



# East Renfrewshire Citizens

## Advice Bureau Weekly Update

22/07/2022

### Good News Story -

A client came into ERCAB Office as he had received a bill from British Gas for a total of £3460.60 and was being threatened with a warrant to enter his property.

The client is a customer of Scottish Power and has been paying his monthly direct debit to them. Understandably, the client was extremely worried about this situation as he knew he had been paying his bill and was able to provide statements from Scottish Power to the effect.

ERCAB contacted 2<sup>nd</sup> utility company, who advised the client had 2 gas metres registered to his property; one of which was theirs and that is why he has been billed for this. After explaining that the client was in fact a customer of Scottish Power, they advised this would have to be checked at the property by providing the meter serial numbers.

An adviser attended the clients' property and took gas meter readings for the 2<sup>nd</sup> utility company; after doing this they were able to see that the client was not liable for the substantial bill and agreed to send out an engineer to locate the gas meter and which property this related to.

The client was delighted that ERCAB was able to sort this out for this and he has since received a letter from British Gas stating he is **not** liable for the £3460.60.

**For advice and support on any issue similar to above, please call our office on 0141 881 2032.**

### Case Study -

A grandmother contacted the bureau for advice on attaining her grandson citizenship, as he is South-African and moved here to live with his father and grandparents. The father is British, but born outside of the UK and the child has no contact with the mother, who is still in South Africa.

We helped to advise the client on how Register the grandson as British by discretion, as normally both parental consent is required.

The child was granted his Citizenship and the family no longer need to be concerned about his residency in the UK.

**Our EUSS adviser, Cara, can be contacted by emailing [cara.mccarthy@eastrenfrewshirecab.casonline.org.uk](mailto:cara.mccarthy@eastrenfrewshirecab.casonline.org.uk)**

### Summer Energy Saving Tips -

**Make the most of the natural daylight and summer weather during the summer months.**

The natural sunlight should do most of the work to brighten up your living space, so you shouldn't need to have your indoor lights on, saving you energy.

Lighting accounts for around 15% of your electricity bill so it should save you some money to.

**Swap traditional light bulbs for LED's.**

LED light bulbs last longer, give off more light, and use less electricity than traditional bulbs. And since they don't give off heat, they'll help your home stay cooler on sweltering evenings

### 'NellyBoxes' Baby-bank –

Nicola McGowan, who runs the local organisation, NellyBoxes, has teamed up with The Arc to facilitate a new initiative 'Barrhead Baby-bank'. The goal of this is to support those in need with a fair and 'no questions asked' approach.

There will be various essential baby items available such as: nappies, clothing formula etc. and these will be dependent on availability that day.

*'Barrhead Baby-bank' will be available on 2<sup>nd</sup> and last Wednesday of the month between 11.30am and 1pm at The Arc, 64 Aurs Drive, Barrhead, G78 2LW.*

Donations for these events are also welcome and will be hugely appreciated! Please contact Nicola via social media if you would like to help out.

Nicola does incredible work advocating for and providing support groups for those who have experienced baby loss.

Please visit [www.facebook.com/nellyboxes/](http://www.facebook.com/nellyboxes/) to find out more on their story and the work they do.

Clients can also get in contact with the bureau via:

**Email - [ere-bureau@eastrenfrewshirecab.casonline.org.uk](mailto:ere-bureau@eastrenfrewshirecab.casonline.org.uk)**

You can also keep up to date with recent news from ERCAB via our social media platforms. Please feel free to distribute the contact details for our advisers provided on our Facebook page.

Facebook – **East Renfrewshire CAB** & Twitter **@EastAdvice**