## VILLAGE NEWS

**1 AUGUST 2022** 

**FREE** from local venues

AYLESHAM IN TOUCH

## 'We Are Aylesham'

#### LOCAL HISTORY EVENT SET TO CELEBRATE THE PAST AND PRESENT

AYLESHAM will be taking part in England's largest heritage and culture celebration. The Heritage Open Day will be on Friday 16 September at the Workshop Trust, the former secondary school, on Ackholt Road.

Sue Bott, Chair of the Trust said: "We want to bring everyone together - families who have been here for generations, and those recently arrived.

#### **UNIQUE**

"Aylesham has a unique history and we want to celebrate the achievements of the past and present, and look forward to the future."

The progrmme is being worked out and is a partnership between the Trust, Aylesham Heritrage, Peoples' Cinema, Aylesham Hub and other local organisations.

### heritage open days Friday 16 September



HISTORIC miners' banner held by Sue Bott and Philip Sutcliffe

## Join us for an evening of miners' films

THE heritage open day at the Workshop Trust will round off with an evening of films about mining communities, including those in the Kent coalfield.

The programme is being finalised as we go to press. To book your free ticket, scan the QR code below, or email ayleshamintouch@gmail.com





## SPECIAL EDITION

## HELP IN THE COST OF LIVING CRISIS







see pages 2 and 3



Money Saving
Expert Martin
Lewis

see pages 4 and 5



New magazine out next month

## Help when you need it

by Angela Doggett, Bechange Manager



We have all seen recent reports in the media about the costs of living crisis. We have heard about how a combination of factors including the war in Ukraine and the pandemic, are causing problems not only in the UK but across the world.

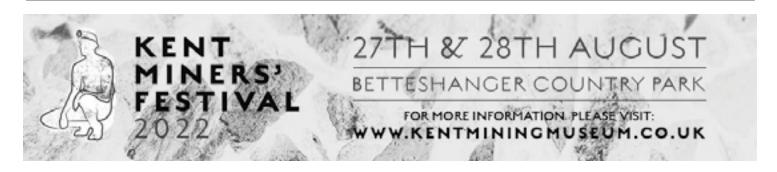
But what is meant by the cost of living crisis and how will this impact on our day-to-day lives? When people talk about a cost of living crisis they are referring to a situation in which prices of everyday household goods and services rise higher than the average income. We have all seen this ourselves, in our weekly grocery shop, filling the car with petrol or the high costs of utility bills. There is no doubt, a tricky winter is ahead of us.

This is a worrying time for all of us, but if you are starting to look at your income and wonder how you are going to pay bills and buy essential household goods, then please don't put off seeking help.

At Bechange we are here to help you get the support you need and navigate other help that is available. Our experienced and friendly team can help you to get the benefits you are entitled to; give you help to manage your budget or to deal with debt. You don't have to be on benefits to get assistance, we know that the costs of living crisis is impacting many people, particularly those who were just getting by before the crisis. Through our partnerships with Deal Area Foodbank, as well as supporting with emergency food items, we may also be able to help you through the Household Support Fund, to meet some extra costs that are making life difficult for you at the moment.

We launched our packed lunch scheme for families who have primary school children this summer, providing a lunch that you can come and pick up for your children, from Monday to Thursday. You do not have to be in receipt of free school dinners to access this, it is available because we know that the school holidays can be a tricky time. We also have family activities that you can bring your primary school children along to, so take a look at our website or give us a ring to book. And talking of activities in the school holidays, Dover District Council, through their Inspire project, are providing days out that will allow families to spend time together. There is a whole range of tickets and free passes that will enable you to have fun as a family together.

So please remember, you are not alone, we are here to help you. Drop in and see us or give us a call on 01304 840134





After a two-year hiatus, the KMF returns to Betteshanger Park and will be sited next to the newly opened Kent Mining Museum.

We are very pleased to announce that this years KMF will be hosted by Betteshanger Park organized by the Kent Mining Foundation Heritage Team.

Following several successful years of organizing and producing this very popular event, taking it around our mining communities, we are very excited at this next step and very positive that it will continue to grow and become the biggest and best Free Community event in Kent."

Gary Cox

TO CONTACT THE FESTIVAL ORGANISERS Email: info@kmhf.org.uk Tel. 01304 619227 and ask to speak to one of the Kent Mining Museum Team

#### AYLESHAM IN TOUCH

Make sure you get yours DELIVERED FREE! To addresses within Ayleham Parish only Scan this QR code with the camera on your smarphone or tablet to go to the sign-up page.





