



# *Information and Advice*

to help you make positive choices and  
continue to live your life your way





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## ***Independent, impartial information and advice is at the heart of what we do.***

**Whether you are looking for basic information,** want to chat about your options, or need more in-depth advice, our Customer Services Team aim to provide you with the support you want and need.

**Our information and advice service is free** and our trained Customer Services Advisors can provide information and advice about a wide range of issues including:

- housing
- social care
- money and benefits
- activities and opportunities in the community.

*“Having no family, I wish you knew the ease of mind just to know someone cares.”*

**Our Customer Services Team can provide other kinds of support** which could include:

- a benefits check to make sure you are getting everything you are entitled to and put more money in your pocket
- referral to a specialist service which can provide the help you need, whether it is to insulate your home to stay warm, or if you need more specific help such as debt advice
- details of a trades register to help you find a tradesperson if you need some repairs or alterations to your home.





## ***Will Advice Service***

**If you would like advice and help to make a will** we can arrange an appointment for you with one of our friendly local solicitors. They can visit you at home or make an appointment with you at their office.

Our solicitors charge a basic rate of £60+VAT for a single will or £80+VAT for a couple (mirror will) if your will is simple and straightforward to organise. Home visits may cost more.

We also run a Will Open Day twice a year when you can make your will through us. We ask for a donation of £50 for a single will or £80 for a couple towards the work of Age UK Newcastle.

**We host regular legal surgeries** with a local solicitor who can discuss any legal issues you need basic advice with. Contact us for more information.





**You can contact our Customer Services Team** over the phone, by email or by calling into our office. We are open between 8:30am and 4:30pm Monday to Friday.

**We also run regular advice and information drop-in sessions** at the City Library in the city centre, and the East End Pool in Byker if you would prefer to talk to us at a more accessible venue.

For the times and dates of our upcoming drop-in sessions contact us or visit our website: [www.ageuknewcastle.org.uk](http://www.ageuknewcastle.org.uk)

**If you have access to the internet** you can find lots of helpful information and advice on the website Information NOW. This has been designed by and for older people in Newcastle and is managed by the Age Friendly City Team.

The website has useful links, contact numbers and information about different groups, activities and opportunities for older people in Newcastle. The address for this website is: [www.informationnow.org.uk](http://www.informationnow.org.uk)

### **For more information contact us:**

#### **Age UK Newcastle**

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NE1 8AF

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[www.ageuknewcastle.org.uk](http://www.ageuknewcastle.org.uk)

