

EAST RENFREWSHIRE CAB NEWSLETTER

citizens
advice
bureau

Worried about Council Tax?

Last year the Citizens Advice network in Scotland gave 17,500 pieces of advice on Council Tax debt. We want to empower people to take action. Check now to see if you can get money off your Council Tax - www.cas.org.uk/counciltaxhelp

Worried about Council Tax? You're not alone and you don't have to figure it out yourself. We can help you check if you're entitled to a reduction, discount or exemption. A short chat could save you money every month.

You can call our Money Talks Plus team on 0141 881 2032 or by emailing bureau@eastrenfrewshirecab.casonline.org.uk



THE BIG CLEAN UP

WARD 4



Friday 6 March

Following the success of last year's Big Clean Up in Barrhead, where more than 4 tonnes of litter and fly-tipping was cleared by nearly 300 Council employees, local pupils and volunteers, dates for events across East Renfrewshire have been confirmed as follows:

- Friday 6 March - Ward 4: Clarkston, Netherlee & Williamwood
- Friday 29 May - Ward 2: Newton Mearns North & Neilston
- Friday 12 June - Ward 5: Newton Mearns South & Eaglesham
- Friday 11 September - Ward 3: Giffnock & Thornliebank
- Friday 23 October - Ward 1: Barrhead, Liboside & Uplawmoor

The Big Clean Ups see us spend the day tackling litter and fly-tipping hot spots to help keep East Renfrewshire beautiful. Anyone unsure of the Ward they live in can find out here: eastrenfrewshire.gov.uk/Find-my-councillor

We want to involve the local community in these events, so anyone willing to do some litter picking at the first event in Ward 4 (Friday 6 March) can sign up by emailing ercbigclean@eastrenfrewshire.gov.uk. All equipment will be provided. Local schools, community groups and businesses will also be invited to play their part. A call for volunteers for future events will be issued ahead of each clean up.

Last year's Barrhead event coincided with the launch of a new litter strategy which commits to improving open spaces across East Renfrewshire. Aligned to A Place to Grow, the community planning partnership vision, this strategy aims to build positive change in behaviours with litter and waste across East Renfrewshire.

GOOD NEWS STORY

“It feels like a huge weight has been lifted off my shoulders.”

That’s how one single parent described the outcome after receiving support from one of the benefit advisers at ER Citizens Advice bureau.

She came to us after £60 per month was being deducted from her Universal Credit due to an overpayment. As a working mum caring for a disabled child, she was already under significant financial pressure and was struggling to cope with the reduced income.

Our adviser Sujata reviewed her case and contacted the relevant departments to explain client’s circumstances. The monthly deduction was reduced to £20, giving her immediate breathing space.

Adviser then helped her apply for a waiver, providing detailed evidence of her financial hardship and providing all the supporting evidence showing how she was not at fault. After four months, the decision came through: the remaining £1,213.30 was waived in full, and £418.13 was refunded.

“Thank you so much for everything you did for me, this decision has totally surprised me in the best possible way. Your abilities and hard work made that happen. Thank you so so much xxx “
she told the adviser.

This case highlights how tailored advice and determined advocacy can bring real relief to families facing hardship.

Email - ere-bureau@eastrenfrewshirecab.casonline.org.uk

**Appointments available from Monday to Friday
9:00am - 4:00pm**

OUTREACH SERVICES

Barrhead

Monday

09:00am-12:30pm General advice
drop-in
ERCAB 126 Main Street,
G78 1SN.

Tuesday

09:00am-12:30pm General advice
drop-in
ERCAB 126 Main Street,
G78 1SN.

Wednesday

1:00pm-3:30pm
PCU East Renfrewshire Credit Union
116 Main Street, G78 1SG

Thursday

09:00am-12:30pm General advice
drop-in
ERCAB 126 Main Street,
G78 1SN.

Friday

10:30am-12:30pm Dunterlie Food
Share, Stewart Street,
Barrhead, G78 2AL

Clarkston

Wednesday

13.00pm-3.30pm
Voluntary Action, 60 Busby Road,
Clarkston

Newton Mearns

Monday to Thursday

09:30-15:30
Unit7, The Avenue, Newton Mearns

Other

Tuesday

Greenock Your Voice Money Talks
Plus Project drop-in
51 Hamilton Way, Greenock,
PA15 1RQ
10:00-13:00

Wednesday

Greenock Yorkshire Building Society
General Advice appointment only
01475 291120
9.30am to 12.30pm

Clients can also get in contact with the bureau via:

Email - **ere-bureau@eastrenfrewshirecab.casonline.org.uk**

You can also keep up to date with recent news from ERCAB via our social
media platforms:

Facebook – East Renfrewshire CAB, Twitter@EastAdvice,
Instagram@eastrencab



Outreach Services Inverclyde

Greenock Your Voice Money Talks Plus Project
drop-in @ 51 Hamilton Way, Greenock, PA15 1RQ
Tuesday 10am-1.00pm

Greenock Yorkshire Building Society
General Advice appointment only 01475 291120
Wednesday 9.30am to 12.30pm

Patient Advice and Support Services
Call us on 0800 917 2127 (Mon – Fri 9am – 5pm)

Pension Wise
Call 0800 011 3797 to make apt with Danielle on the 3rd
Friday of the month @ Right Way Credit Union in Greenock

Help to Claim
Tel 0800 328 5644 to apply for UC

EU/Migration Services
Call Cara on 0141 881 2032