



East Renfrewshire Citizens

Advice Bureau Weekly Update

12/03/2021

Good News Story - Utilities

Client is with British gas and had received a bill for £2000. Client lives in a 1 bedroom flat and has never missed a payment. Client believed this was a mistake as she has never been in debt before. Client had tried to resolve with the energy provider & had exhausted the complaints procedure with the Energy Provider. The client asked ERCAB to take over the case. We escalated the case to the energy ombudsman. The energy ombudsman looked into this and after a long investigation they realised that the provider never took note that the client had a meter exchange from 2018 which meant that the provider was still billing the client based on the old meter. The energy provider rebilled the client based on the new meter, the £2000 bill was cancelled and the client is now in credit of £90. The client will receive a £75 goodwill gesture and a written apology from the supplier. The client was very grateful for ERCAB's efforts.

Good News Story – Consumer Issues

Client contacted the bureau with a consumer problem; he had booked a package holiday that was cancelled due to COVID-19. Although he was refunded for all other holiday expenses, he had lost the cost of the flights around £600. After a long dispute with Ryanair and the holiday provider over who was liable, the client contacted ERCAB. As the client paid part of the holiday flights using credit card ERCAB advised him to make a claim under section 75 of the Consumer Credit Act to their credit card company. ERCAB provided a template letter for the client to send. The expected financial outcome will be gain of £600 for the client. CAB was also able to provide next steps for the client and protect his consumer rights.

For help with consumer issues which, have been effected by the Covid-19 pandemic, please contact the bureau on **0141 881 2032** or contact the citizens advice consumer helpline on **0808 223 1133**.

Further advice can also be found at; <https://www.citizensadvice.org.uk/consumer/get-more-help-if-you-need-more-help-about-a-consumer-issue/>

Fuel Vouchers

ERCAB, in partnership with Barrhead Housing Association, have been assigned an additional £6000 in fuel vouchers this week and these are being distributed to residents across the whole East Renfrewshire Authority in need of assistance.

Please refer any clients to Mark Parsons on **07539378806**.

EU Settlement Scheme

I am pleased to say the Home Office have confirmed the extension of funding of our EU settlement Scheme project from 1st April until 30th September 2021. This is in order to maintain momentum and continue to provide application support for EU citizens yet to apply which will close on 30 June 2021. Citizens are also encouraged to contact our adviser, Cara for other immigration related enquiries including: Visas, Citizenship and bringing family members to the UK. Cara can be contacted on **07500 972 862** or **0141 881 2032**.

Rental Sector Loan Schemes Extended

Tenants and private sector landlords facing financial difficulties due to the current Covid-19 pandemic have more time to access support after two loan schemes have been extended.

The Tenant Hardship Loan Fund and the Private Rent Sector Landlord (non-business) Covid-19 Loan Scheme, both of which offer interest free loans, will continue to receive applications beyond the original deadline of 31 March 2021.

For more information on how to apply for this, please visit; <https://www.gov.scot/news/rental-sector-loan-schemes-extended/>

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