

OPENING HOURS

Phone	020 8712 7800 Monday to Thursday 10.00am to 15.00pm
Drop in	Opening times for each office below
Appointments	Can be made if you need one after you phone or drop in
Email	Via our website www.citizensadvice.org.uk/get-advice/email-us
Internet	See the Citizens Advice website www.citizensadvice.org.uk

DROP IN ADVICE

	Hampton Hill	Sheen	Hampton	Ham	Barnes
	1 st Floor 94-102 High Street Hampton Hill TW12 1NY	Sheen Lane Centre Sheen Lane SW14 8LP	White House Community Centre 45 The Avenue Hampton TW12 3RN	Ham Library Ham Street Richmond TW10 7HR	Castelnau Community Centre Stillingfleet Road SW13 9AQ
Mon	10:00 – 14:00		10:00 – 12:30		
Tues	*17:00-19:00	10:00 – 14:00	10:00 – 12:30	13:00 – 15:00	10:00 – 12:00**
Weds	10:00 – 14:00				
Thurs		10:00 – 14:00			10.00 – 12.00**
Fri	10:00 – 14.00				

We may have to close early on our drop in services due to high demand or low volunteer numbers. We apologise in advance for any inconvenience this may cause.

** Tuesday evening service is for persons who work/study/care full time ONLY*

*** Barnes: please arrive by 9.45 or you may not be seen (see website for details)*

www.citizensadvice.org.uk/richmond

ABOUT US

Citizens Advice Richmond is an independent local charity.

We provide information and advice to anyone who lives, works or studies in the borough.

Our service is always *free, confidential and impartial*. We empower people to resolve their problems and change their lives for the better by offering advice across a wide range of topics;

- **Benefits**
- **Work**
- **Debt and money**
- **Consumer**
- **Family**
- **Law and courts**
- **Housing**
- **Health**
- **Rights of EU citizens**

In 2017 we helped over 5,500 clients in Richmond covering 16,000 advice issues.

As well as giving advice we aim to prevent the problems that affect people's lives by:

Campaigning for change – we collect evidence of the impact on our clients of practices and policies that cause their problems and we campaign to get a fairer deal for everyone

Money education – we offer courses, workshops and one-to-one help to empower people to avoid debt and increase confidence about personal finances.

You can **contact** Citizens Advice Richmond by phone, email or drop-in at one of our offices. All contact details are on the back of this page.