

24 April 2020



**COVID-19  
Community  
Support  
Directory**

# Directory of Community Support for the Eden Area

This is a weekly updated directory of community support, aiming to give information and details of useful contacts during these challenging times.

# Support from Local Businesses

Area	Business	What's on Offer?	How to Contact
Alston Moor	Alston Wholefoods, Alston	Pick & Pack service to all customers. No longer allowing customers inside the shop. Place order by email, phone or handwritten note, in advance. Orders will be packed and you will be informed when it is ready for collection, or delivery can be arranged for free.	Phone: 01434 381 588 Email: <a href="mailto:info@alstonwholefoods.com">info@alstonwholefoods.com</a>
Alston Moor	Top Café, Alston	Asking, were possible, for customers to ring in orders and pay by card. You will be given an allocated collection time. Only one person permitted in the shop at one time. Open Tuesday - Saturday 10:30am – 1:30pm (Tues- sat)	07387 117520
Alston Moor	High Plaice (chippy), Alston	Only accepting telephone orders and orders will be given to customers outside or brought to them in their vehicle. Open Tuesday - Thursday 4:00pm - 7:00pm and Friday - Saturday 12:00pm - 3:00pm, 4:00pm - 8:00pm	01434 382300
Appleby	Low Howhill Butchers & Deli, Appleby	Availability of goods from all other shops in Appleby. Next day deliver for orders before 12 noon. No contact delivery, drop at door, payment on order. Available for individuals in a 12 mile radius of Appleby.	Phone: 017683 51644 Email: <a href="mailto:steve@low-howgill.co.uk">steve@low-howgill.co.uk</a>
Askham	Askham Stores	Newsagent, fresh meat & veg orders, some household essentials. Orders collected from outside store, or delivery available with 48 hours notice.	Phone: 01931 712187
Pooley Bridge	Pooley Bridge Post Office	Free home delivery service to local customers for: milk, bread, eggs, groceries, logs & kindling, wine & spirits, along with an excellent range of Cranston's butchers products which can be pre ordered the day before. Order by phone during working hours 7:30am until 5:30pm.	Phone: 017684 86168
Brough	One Stop, Brough	Orders taken by telephone - local volunteers delivering when available.	Phone: 017683 41260
	The Sun Inn,	A range of bread, milk, canned food and condiments for sale to the public as a convenience.	Phone: 01768 867055
Crosby Ravensworth	The Butcher's Arms, Crosby Ravensworth	Collection - place order from 3pm Wednesday - Saturday and 11am Sunday. Delivery - this will be available to those who are in isolation in accordance with government advice. Open Wednesday - Saturday 4:00pm – 7:00pm and Sunday 12:00pm – 5:00pm.	Phone: 01931 715500
Stainton	Stainton Shop, Stainton	Open for essential groceries and newspapers. Vegetables and meat can be ordered.	Phone: 017688 62778 or 017688 67945
Stainton	Brantwood, Stainton	Takeaway service delivered to your door. Available 12:00pm - 1:30pm and 6pm to 8:30pm. Require an hours' notice. Menu available online - <a href="http://www.newbigginvh.co.uk/Menu%20Brantwood.pdf">http://www.newbigginvh.co.uk/Menu%20Brantwood.pdf</a>	Phone: 01768 862748
Stainton	Kings Arms, Stainton	Takeaways available. Delivery available in the village if needed. Menu available online - <a href="http://www.newbigginvh.co.uk/Menu%20Kings%20Arms.pdf">http://www.newbigginvh.co.uk/Menu%20Kings%20Arms.pdf</a>	Phone: 01768 862778
Eden Wide	J and J Graham, Penrith	Telephone ordering & payment service. Place orders during emergency shop hours of 9:00am to 3:00pm for collection the following day during those hours. Orders will be available to collect from in front of the shop and will be placed in a designated area for customers to pick up.	Phone: 01768 862281

