoy a cuppa oh and cake!! All very Welcome!!

Matthew Harris (G-Fitness) - Exercise Fun Session – Tuesday 29th May from 3.30pm – 4.30pm in the large Lounge

If you like a bit of fun and laughs this exercise activity is the one for you when we welcome Matthew Harris (G-Fitness) Exercise Fun Session on Tuesday 29th May from 3.30pm – 4.30pm usually following one of our activity sessions in the large lounge. Go on you know you want to join in!! All very Welcome!

Holy Communion (Every Fortnight) – Wednesday 30th May from 11am in the Small Lounge

Come and join Pat from our local Church for 'Holy Communion' and a chat on Wednesday 30th May (usually every fortnight) at 11am in the small lounge. All very Welcome!

Highborder Lodge Hosting Village Women's Fellowship which includes a Cream Tea and Musical Entertainment with 'Bert Lush' – Wednesday 30th May from 2pm in the Top Lounge

Highborder Lodge will be hosting the Village 'Women's Fellowship' which includes a cream tea and Musical Entertainment with 'Bert Lush' on Wednesday 30th May from 2pm, so come and join in and meet up with some of our local villagers for a chat. All Very Welcome!!

Minibus Trip – If weather good 'Westonbirt Arboretum' if weather bad Pub Lunch at 'Fagin's Inn' in Gloucester - Thursday 31st May from 11am

Come and join us for a trip to 'Westonbirt Arboretum' if the weather is good or if the weather is bad enjoy a nice pub lunch out at 'Fagin's Inn' at Gloucester on Thursday 31st May from 11am. Please let Jacky or Gilly know if you are interested.

Take a 'Weather' guess which trip you think might happen? Sorry no prizes!! Oh Gilly your mean!!

One to One's with Gilly - Thursday 31st May from 11am

Gilly will be doing some one to one's with residents on Thursday 31st May from 11am, so if you fancy a chat, playing a game or a wheelchair outing (weather permitting) Gilly will be around to see you.

Afternoon Word Game / Hang Man with Gilly – Thursday 31st May from 2pm in the Large Lounge

Come and join in with an afternoon Word Game / Hang Man with Gilly on Thursday 31st May from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!! All very Welcome

Visitors Reminder regarding 'Fire Evacuation Procedure'

Just to remind visitors if you hear the fire alarm please proceed to the nearest fire exit and assemble outside at the designated 'Fire Assembly Point'. Please do not return into the building until it is announced safe to do so. Thank you

Family / Friends reminder regarding taking residents out

Just to remind Family & Friends please remember to let a member of staff know if you are taking one of our residents off site and also remember to sign out, it would also be helpful to know whether they will be back for meal time so we can keep our kitchen updated. Thank you for your assistance in this matter.

Monthly Library Visits – Next Visit to be advised

Please join us for a visit to the Stonehouse Library once a month. The next visit to be advised, Gilly will put a poster up as soon as she is informed of a date, so if you would like to go along to the library to browse and pick your own books please let a member of staff know so they can put you on the library outing list.

Door Code

Apologies for regularly changing the door code but this is part of our regulations and in the interest of all who reside and are employed by Highborder Lodge please do not give out the key code to the front door to anyone you do not know.

Comments, Concerns or Complaints

If you have any Worries, Concerns or Complaints please address to the Manager, all complaints will be treated seriously and in confidence. Please refer to your resident's handbook or the information for clients, visitors & staff book found in the front entrance.

Comments Book – (How well did we do or not?)

For any new residents and families / friends just to make you aware we have a 'Comments Book' situated in the front entrance next to the signing in book, please feel free to make use of this book, as this supports improvements to the service delivered.

Lost and Found Items

Please contact the office if you have lost any items and we will do our best to help.

Sunday Lunch invitation - for families to join their Highborder Lodge relative for a Private Lunch. Visitors Lunches are £7.50 for a two course meal each relative.

Relatives will be made very welcome to join their resident family member for a private Sunday Lunch or any day in the week. There will obviously be a reasonable small charge of £7.50 for each relative. Please remember to let the office know in advance if you have guests staying for meals so our chef can get extra supplies in! Thank you.

Personal Flower arrangement for your own room

If you would like to do your own flower arrangement to have in your own room please see Gilly and she can get some flowers and an oasis for you, obviously there will be a small cost for the flowers and oasis but it won't be very much. Please let Gilly know if you are interested and she will be happy to help you!

Minibus Trips Every Thursday

If you fancy a trip out for a pleasant drive around our wonderful countryside and a stop off for refreshments please let Gilly know so she can book your seat on the bus. Also please let Gilly know if you have any other ideas for small trips out and she will do her best to arrange this for you.

Activities

Activities could be anything from Flower arranging, coffee mornings at the village Church, to walks out or wheels out in the wheelchair for some fresh air (weather permitting), a chat and a cup of tea, craft activities or various minibus trips some including lunch out. If you have any other suggestions or ideas I will be only too pleased to hear from you. Gilly and other members of staff will also try to fit in some unscheduled one to one's when possible.

Reminder for Trips Out

Please remember to let Gilly or Jacky know if you would like to go on a trip so you can be added to the list in the diary to save any disappointment, on some occasions we have spaces available on the day where someone has decided not to go but on the whole it is better to book your place.

Personal Expenditure Accounts

We would welcome anyone wishing to check their personal account when visiting residents as this would help greatly with keeping our administration costs to a minimum. Thank you for your assistance in this matter.

Personal Appointments

Just to inform any new residents & families that our minibus will only be made available for emergency appointments as it is primarily used for our residents outings. We would like to emphasise that it is the responsibility of families to provide an escort for their relative but in extenuating circumstances, we will endeavour to provide an escort, the cost of which will be incurred by the family / relative. This can be deducted from residents personal expenditure if required. Please see the office if you have any concerns regarding appointments / hospital transport and we will do our best to help.

Hospital Transport

There is also Hospital transport available with 'Arriva Transport Solutions'. Please see the office if you would like the phone number for Arriva Transport or if you require assistance arranging hospital transport and we will do our best to help.

Polite Notice – Car Parking near the Garden Borders

Please do not park too near the garden borders as our gardener needs to be able to have enough space to tend them, also you may damage the plants. Thank you for your kind attention in this matter.

New Residents – Laundry labelling

Just a little reminder to our new respite and permanent residents to please remember to label all clothing on admission to Highborder Lodge. Thank you for your kind assistance in this matter.

Visitors Signing in Sheet – adding a car registration column

On occasions our car park can be very full and lead to double parking for short periods of time so to assist the office with being able to locate car owners during these busy times we will be updating our 'visitors signing in sheets' to include a car registration column, we would be very grateful for your assistance in this matter.

Visitors Reminder - Smoking

Just a kind reminder to our visitors we have a strict non-smoking policy within our home and gardens. Thank you for your kind co-operation.

Residents

We would like to extend a very warm welcome to our new permanent and respite residents and hope their stay will be very happy here at Highborder Lodge.

Thank you for taking the time to read this. If you would like to make any comments or contributions then do please let our Manager Neil Ward or any of the office staff know!