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#### WHATS ON GUIDE AT BECHANGE THIS SUMMER?

4th, 10th, 18th August

#### **Family Activity Sessions**

FREE active & creative sessions for families with primary school aged children, followed by a healthy lunch. All children must be accompanied by an adult.

12.30pm - 2.00pm - Booking required

4th & 18th August

#### **Eco Therapy Taster Sessions**

Come along and join us in some eco therapy, here we connect to nature by using our senses, being creative with natural materials, looking for beauty and by finding meaning in nature 10.00am - 12.00pm - Booking required

11th 11th & 25th August

#### **Baby Sign & Sensory Class**

A group for babies and toddlers to explore their senses through a variety of play, songs and games. All sessions are FREE

1.30pm - 2.30 pm - Booking required

30th Augus

#### **Children's Jubilee Party**

We are having a party to celebrate the jubilee and look at children's play over the last 70 years. Primary School aged Children and their families are invited to join us for fun, games, activities, and party food from years gone by.

12.00pm - 2.00pm - Booking required

#### Please ring 01304 840134 for more information or to book a space

Bechange, Ackholt Road, Aylesham CT3 3AJ Web: bechange.org.uk

#### THERE'S SO MUCH ON AT BECHANGE COMMUNITY HUB

#### MONDAYS **DROP-IN SERVICE**

Our experienced team can offer assistance on a range of matters inc Benefits, Debt, Housing and Employment - 10am - 12pm

#### **ASPIRE GROW YOUR OWN**

Learn more about gardening and the Aspire project - 10am - 2pm

#### **ASPIRE HEALTH WALK**

Get walking and join our small team on short 30 mins stroll, it's free simply turn up and join in

- 11am for 11.15am start

#### ■ TUESDAYS ● **ASPIRE - GET WORKING**

-we have plenty of interesting things to help you get started, gain skills, confidence, and move towards employment. These sessions are presently being held remotely, if you would like to register your interest, please ring 01304 840134

- 12pm - 2.30pm

#### **ASPIRE COOKERY COURSE**

Please ring to book your place must be over 18 – no other eligibility criteria - Due to Covid restrictions this course will be delivered in two separate sessions 9.30am - 11.30am or 12.30pm - 2.30pm

#### **AYLESHAM ARTS CLUB**

- Meets fortnightly. No experience necessary, no need to book - First session £2.00 and an easy membership scheme. Materials included. Call 01304 840134 for dates - 3.30pm - 5.00pm

#### WEDNESDAYS **DROP-IN SERVICE**

Our experienced team can offer assistance on a range of matters inc Benefits, Debt, Housing and Employment - 10am - 12pm

#### **ASPIRE LEGS, BUMS & TUMS**

is it time for a new you in the New Year? Join our FREE legs, bums & tums sessions with a weight loss drop in straight after your class. Ring 01304 840134 for more info or to book a place. 09.30am - 10.30am Grow your Own – learn more about gardening and the Aspire project -10.00am - 2.00pm



#### THURSDAYS **ASPIRE GROW YOUR OWN**

Learn more about gardening and the Aspire project - 10am - 2pm

#### **CRAFTS FOR CAUSES CLUB**

Do you love crafting and getting together with friends? Why not combine the two activities and join our crafting club? No experience necessary. Please ring 01304 840134 to book - 10.30am - 12pm

#### **GAMES & PASTIMES -**(BRIDGE)

All welcome from beginners to experienced players-10.00am - 12.00pm

#### FRIDAYS **DROP-IN SERVICE**

Our experienced team can offer assistance on a range of matters inc Benefits, Debt, Housing and Employment - 10am - 12pm

#### **CAMERADOS**

Come and join us in a public living room, a no agenda space, be yourself alongside others, a warm & welcoming place where you can just sit and chat to other people - No need to book 10.00am - 12.00pm

MoneySavingExpert

## The ONE THING everyone aged over 66 needs to know

IT IS A NATIONAL TRAGEDY that getting on for a million pensioners, many of whom have been paying into the system for years, are missing out on a critical boost to their income. It's called pension credit, and this year it also means you get an extra £650 to help with energy bills.