		Reference number given when order placed, this will be needed by whoever collects the order. List of items available online - <a href="https://www.facebook.com/JJGrahamofPenrith/">www.facebook.com/JJGrahamofPenrith/</a>	
<b>Eden Wide</b>	Starfruits, Penrith	Home delivery of fresh fruit and vegetables, milk, bread, butter etc. including XL Cheese crisps. Orders must give 2 days' notice. No minimum order, no charge for delivery.	Phone: 01768 890255 Email: <a href="mailto:starfruits.penrith@hotmail.com">starfruits.penrith@hotmail.com</a>
<b>Eden Wide</b>	The Arcade Pet Store, Penrith	Delivery across Eden on various days	Phone: 01768 863809
<b>Greystoke</b>	Greystoke Village Shop	Food Store and Delivery	Phone: 017684 83137
<b>Penruddock</b>	The Herdwick Inn, Penruddock	Food essentials and delivery	Phone: 017684 83007
<b>Greystoke</b>	Caroline Milkround	Milk, bread and essentials	Phone: 017684 80440
<b>Hesket</b>	Court Thorn Surgery, Hesket	Prescription Delivery Service	Phone: 016974 73548
<b>Armathwaite</b>	Armathwaite Stores	Food store open, limited Post Office service (emergency cash withdrawals)	Phone: 016974 72778
<b>Kirkby Stephen</b>	Eden Valley Produce, Kirkby Stephen	Fresh fruit, veg, dairy, dry goods & tins. Order by 3pm for next day delivery. Min order £20 for veg only, £30 min order for mixed items. No contact delivery if payment by card or bank transfer. Also deliver for Steadman Butcher 017683 71282 and Ivy Cottage Baker 07857 324029 orders to them direct.	Phone: 017683 71323 Email: <a href="mailto:chris.casey@edenvalleyproduce.co.uk">chris.casey@edenvalleyproduce.co.uk</a>
<b>Kirkby Stephen</b>	The Penine Boutique Hotel, Kirkby Stephen	Offering take-away Sunday meals, delivery for those in isolation.	Phone: 017683 74997
<b>Long Marton</b>	Kath Earl Pies	Pies, pasties, cakes and bread, group orders. No contact collection from premises or delivery to village.	Phone: 017683 61018
<b>Lowther</b>	Lowther Holiday Park Mini Market	Have dry goods, tinned goods, meat, fresh fruit and veg, bread, milk, toiletries and are able to deliver.	Phone: 01768 210880 or 07757 672342
<b>Melmerby</b>	Melmerby Village Stores	Essential supplies shop open, delivering food to local isolating residents. Residents need to order by telephone, and can make requests for additional food that the shop will order.	Phone: 01768 881915
<b>Hesket</b>	Hesket Newmarket Shop	Food Store and Delivery	Phone: 016974 78229
<b>Caldbeck</b>	Caldbeck Shop	Food Store and Delivery	Phone: 016974 78252
<b>Orton</b>	Orton Village Stores and Post Office	Frozen food, fresh dairy, dry goods, bread, household cleaners. Orders by telephone. Free delivery. Open 9:00am - 5:00pm. Post Office open 2 days.	Phone: 015396 24225 Email: <a href="mailto:orton.village.stores@btinternet.com">orton.village.stores@btinternet.com</a>
<b>Patterdale</b>	The Patterdale Village Store	Open 08:30-13:00 daily - shop via phone where possible	Phone: 017684 82220
<b>Glenridding</b>	R&R The Corner Shop, Glenridding	Open 09:30 - 17:00 daily - shop via phone where possible	Phone: 07928 792565
<b>Patterdale</b>	The Glenridding Mini Market	Open 10:30 - 18:00 daily - shop via phone where possible	Phone: 017684 82322

