

Citizens Advice East Hampshire: here to help the community

A letter to the residents of East Hampshire

Our communities are facing a time of unprecedented instability due to the outbreak of Coronavirus (Covid 19) across the world.

Our Government has been clear on the actions we as individuals and well as those running organisations must take to help reduce the impact of this disease, particularly on the most vulnerable in our society.

Citizens Advice East Hampshire is a responsible local charity who must follow guidance as set out by the Government, Public Health England and NHS England as well as our partners East Hampshire District Council and Hampshire County Council.

In the coming weeks, you may need our advice more than ever and I would reassure you that Citizens Advice will be here to support you, as we have done for the last 80 years. We provide advice on a whole range of subjects from finances, debt, housing to relationship breakdown and employment - all free of charge and delivered by our dedicated team of staff and volunteers.

We will continue to provide advice to East Hampshire residents through this pandemic, but to protect your safety and that of our staff and volunteers, we will be doing this **by telephone** from 18 March 2020. Our offices across East Hampshire will be closed to face to face callers, however, we are putting all our resources on providing a telephone service via the **Adviceline 0300 3309 028 (East Hampshire residents only)** and we encourage you to call this number with any advice query. If you already have an appointment with us, we will be in touch as to how we can deliver this by phone.

In addition, please visit our website www.citizensadvice.org.uk as a first point of call, which has up to date guidance including relating to Coronavirus. You can also email us via this website as well as chat via our web chat facility via the **Contact Us** Page on this website.

As the situation moves on, we hope to reopen our offices as soon as possible but in the meantime, reach out to us for support, and if we cannot help you we will find someone who can.

All the best

Helen Drake

Chief Executive
Citizens Advice East Hampshire

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Citizens Advice website:

<https://www.citizensadvice.org.uk/>

For more information contact: Helen Drake, Citizens Advice East Hampshire,
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