

EAST RENFREWSHIRE CAB

NEWSLETTER

citizens
advice
bureau

New Project

Council Tax Project

Brigitta Nemeth

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In my new role, I am delivering a dedicated Council Tax project supporting residents across East Renfrewshire and Inverclyde. The focus of this work is to ensure individuals are fully aware of their Council Tax entitlements and are supported in managing their liabilities effectively.

I provide guidance on assessing eligibility for Council Tax Reduction, identifying any applicable discounts or property exemptions, and ensuring residents are not paying more than they should. For those experiencing financial difficulty, I offer tailored support with Council Tax arrears, including exploring repayment options and liaising with the council on their behalf.

A key part of the project is improving access to information and support. Where possible, I assist residents in East Renfrewshire and Inverclyde to set up online Council Tax accounts, enabling them to easily view their bills, arrears, and account breakdowns. For those who are digitally excluded or unable to manage online services, I provide direct support by contacting the council and advocating for them.

Support is delivered through flexible channels, including telephone and face-to-face appointments. Any resident who requires assistance with their Council Tax can contact me for help and advice.

Updates

Older People Project, Mental Health and Wellbeing Outreach & Our Website

Older Peoples Project- Stephanie Fraser

Stephanie.Fraser@eastrenfrewshirecab.casonline.org.uk -07353 052651

I am the Older People's Project adviser and provide support to clients of pension age. This includes assistance with pension related matters such as State Pension enquiries, Pension Age Disability Payment applications, council tax reductions and general benefits advice. I will also offer guidance on energy-related issues and support older residents across East Renfrewshire to access the services and entitlements available to them.

Mental Health and Wellbeing Outreach Inverclyde- Angela Moore

Angela.Moore@eastrenfrewshirecab.casonline.org.uk - 07352 821641

I am now delivering a new Mental Health Outreach service at Your Voice every Thursday in Greenock. We offer a drop-in service from 10:00am–12:00pm, with appointments available from 12:30pm–3:00pm. However, while the service is becoming established, I am happy to welcome drop-ins throughout the day. I am here to support residents of Inverclyde with applications for Adult Disability Payment, Carer's Allowance, Council Tax Reduction, and benefit checks. I'm delighted to be able to provide a service that we feel has been greatly needed within the Inverclyde community.

Our Website

We have a website—your gateway to learning more about what we do and how to get involved. You'll find clear information about who we are, what drives our mission, and the impact we aim to make. If you need support, our advice section offers practical guidance to point you in the right direction. You can also visit our contact page to get in touch—we're always happy to hear from you. And if you'd like to make a difference, you'll find simple details on how to apply as a volunteer and join our community.

Visit it at:

<https://eastrenfrewshirecab.cas.org.uk/>

GOOD NEWS STORY

A client contacted the bureau after being pursued by a debt collection agency regarding an electricity debt exceeding £17,000. Client confirmed that they already held an active account with their electricity supplier and was fully up to date with payments.

Upon contacting the supplier, it was established that while the client's active account was in good standing, there was also an inactive account linked to clients name from approximately two years prior. The supplier advised that, unless the client could provide proof that they had not resided at the property associated with the inactive account, they would be unable to notify the debt collection agency to amend their records, as liability is typically assigned to the occupant of the property.

The adviser intervened and contacted the electricity supplier, providing a clear and detailed explanation of all accounts held by the client, along with evidence of consistent payments on the active account. The adviser requested a thorough cross-check between the active and inactive accounts, highlighting that the client had already been subject to debt collection activity for four months.

Following a same-day investigation, the supplier confirmed that the £17,000 debt was incorrectly attributed to the client and in fact related to a completely different property. The matter was subsequently resolved, and the client expressed significant relief and gratitude for the support provided.

**Appointments available in the bureau from Monday to
Friday**

9:00 am - 3:00 pm

OUTREACH SERVICES

Barrhead

Monday, Tuesday & Thursday

09:00 am - 12:30 pm

General advice drop-in

ERCAB 126 Main Street,
G78 1SN.

Wednesday

1:00 pm - 3:30 pm

PCU East Renfrewshire Credit
Union

116 Main Street, G78 1SG

Friday

10:30 am - 12:30 pm

Dunterlie Food Share

Stewart Street,
Barrhead, G78 2AL

Newton Mearns

Monday to Thursday

09:30 - 3:30

Unit 7, The Avenue, Newton
Mearns

Clients can also get in contact with the bureau via:

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

Or call the bureau on **0141 881 2032** to make an appointment

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

Bluesky- @ercab.bsky.social



Outreach Services Inverclyde

Greenock Your Voice Money Talks Plus Project

Drop-in @ 51 Hamilton Way, Greenock, PA15 1RQ

Tuesday 10 am - 1 pm

Greenock Your Voice Mental Health & Wellbeing

51 Hamilton Way, Greenock, PA15 1RQ

Thursday Drop-in 10am - 12pm, Appointment only 12:30pm - 3 pm

Call Angela on 07352 821641

Greenock Yorkshire Building Society

General Advice appointment only 01475 291120

Wednesday 9.30 am - 12.30 pm

Patient Advice and Support Services

Call us on 0800 917 2127 (Mon – Fri, 9 am – 5 pm)

Help to Claim

Tel 0800 023 2581 to apply for UC

EU/Migration Services

Call Cara on 07979 987836