

CITIZENS ADVICE TEST VALLEY

WE CAN HELP YOU

There are many ways to get in touch with us and get the information you need on a variety of issues including benefits, debt, housing, relationships and employment. If we can't find the answer we work in partnership with other organisations and can help put you on the right path.

- **TRIAGE** - Both our offices operate a **drop in service** where you can talk about the issues you are facing and we can help you find the best way forward
Andover - 10-12 Mon-Thur
Romsey - 10-12 Mon – Wed - Fri
- **ADVICELINE** you can phone our Freephone Adviceline number **0808 278 7862** and speak to an adviser who will be located at one of the Local Citizens Advice Offices in Hampshire.
- **PHONE (LOCAL)** You can phone our local Freephone number **0808 178 6882** leave your details and a short message and we will call you back as soon as possible.
- **EMAIL** available on our website complete our form to have emailed advice from your local office www.testvalleycab.org.uk
- **LOOK IT UP** check out our public advice site to see if you can find the answer you need
www.citizensadvice.org.uk
- **GO NATIONAL** Contact us nationally via webchat or email on <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/>



DO YOU NEED HELP CLAIMING UNIVERSAL CREDIT

Citizens Advice has a dedicated service to help you make your claim online and support you till your first payment comes in.

For many the system for applying is worrying and complicated. Our dedicated team of advisers are here to help you.

This is nationally run service so you may find you are not speaking to someone locally, but all the advisers are trained and will be able to help you

To start your application, you will need details of your

- Housing
- Income and savings
- Childcare situation
- Other benefits if you get any

Find out more at

<https://www.citizensadvice.org.uk/benefits/universal-credit/>

or call us free on

0800 144 8444

service available 8am – 6pm Monday to Friday