

Citizens Advice East Herts helps people find a way forward.

We give free, confidential and independent advice to help people overcome their problems. We're a voice for people who use our service and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



24 hour Message Line 01920 459944
www.citizensadviceeastherts.org.uk



Published September 2023.

Registered Office: The Manor House, 21 High Street, Buntingford
SG9 9AB Company no. 3982216 Regulated by Financial Conduct
Authority FRN: 617594
Registered charity number 1083211.

Here to Help You

A guide to our free advice service



What we do

If you live or work in East Herts, we give free, confidential and impartial advice on a wide range of areas where you may need help, including:

- Benefits
- Debt and Money
- Housing
- Work
- Utility Bills and Warm Homes
- Disability and Carers' Allowance
- Consumer and Scams
- Family and Relationships
- Immigration

Our friendly experts will listen to what's happening and help you work out what to do next. They might give you information and web links in a short phonecall, make a home visit to complete a benefits form, see you in a community location, or help you over a period of time if that's what you need.

www.citizensadviceeastherts.org.uk.

We've a lot of information that may help you on our website. You can also ask for email advice or a phone callback on the home page.

How to get in touch

We mainly give advice by phone and email. For people who really need them, we're able to offer face to face appointments and home visits.

The quickest way to get our advice is to call our 24-hour local Message Line on **01920 459 944**.

Leave a message with your details and an adviser will call you back as soon as possible (we aim to respond within 3 working days). We'll call you between Monday to Friday, 10am to 4pm. We'll call you 3 times and if we're not able to get through, you'll need to contact us again if you still need our help.

Facebook Messenger:

www.facebook.com/EastHertsCitizensAdvice. You can contact us by messaging your name, number, postcode and a brief description of the issue you'd like help with. An adviser will be in touch as soon as possible (we aim to respond within 3 working days).

Out of hours advice: Hertfordshire Citizens Advice Out of Hours Helpline: 0800 144 8848.

Our advisers are available Monday to Wednesday 4pm to 8pm, Thursday and Friday 4pm to 9pm and Saturday 10am to 4pm.

National helplines: If you don't live in our area you can call **Adviceline on 0800 144 8848** (Monday to Friday 9am to 5pm). If you want to apply for **Universal Credit, call 0800 144 8 444** (Monday to Friday 8am to 6pm). If you need help with something you've bought or a service you've received, call our **Consumer Service on 0808 223 1133**.

Relay UK: If you can't hear or speak on the phone, you can type what you want to say: Simply call 18001 followed by the number you want to call. You can use Relay UK with an app or a textphone. There's no extra charge to use it. Find out how to use Relay UK on the website: www.relayuk.bt.com/

Contact Centres

If you can't call or email, or you need extra support to get advice, come along to a Contact Centre.

Our friendly advisers will listen to what's happening and help you work out what to do next. When we understand your situation, we might arrange an advice session over the phone or in person, or we might give you the details of another organisation that can help you. We don't give detailed advice at these sessions.

For most people, the quickest way to get the advice you need is by leaving a message on our Message Line on 01920 459 944.

Monday: Buntingford 11am to 1pm

The Manor House, 21 High Street, Buntingford, SG9 9AB

Tuesday: Bishop's Stortford 11am to 1pm

Bishop's Stortford Methodist Church, 34b South Street, CM23 3AZ

Tuesday: Ware 11am to 1pm

Ware Priory, High Street, SG12 9AL

Wednesday: Hertford 11am to 1pm

Hertford Sele Community Hub, 18 Fleming Crescent, SG14 2DJ