So as we're slap-bang in the middle of a cost of living crisis, it's crucial we spread the word as quickly as possible, as this payment is worth on average £3,300 a year, and it may stave off physical and mental health risks in what I suspect will be a dangerously expensive coming winter.

### A 10-second summary (spread word)...

My simple rule of thumb is... if you are of state pension age (so currently 66 or older) and have total weekly income under roughly £200, then get online at **www.gov.uk/pensioncredit** or call the pension credit helpline on 0800 99 1234 to see if you're due.

I'm *not* saying everyone in this position is entitled to pension credit, but many are, so this is the point at which it's worth spending five minutes to check. The worst that can happen is they say no. So don't stall, just call (actually, try the website first if you're more comfortable with that, but I couldn't think of a rhyme for going online).

- **Q.** Can I get it if I'm a homeowner / claim other benefits / live with grown-up family? **YES**.
- Q. What counts as 'total income'? Income from work, pension, state pension, some benefits, and savings/investments over £10,000 (this is counted as £1 a week in income per £500 of savings above £10,000 if only).

### Now the nitty gritty – what is pension credit?

You could just stop with the info above, but if you want to know more, read on. Pension credit's a naff name for what's simply an income 'top-up' payment. Technically it's a means-tested benefit to help those without enough to live off, with two parts:

■ Guarantee credit: This tops your income up to at least £182.60 a week for single people or £278.70 a week for cohabiting or married couples of state pension age. The average top-up is £65 a week, so that's £3,300 a year.



**Martin Lewis** 

The reason I say check if you've income under £200 is first as you may get more if you've got extra 'responsibilities', such as a severe disability, you're a carer or look after an under 20-year-old, and second because of...

■ Savings credit: If you hit state pension age before April 2016 (so you're roughly aged 71+), you *may* be due a top-up if you have savings, even if you're not due guarantee credit – the aim was to stop those who'd put something aside for their future being disadvantaged.

I'm going to explain how it works, but it is really complex, so if that scares you don't read the next paragraph, just call and check if you're due.

Here goes... if some of your current income is from savings (it's counted as £1 a week income per £500 of savings above £10,000) and that takes you above £158 a week in income (£252 for a couple), then you get 60p extra paid per £1 of income up to a maximum of £14.50 a week. Simple, eh!

## Pension credit has a superpower... it's a gateway entitlement triggering many other boons

If you're entitled to the guarantee credit element, this also entitles you to a host of other state protections. Here are just some of them:

- URGENT: One-off £650 lump sum to help with energy bill rises (£325 paid in July, £325 autumn). The Chancellor announced this cash in May. And while for those on other benefits, you needed to be claiming them at the time to be due the first payment, for pension credit, provided you claim by 24 August 2022 it'll be due (as long as you were state pension age in May), so that's a major boon.
- Free TV licence for over-75s worth £159. Those over-75s on pension credit can claim a free one for their household.
- Council tax reduction potentially worth £1,000s a year. Depending on your local authority's rules, this may cover your entire council tax bill.
- Help with heating and energy costs worth £100s. Pension credit entitles you to the warm home discount, which is a £150 credit on your energy bill, normally given by the end of March. You could also get extra payments in weeks where there is very cold weather.
- Housing benefit for renters potentially worth £1,000s a year. It isn't a fixed amount, but you could get £100s a month, and even have your rent paid in full.
- Free dental and optical care. You're entitled to free NHS dental care and vouchers for glasses or contact lenses.



## HELP IN THE COST OF LIVING CRISIS

## Are you on minimum wage?

## Check you're not being underpaid, 500,000 are

The minimum wage is the legal minimum an employer can pay anyone working in any UK nation, and the rate varies by age:

Apprentices	Under-18s	Age 18-20	Age 21-22	Age 23+
£4.81	£4.81	£6.83	£9.18	£9.50

Rate since 1 April 2022

However, confusingly, back in 2015 the then Chancellor George Osborne announced he was renaming the 'minimum wage' for then over-25s (now over-23s) as the 'national living wage'. I spoke out at the time, as this was stealing the brand of the Living Wage Foundation – a charity I've long supported.

Each year The Living Wage Foundation announces its REAL living wage; a voluntary employers' wage scheme, based on an assessment of the actual cost of living (and it's due an update soon). Currently in the UK it's set at £9.90/hr, except London where it's £11.05/hr – so higher than the minimum wage above – but not compulsory.

Almost 10,000 UK employers have pledged to pay the real living wage. You can check whether yours is one of them on www.livingwage. org.uk.

