

CITIZENS ADVICE EAST HERTS NEWS

Since the pandemic we've all changed the way we work and Citizens Advice East Herts is no exception. We are helping people with more of their problems than ever with our new flexible way of delivering our free, confidential and impartial advice.

Most of our advice is now delivered over the phone. If you need help, call our unique **Message Line on 01920 459944 ANYTIME** and one of our advisers will call you back, usually within 24 hours, except over a weekend.

We are also running two weekly **Citizens Advice Contact Centres**, where our friendly staff can help you **access** our advice service. They can also connect you to other local services and point you in the right direction to help you move forwards. They run in **Bishop's Stortford Methodist Church, every Tuesday 12-2pm** and **Hertford Sele Community Hub every Wednesday 11am -1pm**.

You can also request a call back us via Frontline <https://eastherts.hertsfrontline.org.uk/>

You can also email us to request email advice or a call back or contact us via Facebook messenger and webchat – all the information is on our website <https://citizensadviceeastherts.org.uk/get-advice-2/> We can also arrange face to face appointments for those clients who need them.

Laura Hyde our Chief Executive Officer says, “We want everyone in East Herts to be able to reach us if and when they need to. We never stop exploring ways in which we can improve accessibility and our clients' advice journey. We want you to know we are here to help anyone who needs it.”

In response to the ongoing war in Ukraine, we've added new advice on our website about bringing family members from Ukraine to the UK, what to do if you're from Ukraine and your visa is ending and on offering to let someone from Ukraine stay with you with the 'Homes for Ukraine' scheme. We are continuing to update our advice as the situation develops.

<https://citizensadviceeastherts.org.uk/ukraine-refugee-resources/>

Get in touch

Citizens Advice East Herts is a registered charity. If you need help, call our Message Line 01920 459944 anytime (we aim to return calls within 24 hours, except weekends) or visit www.citizensadviceeastherts.org.uk for our advice options.