



Hanover Helps

When you need specialist information or advice

Hanover Helps

- Are you unsure where you can go for specialist services?
- Are you looking for advice or information that local staff are unable to help with?
- Are you an Estate Manager looking for further information or advice to assist your residents?

If so, 'Hanover Helps' may be able to help you!

What is 'Hanover Helps'?

Hanover Helps is a service that provides information, advice or signposting.

The following are examples of the types of questions we are here to help with:

- Where do I go to gain advice/help with attendance allowance?
- I am a carer, where do I go for support?
- How do I claim winter fuel payments?
- I am having problems paying my rent, who do I go to for help?
- How do I move from Retirement housing in to ExtraCare housing?

Who can use 'Hanover Helps'?

This service is available to all our residents and staff.

What can you expect from 'Hanover Helps'?

'Hanover Helps' can give up to date advice or find the information you require. If the query cannot be dealt with initially, then a return call will be arranged. It may be that staff will need to liaise with external organisations for information and answers. We will take responsibility for your call and will monitor its progress from first enquiry through to the completion of your call to ensure a satisfactory response.

What will it cost?

There is no charge for this service.

This leaflet is provided for general guidance only. The 'Hanover Helps' service is provided by Hanover staff who will give the best information and advice possible, but are not qualified experts in all fields. If we are unable to assist you we will refer you to the most relevant organisation for assistance.

How do I access 'Hanover Helps'?

You can access 'Hanover Helps' in a number of ways.
'Hanover Helps' has its own email address:

help@hanover.org.uk

You can contact the 'Hanover Helps' line:

0844 778 1111

Alternatively you can write to us:

**Nelson House, Alington Road, Eynesbury,
St Neots, Cambridgeshire, PE19 6RE**

We look forward to hearing from you!

If you would like this leaflet in an alternative format contact the
Corporate Communications Department on 01784 446010

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