## How you could be underpaid the national minimum wage

While bad bosses refusing to pay proper wages are an issue, most of the time underpayments happen by mistake. Here are some of the reasons you may have been underpaid.

- Don't think 'I work for a big firm so it must be correct'. In 2021, 191 companies including John Lewis, Body Shop International and Sheffield United FC were 'named and shamed' by the Government for failing to pay correctly.
- Paying for a uniform or safety equipment which takes you below minimum wage. This is a firms' most common failing. If you have to buy a uniform or safety equipment and doing so takes your equivalent hourly

salary under the minimum wage, your employer should cover the cost, so you still earn at least the minimum.

- Employers can't 'top you up' with commission, tips, or overtime. Your base salary must at least be the legal minimum wage. If you're commission-only, the firm must ensure that you receive at least the equivalent of minimum wage for the hours worked.
- You should be paid for ALL the time you work. If you spend time going through security checks, doing handover meetings, being on call (at your workplace), or closing/opening up your place of work, this is work and should be hours you're paid for. If not, you're owed money. This also includes travel time if it's part of your job, such as a care worker doing home visits.
- If your employer provides you accommodation, it can reduce your pay but only by a set amount. The rules on this are complicated, so I suggest if you're in this situation, you read the full rules at www. moneysavingexpert.com/nationalminimumwage. Yet simply, if your employer provides you accommodation, this can be taken into account when working out whether you've been paid the correct minimum wage or not and you could be paid less than the minimum wage.
- You should get a pay rise every year on 1 April, and see an increase when you turn 18, 21 and 23. The national minimum wage increases every year on 1 April, so you should expect to receive a pay rise from the first full pay cycle after an increase comes in.
- Don't accept the lower apprentice rate if you're not actually an apprentice. To be classed as an 'apprentice', your contract must include some form of paid structured training time. If it doesn't, you should legally be paid the minimum wage, rather than the lower apprentice wage (currently set at £4.81/hr) even if you're called an 'apprentice' by the company you work for. Or, if you're 19 and over and have completed the first year of your apprenticeship, you should also be paid the minimum wage.

## What to do if you think you're underpaid?

If you think you are being (or were being) underpaid, you've a legal right to be paid more and to backpay (max six years).

First, do a couple of online checks. Use the Government's www.gov. uk/am-i-getting-minimum-wage calculator to help you check what you should be getting paid.

Or call the free ACAS helpline on 03001231100 – it can't provide legal advice, but can provide general advice and explain the risks and benefits of going forward with your complaint.

Then, if you feel comfortable approach your employer and ask them if they've made a mistake. Or, if you prefer you can ask HMRC to contact them (you'll remain anonymous) – you can submit a quick form on www. gov.uk.



## Twenty Five Year CELEBRATION

Saturday 13 August - 10.30am-2.30pm

Face Painting © Old fashioned Sports Games ® Tombola ©

Ride a Lil' Jockey Hobby Horse ©

- (a) HOOK A DUCK (b) Lucky Dip
- © CAMERADOS Pant
- Painting (1) DISCO (19) Horse
  - & Carl Rides (1) Majorettes
  - (a) Ice Cream Van (b) Refreshments
    - 1 Smoothie Bike

Bechange Community Hub,

Ackholt Road, Aylesham CT3 3AJ - Plenty of parking Tel: 01304 840134



#### ■ AYLESHAM PARISH COUNCIL

Aylesham House, Dorman Avenue South, Aylesham CT3 3AD

Chairman Jamie Pout

Vice Chair Kay Sutcliffe

#### Parish Clerk & RFO Kate Robinson

clerk@ayleshampc.co.uk 07830 312500

#### **Assistant Clerk Demi Jenkins**

assistantclerk@ayleshampc.co.uk 07897 593030

#### Administrator Nicola Purcell

admin@ayleshampc.co.uk 07830 353872

Monday, Tuesday & Thursday's 09.00-15.00 Website: www.ayleshampc.co.uk

#### ■ YOUR DISTRICT COUNCILLORS

Aylesham and Snowdown form part of Dover District Council's ward of Aylesham, Eythorne and Shepherdswell, represented by three councillors. They are:

