



East Renfrewshire Citizens Advice Bureau Weekly Update

06/08/2021

Consumer Advice – Good News Story

A client came to ERCAB with a consumer issue; he had spent £13,500 on a new kitchen, making the purchase on two separate credit cards.

After the kitchen was complete, the work surface and flooring started to warp significantly. The client followed the company's internal complaint procedure and escalated this to the company's head office. The company still refused to take responsibility for the damage, arguing it was caused by the client.

At this point the client contacted ERCAB, we advised him to make a Section 75 claim under the Consumer Credit Act 1974 and pursue a claim with his credit card lender rather than with the joinery company. For this claim, the client was asked to show the damage was caused by the faulty goods. ERCAB advised him to contact KBSA to find an independent inspector to review the case. This evidence led to the claim being successful and the client was compensated for the full cost of the kitchen.

ERCAB can assist with consumer matters, call the office on **0141 881 2032** or alternatively you can call Advice Direct Scotland's consumer service on **0808 164 6000** for free, expert advice on consumer rights.

Free Bus Travel

All residents in Scotland under the age of 22 will be eligible for free bus travel from 31 January 2022.

The Scottish Government has today confirmed the timetable for the roll out of the scheme, delivered in partnership with the Improvement Service, the National Entitlement Card Programme Office and Young Scot.

Legislative changes to allow the scheme to be extended from its original commitment to provide free travel for under-19s will be introduced to the Scottish Parliament this summer.

Approximately 930,000 young people will join the third of Scotland's population who already benefit from free bus travel through the Older and Disabled Persons Free Bus scheme.

Any Enquiries to Transport Scotland using the email address concessionarytravel@transport.gov.scot

For more information, contact the bureau on **0141 881 2032**.

Universal Credit Temporary Uplift – Phased Out

Universal Credit Temporary £20 Uplift: Ending in September. The government has announced that the temporary £20-per-week uplift to UC will be "phased out" in autumn. The changes will "largely" happen in October, but for some people the change will happen in late September.

Missing out on Financial Support?

Every year, millions of pounds of financial support goes unclaimed by older people in Scotland.

There are over 150,000 pensioners in Scotland living in poverty and many more on the cusp of it. A number of social security payments are available to help older people, including Pension Credit, Council Tax Reduction and Attendance Allowance.

However, many older people don't claim the financial support they're entitled to. There are a range of reasons why this is the case, including:

- lack of awareness
- stigma about social security
- the belief the money would be better used to help others
- the claims process involved
- digital exclusion
- not knowing where to find advice and support

If you think you or a family member could be missing out, please contact the bureau on 0141 881 2032 for a free entitlement check from one of our experienced benefit advisers or call the Age Scotland Helpline on 0800 12 44 222 for further advice.

Please feel free to distribute the contact details for our advisers provided on our Facebook page.

Clients can also get in contact with the bureau via:

Email-bureau@eastrenfrewshirecab.casonline.org.uk

Tel - 0141 881 2032