<b>Patterdale</b>	Gillside Farm, Patterdale	Fresh Milk, Eggs, Yoghurts and Juice Delivered to your door 7 days a week from Gillside Farm and can add extras as required.	Phone: 07747 396293
<b>Penrith</b>	Mackays4meat	Free Delivery.	Phone: 07543 024991 Email: <a href="mailto:mackays4meat@btinternet.com">mackays4meat@btinternet.com</a>
<b>Penrith</b>	The Chopping Block, Penrith	Offering delivery in Penrith.	Phone: 01768 899092 Email: <a href="mailto:shop@thechoppingblockpenrith.co.uk">shop@thechoppingblockpenrith.co.uk</a>
<b>Penrith</b>	Greenwheat, Penrith	Open until 2 daily for TA only.	Phone: 01768 744240
<b>Penrith</b>	Foundry 34, Penrith	Partnered with Sandgate Friery to offer delivery and collection Wednesday, Thursday & Sunday 5pm - 8:30pm, Friday & Saturday 5pm - 9pm. Menu and online order available - <a href="https://www.foundry-34.co.uk/takeaway-and-delivery">https://www.foundry-34.co.uk/takeaway-and-delivery</a>	Phone: 01768 210099
<b>Penrith</b>	Sandgate Friery, Penrith	Partnered with Foundry 34 to offer delivery and collection Wednesday, Thursday & Sunday 5pm - 8:30pm, Friday & Saturday 5pm - 9pm. Menu and online order available - <a href="https://www.foundry-34.co.uk/takeaway-and-delivery">https://www.foundry-34.co.uk/takeaway-and-delivery</a>	Phone: 01768 210099
<b>Penrith</b>	Just Greek, Penrith	Order and collect or local delivery.	Phone: 01768 744120
<b>Penrith</b>	Four and Twenty, Penrith	Meal delivery suitable for freezer.	Email: <a href="mailto:info@fourandtwentypenrith.co.uk">info@fourandtwentypenrith.co.uk</a>
<b>Penrith</b>	Dana Indian Take Away, Penrith	Take away and delivery service.	Phone: 01768 863812
<b>Penrith</b>	Spicy Kitchen, Penrith	Delivery service.	Phone: 01768 744141
<b>Penrith</b>	Xaviers, Penrith	Take Away and delivery of meals.	Phone: 01768 867644 Email: <a href="mailto:xavierspenrith@gmail.com">xavierspenrith@gmail.com</a>
<b>Penrith</b>	The Wolfe	Offering meals for those in isolation, a range of dinners to cover 3 days and more, contact via email to arrange a chat	Email: <a href="mailto:wolfefood@aol.com">wolfefood@aol.com</a>
<b>Penrith</b>	Daffodils Coffee House, Penrith	Takeaway service.	Phone: 01768 210604
<b>Penrith</b>	Fixit4Eden	Gardening service in Penrith.	Phone: 07729 364240
<b>Penrith</b>	Natures Health Stores, Penrith	Can order food in advance to minimise contact and can also arrange delivery.	Phone: 01768 899262 Email: <a href="mailto:Natureshealthstore@yahoo.co.uk">Natureshealthstore@yahoo.co.uk</a>
<b>Penrith</b>	Villa Bianca, Penrith	Takeaway pasta and pizza- menu available on Facebook. Opening hours are Friday, Saturday and Sunday from 5pm.	Phone: 01768 210826
<b>Shap</b>	Andersons Village Newsagents & Post Office Shap	Will deliver newspapers, milk and any other items in the shop for free to Shap residents.	Phone: 01931 716450
<b>Shap</b>	Marcel's, Shap	Deliveries of fresh meat, milk and bread, at supplier cost. Deliveries mainly for people who are isolated or vulnerable. Orders can also be collected from shop. Order before 11.30am for next day deliver.	Phone: 07726 846711 Facebook: <a href="#">Marcel's Shap</a>