Cllr Linda Keen, Labour,

01227 830790

cllr-linda.keen@dover.gov.uk

Cllr Peter Walker, Independent, 07768 106009

cllr-peter.walker@dover.gov.uk

#### Cllr Charles Woodgate, Labour,

#### 07427 517498

cllr-charles.woodgate@dover.gov.uk
Further details about their individual council
responsibilities can be viewed on the Dover District
Council website www.dover.gov.uk

#### **CHURCHES**

#### ■ AYLESHAM BAPTIST CHURCH

Dorman Avenue South CT3 3AA

- Sunday Services 10.30am
- Renew61 A shared space where it's ok to not be ok Mondays 10am -12
- ABC Toddler Group Fridays 9.30am 11.30am (term time)

Contact - ayleshambaptist@gmail.com find us on facebook search 'Aylesham Baptist' www.ayleshambaptistfreechurch.co.uk

■ ST PETER'S CHURCH We are the Parish church of St Peter's Aylesham in the Church of England. Our hall is available for private hire.

Phone: 07535 999482.
Facedbook: stpetersaylesham
Email: stpetersaylesham@gmail.com
Web: www.stpetersaylesham.co.uk
Dorman Avenue North CT3 3BL
Email: stpetersaylesham@gmail.com

#### ■ ST FINBARR'S CATHOLIC CHURCH

Market Place, Aylesham CT3 3EZ

Phone: 01304 206766

#### ■ AYLESHAM BUSINESS NETWORK

Local businesses supporting each other and the community in Aylesham District. Please contact our chair, Sara Sheppard, on 07951 736021 for more information.

 $www.ayleshambusinessnetwork.co.uk\ or\ follow\ us$  on Facebook: AyleshamBusinessNetwork

#### **HEALTH SERVICES**

#### ■ AYLESHAM MEDICAL PRACTICE

Aylesham Health Centre, Queens Rd, Aylesham, Canterbury CT3 3BB Phone: 01304 840415

#### ■ AYLESHAM HEALTH CENTRE

Queens Rd, Aylesham, Canterbury CT3 3BB 01304 843783

#### **COMMUNITY GROUPS**

#### ■ AYLESHAM HUB

Community Co-Operative ayleshamhub@gmail.com

#### **■ ADCWT - WORKSHOP TRUST**

Ackholt Road, Aylesham CT3 3AJ Tel: 01304 842826

#### **■ BECHANGE COMMUNITY HUB**

At Bechange Community Hub we pride ourselves on our friendly approach and expertise in a wide range of support needs; from Benefits such as universal credit, PIP, DLA and Attendance Allowance, to Housing, Family Matters, Finances and Employment.

Our Support Team can work with you every step of the way, no matter how long or short your support journey.

Not sure if your needs fit our support criteria? Get in touch to find out.

We offer Drop-In sessions Monday, Wednesday and Friday 10am-12pm. Or you can contact us by telephoning 01304 840134 with an enquiry, to make an enquiry or referral.

Tel: 01304 840134 enquiries@bechange.org.uk

■ AYLESHAM MAJORETTES We are the local Majorette and take part in carnivals, fetes and do displays of what to show off our talent Email: ayleshamajorettes@hotmail.com Mob: 07709314680

We believe that all the details in these listings are correct. Please let us know if there's something wrong.

#### ■ AYLESHAM POST OFFICE

Market Pl, Aylesham, Canterbury CT3 3DZ Phone: 01304 840457

#### ■ AYLESHAM PRIMARY SCHOOL

Address: Attlee Ave, CT3 3BS Phone: 01304 840392

#### ■ AYLESHAM WELFARE LEISURE CENTRE

Spinney Ln, Aylesham, Canterbury CT3 3BE: Phone: 01304 840661

#### ■ SNOWDOWN AND AYLESHAM YOUTH F.C.

Spinney Lane CT3 3BE

Contact Details 07866132438

#### ■ INVICTA COMMUNITY & LEISURE

Aylesham Welfare Leisure Centre, Spinney Lane, Aylesham, CT3 3BE

Phone Number: 01795537321 Email c.rowe@westfavershamca.org

#### ■ AYLESHAM LIBRARY

Ackholt Road 03000 413131

#### ■ ST JOSEPH'S CATHOLIC PRIMARY SCHOOL

Ackholt Road, CT3 3AS

Email: office@st-josephs-aylesham.kcsp.org

Phone: 01304 840370 Web: stjosephs-aylesham.co.uk Facebook: STJOSAYLESHAM Twitter: @stjosephsayl

