



Christmas and New Year Arrangements 2023/24

All council offices closed

Friday 22 December at 3pm until Wednesday 3 January 2024 at 8.45am

Emergency council services

Over the holiday period the **emergency out-of-hours service** will operate as normal on **03457 565656** for all council services, including matters of child protection.

You can make payments, report non-emergency faults and submit certain requests at www.moray.gov.uk



Housing Emergency Repairs

Over the holiday period the **emergency out-of-hours service** can be called at any time to report a Housing Emergency repair on **03457 565656**. Further guidance on emergency housing repairs can be found at: www.moray.gov.uk/moray_standard/page_1230.html



Homelessness

Anyone experiencing homelessness with no other accommodation available can contact the housing team on **03457 565656**.

Roads maintenance

Emergency road, footpath, drainage defects, lighting faults and winter gritting will be covered throughout the festive period. Winter maintenance information is available at: www.moray.gov.uk/moray_standard/page_40814.html



Schools and education

All schools and council nurseries close on Friday 22 December and reopen on Monday 8 January 2024. Any queries during this time can be sent to: education@moray.gov.uk but may not be responded to immediately.

Sports and Leisure Facilities

Buckie Swimming Pool and Fitness Centre; Forres Swimming Pool and Fitness Centre; Keith Sports and Community Centre; Lossiemouth Sports and Community Centre; Speyside Sports and Community Centre

- * **Holiday timetable:** Saturday 23 and Sunday 24 December 2023.
- * **Closed:** Monday 25 and Tuesday 26 December 2023.
- * **Holiday timetable:** Wednesday 27 – Saturday 30 December 2023.
- * **Closed:** Sunday 31 December 2023 - Tuesday 2 January 2024 inclusive.
- * **Normal timetable resumes:** Wednesday 3 January 2024 with swimming lessons starting from Monday 8 January 2024.

Elgin Sports and Community Centre

Football pitches and pavilions

- * **Closed:** Saturday 23 December 2023 to Sunday 7 January 2024 inclusive. Normal timetable/staffing will resume on Monday 8 January 2024.

Forres House Community Centre; Milne's Fitness Suite, Fochabers; Elgin High Sports Centre

- * **Closed:** Saturday 23 December 2023 to Tuesday 2 January 2024 inclusive.
- * **Normal timetable resumes:** Wednesday 3 January 2024.

Libraries

All libraries: normal opening Saturday 23 December.

All libraries: closed 24-26 December; normal opening Wednesday 27 December (except Lossiemouth – closing at 4pm) and Thursday 28 December (except Milne's – closing at 4pm); closed Friday 29 December until Tuesday 2 January 2023.

All libraries return to normal opening times on Wednesday 3 January 2023.

Mobile library

The mobile library is on the road up to and including Friday 22 December. Full service resumes as normal on Monday 8 January 2024.

A schedule of Mobile Library visits is available at: www.moray.gov.uk/moray_standard/page_1483.html or by calling Elgin Library on **01343 562600**.



Car parks

St Giles and Batchen Lane multi-storey car park

- * **Closed:** Sunday 24 December at 6pm until Tuesday 26 December at 9am; Sunday 31 December at 6pm until Tuesday 2 January at 9am.
- * **Alternative street level parking is available.**

Registrars

- * **Elgin Office closed:** Friday 22 December at 3pm until 8.45am on Wednesday 3 January.
- * **Open: Strictly by appointment,** Wednesday 27 and Thursday 28 December for death registration only.

Should a registrar be required urgently, please call **07891 721414** or **07969 452399**

Scottish Welfare Fund

Scottish Welfare Fund will close Friday 22 December at 3pm until Wednesday 27 December.

A skeleton Crisis Grant service will be provided on 27-29 December.

Applications can be made online at: www.moray.gov.uk/scottishwelfarefund or by phoning **03457 565656**.



The service will close at 4pm on Friday 29 December until Wednesday 3 January 2024 at 8:45am.

Care at home service

Existing care at home users will receive their usual level of care throughout the festive period.

Care at Home will operate with a skeleton staff during the council closure period 23 December until 3 January 2024.

Adult, Children's and Families and Justice services

Adult services will be closed on the public holidays and will have duty arrangements in place over Christmas and New Year.

Children and Families will be providing a scaled down service on 27 and 28 December covering planned and statutory work and respond to incoming referrals and child protection concerns. This service can be accessed by phoning **01343 554370**.

Justice Services will provide a service to Courts and 'need to be seen' clients on 27 and 28 December.

When offices are closed, Out of Hours Social Work Services can be contacted on **03457 565656**.



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Refuse and recycling

Green and recycling bin collections will continue three-weekly, with no collections on Monday 25 and Tuesday 26 December 2023 or Monday 1 and Tuesday 2 January 2024. Replacement collection dates for these are set out below – please note some of these are earlier than normal collection days. Collections may be carried out earlier than normal, please have all bins at their usual collection point by 7.30am. If there's any disruption to these collections, we'll post this on our service portal: <https://secure.moray.gov.uk/mcalerts/portal/servicestatus.aspx> and set out when we'll return.



There will be no brown bin collections from Monday 25 December for two weeks. Collections restart on Monday 8 January 2024. Real Christmas trees can be put out alongside your brown bin from Monday 8 January and will be uplifted without the need for a garden waste permit.

Christmas

Area (Route Number)	Normal Collection Day	Alternative Collection Day
Elgin (6) Alves/Roseisle (21) Tomintoul (86) Portknockie (101)	Monday 25 December	Saturday 23 December
Alves/Mosstowie (25) Buckpool (102)	Tuesday 26 December	Wednesday 27 December
Elgin (2)	Tuesday 26 December	Thursday 28 December
Glenrines/Cabrach (26)	Tuesday 26 December	Friday 29 December

New Year

Area (Route Number)	Normal Collection Day	Alternative Collection Day
Lhanbryde (11) Kinloss(Northside)/ Findhorn (61) Dufftown (81)	Monday 1 January	Saturday 30 December
Aberlour (82) Lossiemouth (67)	Tuesday 2 January	Saturday 30 December
Elgin (1) Kinloss Southside (66)	Monday 1 January	Wednesday 3 January
Logie/Mundole (77)	Tuesday 2 January	Wednesday 3 January
Elgin (7) Mosstodloch (12)	Tuesday 2 January	Friday 5 January

The special collection and waste hotline will be closed from 3pm on Friday 22 December until 9am Wednesday 3 January.

Recycling centres

- * **Saturday 23 and Saturday 30 December 2023:** all recycling centres close at 12 noon.
- * **Closed:** 24, 25, 26 and 31 December 2023 and 1 and 2 January 2024.

Bookings are still required for Chanonry Recycling Centre, Elgin.

Public conveniences

- * **Closed:** 25 and 26 December 2023 and 1 and 2 January 2024.