<b>Various</b>	Nisa Local, Langwathby	Food Store open (limited hours and people allowed in the shop). Offering delivery and collection service. Delivery is free if order is over £20 - £2 charge if under. Delivery available to: Langwathby, Winskill, Hunsonby, Melmerby, Gamblesby, Little Salkeld, Glassonby, Ousby, Blencarn, Skirwith, Culgaith, Edenhall, Great Salkeld.	Phone: 01768 881342 Email: <a href="mailto:email@northernstores.co.uk">email@northernstores.co.uk</a>
<b>Various</b>	Chestnut House	Delivering to Penrith and surrounding villages. Give us a list & we'll get what we can. We get meat from Low Howgill Butchers & Deli, veg and fruit from Stephenson's of Appleby, bread from Brysons of Keswick & Appleby Bakery and use many other local suppliers allowing us to re order daily. When your order is ready, we will call you with a total bill which you can pay over the phone and will arrange a delivery time. You can place orders via Facebook or just give us a call on 017684 86444.	Phone: 017684 86444 Facebook: <a href="#">Chestnut House</a>
<b>Various</b>	Johnby Hall Free Range Pork and Sausages	Delivery of free range pork and sausages	017684 83257
	Cranstons	Click and collect service and also a delivery service.	
<b>Appleby</b>	Spar, Appleby	Local delivery available via Howgill Butchers. No contact delivery, drop at door, payment by phone on order. Available for individuals in a 12 mile radius of Appleby.	Phone: 017683 51644 Email: <a href="mailto:steve@low-howgill.co.uk">steve@low-howgill.co.uk</a>
<b>Kirkby Stephen</b>	Spar, Kirkby Stephen	Order service and some deliveries if volunteers available. All groceries and household essentials, order by email or telephone 24 hour order - collection from shop. Possible local volunteer delivery option.	Phone: 01768 371353 Email: <a href="mailto:Gregson.KirbyStephen@sparshop.com">Gregson.KirbyStephen@sparshop.com</a>
<b>Appleby</b>	Co-operative, Appleby	Set up specific website and telephone line for vulnerable customers (03300417784). Can take payment over phone on this service. All stores have a dedicated shopping hour for our vulnerable customers, those that care for them and NHS workers, this takes place from 8am to 9am Monday to Saturday and from 10am to 11am on Sundays in all our stores.	Phone: 03300417784
<b>Eden wide</b>	Sainsbury's, Penrith	NHS ID holders have priority shopping Monday to Saturday 07:30am - 08:00am. Elderly customers, carers and disabled customers have priority shopping Monday, Wednesday and Friday 08:00am - 09:00am. Delivery slots for vulnerable people if they have a nectar card. Ring 08009534988 to register on an automated line.	Phone: 08009534988
<b>Penrith</b>	Marks & Spencer, Penrith	Vulnerable customer shopping hours: Monday & Thursday 9.00am - 10.00am	Phone: 01768 239446
<b>Eden wide</b>	Morrisons, Penrith	Monday - Saturday 7am - 8am NHS badge holders will be able shop as a priority. All cafes are changing to a takeaway service. Open on Sundays at 9am for NHS workers to shop, open at 9.30am for all other customers to shop normally. Dedicated phone line for elderly and vulnerable customers to place an order over the phone. They can choose from a Food Box or place an order from a selection of 45 essential groceries. The order is then matched to a local store who picks the order and delivers it directly to the customer the following day. This will be available in all stores from Wednesday 8th April. Call 0345 611 6111 and select option 4 to order a Food Box or 5 to place an order for Doorstep delivery. The order will take 24 hours to process, and payment will be taken through a contactless card by the delivery driver. A list of the essentials available to order can be found on the Morrisons website.	Phone: 0345 611 6111
<b>Penrith</b>	Booths, Penrith	Limited delivery service, designed only for those who are unable to get to the shops themselves or to send someone on their behalf. Available within a 3 mile radius of our stores,	Phone: 0800 2218086

		the service will operate Monday to Friday only. There is a selection of essential bundles to choose from, with a limit of 1 of each bundle per order. There will be no delivery charge for this service. Call 0800 2218086 Monday to Friday, 8.30am-4.30pm to place your order. Key Worker Shopping Hours: Monday - Saturday 7.00am - 8.00am and 8.00pm - 9.00pm, Sunday 9.00am - 10.00am. Vulnerable Customer Shopping Hours: 9.30am - 11.00am daily.	
<b>Penrith</b>	Iceland, Penrith	The last hour of trade in Iceland stores will be reserved for our NHS customers, on production of their NHS ID. Vulnerable customer shopping hours: 10.00am - 11.00am daily.	
<b>Penrith</b>	Aldi, Penrith	Vulnerable customer shopping hours: Friday 8.00am - 9.00am	
<b>Penrith</b>	Deniz Food, Penrith	Order for delivery or collection online. Collection and delivery available 4.00pm-9.00pm	Online: <a href="http://www.denizfood.co.uk">www.denizfood.co.uk</a>
<b>Penrith</b>	Woodstone Pizza, Penrith	Order for delivery or collection, online or by phone. Collection and delivery available 4.00pm-9.00pm	Phone: 01768866399 Online: <a href="http://www.woodstonepenrith.com">www.woodstonepenrith.com</a>
<b>Appleby</b>	Royal Oak Inn, Appleby	Offering hot meals delivered to your door £6.50 a meal, 7 days a week. Customer chooses from a wide menu. Appleby Town only. Deliver locally and you can add wine and bottled beers, or you can collect. 5pm-8pm can place orders via whatsapp on 07506 013633 or call 017683 51463. Menus are on their <a href="#">Facebook page</a> . Sundays Roast Dinners 12pm-3pm, 5pm-8pm Thursdays pizza night	Phone: 07506 013633 or 017683 51463

