

Be Wise

Our **free** and **confidential** advice services



Part of our wider service

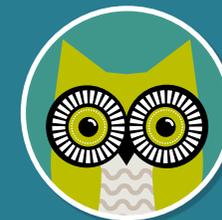
Our Be Wise services are here to provide practical assistance to residents through financial rights, energy advice, an energy switching service and home adaptations. We can also provide advice about how to get online and use the internet.

Anchor Hanover Group is a charitable housing association with registered society No. 7843. Registered Provider No. LH4095. Registered office: Anchor Hanover Group, Suites A&B, The Heal's Building, 22-24 Torrington Place, London, WC1E 7HJ.

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Money Wise



Energy Wise



Home Wise

Be Wise

Your happiness and wellbeing are most important to us. That's why we offer a range of free services providing practical assistance and support to help you make the most of everyday living.

Be Wise is here to ensure you maximise your income and funding around benefits and entitlements, energy switching and home adaptations, while also providing information and advice if needed about getting online.

Our friendly team are available to discuss your needs confidentially, and will always provide free and impartial advice. In the last six years we've supported over 3,500 residents, helping to generate an additional £5 million of income and savings for them.

Telephone us on the relevant helplines provided in this booklet.

Lines are open Monday–Friday between 9am to 5pm, alternatively you can email us or contact us via your estate staff.



Welcome to **free**
and **confidential**
advice services

Money Wise

Whether you rent or own your home, we could help increase your income by carrying out a short eligibility check.

We can help:

- If you have not made a claim before or are unsure of the benefits you may be entitled to
- With changes to benefits and allowances if your health or financial circumstances change
- You to find out more about changes to the benefit system and how they may affect you

Contact our Financial Rights advisors on:

0800 023 4477

Lines are open Monday-Friday between 9am and 5pm
or email: financial.rights@hanover.org.uk



Know your
financial
rights!

Energy Wise

Many of us find it easier to stick with the same energy provider. This means you could be missing out on the best energy tariffs.

Our advisor can:

- Help you decide if you would be better off with another supplier or tariff
- Explain funds which may be available, such as the Warm Home Discount
- Assist you with meter, billing and other general energy queries

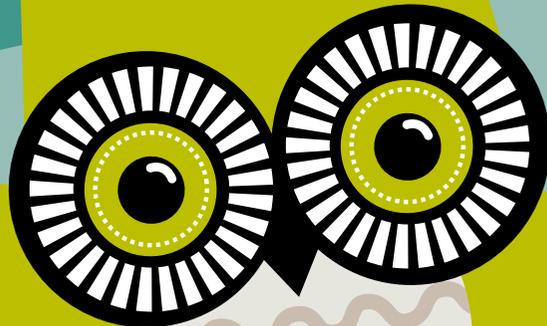
Discuss with our energy advisor on:

0800 023 2029

Please make sure you have your latest bill to hand. Lines are open Monday-Friday between 9am and 5pm

or email: energywise@hanover.org.uk

Your free
personal
energy advice



Home Wise

As we get older, sometimes it's not as easy to get around our homes. You may find it more difficult getting up the stairs or in and out of the bath. Perhaps you need help due to sight or hearing impairments.

You may be entitled to a Disabled Facilities Grant from your local council to pay for adaptations to your home. If you do not qualify for a grant and you rent your property, Hanover may be able to offer a contribution towards your adaptation requirements.

Speak to your estate staff or call our Adaptations team on:

01480 226561

Lines are open Monday-Friday between 9am and 5pm

or email: adaptations@hanover.org.uk

We're here
to make your
life easier



Help getting online and using the internet with **Digital Wise**

Gain digital skills and get online to open up an exciting world of information, relationships, support and savings, helping to increase your independence.

Digital Wise offers residents advice and information to guide you through the process of getting online and learning how to use the internet. This includes access to funding for courses to learn digital skills.

And if you already have some digital skills, why not consider becoming a Digital Champion and helping others to learn? We can provide the support to enable you to do this.



Helping you
**use the internet
and get online**



**Digital
Wise**



Speak to your estate
staff or call our
Be Wise team on:

0800 023 4477



Want to find out more? Call
one of our helplines, speak
to your estate staff...



...or come and meet
us at an event