

Cost of Living Support Scheme FAQ's

Q. I pay my Council Tax by Direct Debit, do I need to apply for the £150 payment?

A. Most customers will not need to complete the registration form and will receive automatic payment. However, there are some customers to whom automatic payments were not possible and these will receive a registration letter to apply online.

Q. I do not pay my Council Tax by Direct Debit. Do I need to apply for the £150 payment?

A. Yes. A registration letter will be sent to you with a unique access code to allow you to make your application online.

Q. Is there a target date by which payments should be made?

A. No. Councils are encouraged to make payments in a timely manner and as soon as is practicably possible after a successful decision. However, we aim to process registrations within 30 days.

Q. Why am I unable to access the Blaenau Gwent Website – www.blaenau-gwent.gov.uk?

A. You may need to change the website browser that you are using e.g. Google Chrome.

Q. Why have I not received an email to confirm my registration has been received?

A. On submission of your registration form an automated response will be sent to the email address that you entered on it. Please check your junk/spam mail.

Q. I am in receipt of Council Tax Reduction (benefit) – Can I apply?

A. Yes

Q. Is the Cost of Living payment means tested?

A. No.

Q. Can I apply if I am working?

A. Yes

Q. Why am I having an error message when applying on line to suggest I have entered incorrect credentials?

A. Enter your council tax account number as it is displayed on your Council tax bill for example; use 400000123459. Do not use 40000012345 – 9

A. Please ensure you are entering the access code exactly as it appears on your registration letter – For example 10010911rgyRdP. This will include capital letters, small letters and numbers.

Q. Do I have to pay the £150 back?

A. No.

Q. I do not have an e-mail address – Can I use someone else's who I know e.g. family member of friend?

A. Yes – As long as you have the permission of that person.

Q. I do not have a Bank Account – Can I use someone else's bank account?

A. Yes – As long as you have the permission of that person to use it.

Q. Do I need to ring the Local Authority?

A. No, you can apply online following the instruction on your registration letter but if you have a query email info@blaenau-gwent.gov.uk.

Q. Will I be contacted by the Council to confirm my bank details in relation to this £150 payment?

A. No, payment will be made into the bank account details you provided on your registration if it is successful.