## Support from Local Community & Third Sector Groups

Area	Group	What's on Offer?	How to Contact
<b>Ainstable</b>	<b>Covid 19 Mutual Aid Armathwaite and Ainstable</b>	Facebook support group for local residents to offer support to each other.	<a href="#">Facebook</a>
<b>Alston Moor</b>	<b>Alston Moor Community Support</b>	Offering support with shopping, medication delivery, dog walking, buddying.	<a href="#">Facebook</a>
<b>Lazonby</b>	Lazonby Parish Council	Collection and delivery of prescriptions (Kirkoswald Surgery), Collection and delivery of groceries and everyday shopping items, Collection and posting of packages, Dog walking and vet trips	Phone: 01768 898425 or 07973 788521 Email: <a href="mailto:westy2@btinternet.com">westy2@btinternet.com</a>
<b>Northern Fells Area</b>	Northern Fells Group	Picking up shopping, posting mail, collecting medications, delivering takeaway meals, dog walking, help and support, buddy scheme, benefits or business advice in the Northern Fells Area	Phone: 07874241604 or 016974 77196 Email: <a href="mailto:gillian.skillicorn@northernfellsgroup.org.uk">gillian.skillicorn@northernfellsgroup.org.uk</a>

<b>Penrith</b>	<b>Coronavirus Community Support Penrith</b>	Facebook support group for local residents to offer support to each other.	<b>Facebook</b>
<b>Penrith</b>	Penrith Salvation Army	The café is currently operating a takeaway service.	Phone: 01768 866732 Email: <a href="mailto:penrith.corps2@salvationarmy.org.uk">penrith.corps2@salvationarmy.org.uk</a>
<b>Shap</b>	<b>Corona virus community group Shap</b>	Facebook support group for local residents to offer support to each other.	<b>Facebook</b> Phone: 01931 716671
<b>Threlkeld</b>	Threlkeld Village Hall,	Help with collection shopping.	Email: <a href="mailto:info@threlkeldvillagehall.org">info@threlkeldvillagehall.org</a>
<b>Appleby</b>	Appleby Emergency Response Group	Volunteer support with things like shopping and prescription collection	Phone: 07467 589238 Email: <a href="mailto:applebyerg@hotmail.com">applebyerg@hotmail.com</a>
<b>Kirkby Stephen</b>	Kirkby Stephen Good Neighbours	Volunteer support with things like shopping and prescription collection. Over the phone befriending service.	Phone: 017683 71775 Email: <a href="mailto:goodneighbours@kirkby-stephen.com">goodneighbours@kirkby-stephen.com</a>
<b>Bolton</b>	Bolton Support Group	Offering shopping, prescription pick up, general chat/support etc.	Phone: 07946 382990
<b>Dacre</b>	Newbiggin Village Hall	Help for people self-isolating and are having difficulty getting groceries, medicines or need help in any other way. The group is covering Stainton, Dacre and Blencowe.	Phone: 07546 082324 Email: <a href="mailto:newbigginvh@gmx.co.uk">newbigginvh@gmx.co.uk</a>
<b>Murton</b>	Murton COVID 19 Support Group	Have a group of local volunteers who are collecting and distributing food supplies brought in by Low Howgill Butchers and other suppliers to the area. They are also collecting medication on behalf of residents.	Phone: 017683 54013 or 017683 51663 Email: <a href="mailto:jules@hiltonworkshops.co.uk">jules@hiltonworkshops.co.uk</a> or <a href="mailto:barbara.govan@murton.org.uk">barbara.govan@murton.org.uk</a>
<b>Dacre</b>	Dacre Village Support	The group is supporting those residents who are more vulnerable through shopping for them, and ensuring they are ok.	Phone: 01768486291 Email: <a href="mailto:paulg.avis@hotmail.co.uk">paulg.avis@hotmail.co.uk</a>
<b>Patterdale</b>	Patterdale Parish Council Community Support Group	Coordinating activities alongside Glenridding Health Centre and local businesses. Volunteer group formed. Shopping/food delivery service set up.	Phone: 07747 587635 Email: <a href="mailto:clerk@patterdale-pc.org.uk">clerk@patterdale-pc.org.uk</a>
<b>Brough</b>	<b>Community Covid19 Support - Brough</b>	Facebook page where local residents can support each other	<b>Facebook</b>
<b>Brough Sowerby</b>	Brough Sowerby Parish Support	Support group for Brough Sowerby village to shop and collect medication, and anything else that is needed for vulnerable residents.	Phone: 07713 031087 Email: <a href="mailto:bspmclerk@gmail.com">bspmclerk@gmail.com</a>
<b>Crosby Ravensworth</b>	Crosby Ravensworth Parish Support	Volunteers available to do shopping for vulnerable people in the community.	Phone: 01931715348 or 07825 148853 Email: <a href="mailto:dmgraham1957@btinternet.com">dmgraham1957@btinternet.com</a>
<b>Hutton</b>	Hutton Parish Support	Support group of volunteers within Hutton parish, available to support the community.	<b>Facebook</b>

