



**Hammersmith  
& Fulham**



**Call 0330 300 1162**



**<http://cahf.org.uk>**

**for Information & Help**

# Autumn/Winter Newsletter 2020

**What a year 2020 has been!  
Covid-19 and Brexit have been  
the root cause of problems  
and concerns for thousands of  
residents across the borough,  
including debt, housing, bene-  
fits, employment, energy and  
EU settlement.**



Citizens Advice,  
Hammersmith & Fulham is your  
local branch of the national charity  
focused on assisting you to resolve  
the issues that matter to you.  
Our advice and help is totally free  
and impartial for residents in the  
London Borough of Hammersmith  
& Fulham. We are an independent  
charity and our service is fully  
confidential. Call our Advice Line now  
on 0330 300 1162 or visit  
<http://cahf.org.uk/>.

*We're here to help!*

## Hammersmith & Fulham Advice Line **0330 300 1162**

Our trained assessors will talk through  
your situation and help you find the  
best next steps. Every day we help with:

- Debt
- Housing
- Benefits
- Employment
- Energy
- EU Settlement



Problems with these key everyday  
issues can be extremely stressful, so  
don't suffer in silence – get help or  
advice now on **0330 300 1162** or  
**<http://cahf.org.uk/>**.



# Need Help With Energy Problems? 0330 300 1162

Gas & electricity bills mounting up and worried about the coming winter?

Concerned about how you're going to pay the bills?

Want help to search for a better energy deal?

Whatever your energy issue is, we have trained advisers who can find the right option for your situation.

Many people have never switched energy providers and could save hundreds of pounds a year.

We can help you search for a deal that suits you and we can compare by good customer service, not just money, to make sure you get the right deal for you. Get in touch at <http://cahf.org.uk/> or call **0330 300 1162**.



# Help Your Community By Volunteering With Us!



**Citizens Advice, Hammersmith & Fulham** is always always on the lookout for volunteers to help us deliver a range of services to local residents. Our volunteers have a huge range of backgrounds and experiences reflecting our diverse and vibrant community. If you can see yourself as part of this team, using your skills and learning new ones, giving back to the local community, solving problems and helping those in need, we would love to hear from you. From front line help to group sessions, helping people improve their money skills or digital skills, we have a range of roles that could suit you.

**Get in touch on [volunteer@cahf.org.uk](mailto:volunteer@cahf.org.uk) for full information or visit [www.cahf.org.uk/](http://www.cahf.org.uk/) volunteering to see volunteers' experiences in their own words.**



# Calling The Over- 65's.

## Your Help is Needed!

Smart meters for electricity and gas are a great way to get on top of your energy costs and could help you save money. But uptake of smart meters among the over-65's has been lower than expected, so we're carrying out a totally anonymous research project to try to find out why.

### **The main advantages of smart meters include:**

- More control over how much gas & electricity you are using so you can save money and plan ahead more effectively to avoid going into arrears.
- No more estimated bills and no-one coming into your home to read the meters.
- They're free to get, free to install and there is no fee for using them.

And this is where you can help! It would aid our research so much if you would request a survey questionnaire on 0203 475 4140 and return it to Free-post SMART (no stamp required).

The questionnaire doesn't require any personal information about you and you can't be identified, so there will be no phone or postal follow-up.

**You can request your copy of our survey questionnaire plus an information booklet on whether a smart meter would be right for you by calling 0203 475 4140 (please feel free to leave a voicemail).**

We'd be very grateful for your response and you'd be helping us understand how to help more over-65's take advantage of smart meters.