#### COMMERCIAL SERVICES

**■ ANGEL FEET REFLEXOLOGY** 

07542 763141

#### ■ AYLESHAM HOME & PET STORE

66 Market Place, Aylesham CT3 3DZ

Phone: 01304 447767

#### ■ BRIGHT ACCOUNTING SOLUTIONS

Chartered Accountants 0203 603 2304 3 Garrity House, Aylesham, CT3 3BF

#### **■ FARMERS MARKET**

Whitfield Village Hall, Madley Close, Whitfield CT16 3LY. 9- 12pm every Thursday

#### ■ MANSE DESIGNS LTD

Architectural Services. We are able to offer services for both Planning and Building Regulations. We can also advise on your permitted development rights and if you would require planning permission.

www.mansedesigns.co.uk Phone: 07568 067802

Email: keith@mansedesigns.co.uk

#### ■ MACS CARS

PRIVATE HIRE - 07594 998 468

#### ■ NAJ INDIAN TAKEAWAY

Open 6 days a week: Tue-Sun 5pm to 10pm 01304 840 216. 10 Market Place, Aylesham, Canterbury CT3 3EY www.najtakeaway.co.uk

#### ■ NEIL SCRIVENER STONEMASON

Ackholt Road, Aylesham CT3 3AJ 01304 820882

#### ■ SLIMMING WORLD WITH CLARE

Tuesdays 4:30pm & 6:00pm St Peters Church - Aylesham Call/Text: Clare on 07884 123 407

#### ■ SLS WILLS AND MORE LIMITED

Estate Planning Consultant, helping you to put in place bespoke Wills, Lasting Powers of Attorney and can also help with applying for a Grant of Probate along with other related services. For more information, please visit

www.slswills and more.co.uk

Please call for an appointment on 01304 577998, or email info@slswillsandmore.co.uk

#### ■ AYLESHAM'S SNACK BOX

62 Market Place, Aylesham CT3 3DZ 01304 448822

#### ■ DENISE CALDWELL HAIR AND BEAUTY

Unit 1 Ac kholt Road, Aylesham CT3 3A 01304 842034

#### ■ BE WISE GAS AND PLUMBING

Call now for a quote 07944 022043

#### **■ TFP SEWING STUDIO**

3 Aylesham Business Park, Ackholt Road, Aylesham CT3 3AJ

Tel: 07424 807439

#### ■ ONE CALL ELECTRICAL

24 hour service. Tel: 01304 841537 or 07517

#### ■ WATSON & BELL

Funeral services.63 Cornwallis Ave, Aylesham CT3 3HG Tel 01304 840880

## VILLAGE NEWS

**1 AUGUST 2022** 

FREE from local venues

AYLESHAM IN TOUCH

HELP IN THE COST OF LIVING CRISIS

# The support you need, when you need it



DID YOU KNOW that Deal Area Foodbank also covers the Aylesham and neighbouring villages, offering support to local people who are struggling to make ends meet?

Now that summer is here and there are six glorious weeks of school holidays, we know that this can be one of the most stressful times for families.

With children constantly hungry, claiming to be bored and new school uniforms to purchase there is additional outlay that can change circumstances from just about coping to falling behind with payments and debt.

We also know, that with the current rise in cost of living, that it is not just families with school aged children that are struggling. We understand that people's financial situations are harder right now, not just those with children.

As the cost of living rises and budgets are stretched, unexpected costs, such as a broken appliance, a large utility bill or an increase in petrol for essential journeys, can push households into crisis and debt.

As well as supporting with food and essential household items, we may be able to help you, through the Household Support Fund, to meet some of these extra demands on your household budget.

If you need help you are not alone, we are here to give you the support you need. We help people in many different circumstances, you do not need to be on benefits, you may be working or retired, young or old. Whether you are living alone, as a couple

or in a larger family unit. Everyone's circumstances are different, and we will treat you with respect and kindness, we know how touch things are right now.

#### How to get help from us?

We are also working with our partners Bechange Community Hub who are based in Aylesham.

Bechange Ackholt Road,
Aylesham CT3 3AJ
Tel: 01304 840134 - Plenty of parking

You can give them a call on 01304 840134 or 07889 595426 between 9am and 5pm or call in to one of their drop-in sessions **Monday**, **Wednesday or Friday 10am -12pm**.

You can contact Deal Area Foodbank on 01304 728428 or 07926599439

If you don't get through straight away, please leave a message, someone will always get back to you