<b>Stainton</b>	Stainton COVID-19 Community Support Group	Help for people self-isolating and are having difficulty getting groceries, medicines or need help in any other way. The group is working with groups in the parish covering: Stainton, Dacre and Blencowe.	Phone: 07950 124281 Email: <a href="mailto:staintonc19@gmail.com">staintonc19@gmail.com</a>
<b>Langwathby, Culgath &amp; Melmerby</b>	Langwathby, Culgaith and Melmerby Parish Group	Parish Councillors under their emergency plan are keeping an eye on anyone vulnerable. Have councillors assigned as contact for support for different wards.	Langwathby ward – Liz Terry 1768 889174 or <a href="mailto:langwathbytogether@gmail.com">langwathbytogether@gmail.com</a>  Eden Hall ward – Cllr Tom Anderson 01768 881030  Culgaith Ward – Cllr Sue Smith 01768 879006  Skirwith Ward – Cllr Nicola Kuliskzewski 01768 879238  Blencarn and Kirkland Ward – Cllr Andrew Clay 01768 88693  Melmerby Parish - Cllr David Bardsley 01768 881557
<b>Temple Sowerby</b>	Temple Sowerby Parish Council	Parish council are working with TS vs Covid WhatsApp group. We provide: shopping for the vulnerable, prescription collecting, dog walking, general support	Phone: 07740 422310 / 07766 935854 Email: <a href="mailto:caryl.varty@btinternet.com">caryl.varty@btinternet.com</a>
<b>Penrith</b>	Penrith Town Council	If you are over 70, vulnerable or shielding and your need is NOT urgent but it is important and you need some assistance and you do not have any support locally, Penrith Town Council volunteers are able to help you. Do you need help with a pre-paid food or prescription collection or just a chat? Please call 01768 899773, Monday to Sunday between 10am and 2pm and we will ask one of our volunteers to contact you. If you are over 70, vulnerable shielding and you do not have family, friends or neighbours to help you and you need help urgently please call the emergency helpline 0800 783 1966	Phone: 01768 899773

## Support from Third Sector Organisations

Area	Organisation	What's on Offer?	How to Contact
Nationwide	Alzheimer's Society	National Dementia Connect helpline 0333 150 3456. Local support by phone - 01228 819299, ask for Tara or Sandra.	Phone: 01228 819299

<b>Cumbria</b>	Cumbria Cruse Bereavement care	National Bereavement Helpline 0808 808 1677. Local bereavement support by phone - 0300 600 3434	Phone: 0300 600 3434
<b>Eden</b>	Age UK Carlisle & Eden	Support by phone. Shopping service for vulnerable people over 50, who are self-isolating and have no family, friends, carers, to undertake essential shopping. Also offering pick up prescriptions across Eden.	Phone: 01228 536673
<b>Cumbria</b>	Carlisle Eden Mind	Mindline: telephone, webchat, text and email support connect - Support for people who are struggling with mental health issues and economic hardship or crisis includes housing issues, debt and benefits.	Phone: 0300 561 0000 Online: <a href="http://www.mindlinecumbria.org">www.mindlinecumbria.org</a>
<b>Eden</b>	Eden Sight Support	Telephone befriending service to people in the Penrith area with impaired sight. Taking referrals but due to home working there may be a delay in contact as messages are not picked up daily.	Phone: 01768 891724 Email: <a href="mailto:edensightsupport@btconnect.com">edensightsupport@btconnect.com</a>