

SLL Glasgow FAQs – Household

Who is receiving the Glasgow Gift Card?

A household where at least one resident is in receipt of Council Tax Reduction (CTR) as of the 1st June 2022 is eligible for a gift card to the value of £105.

The gift card will be sent to the lead liable council tax account holder.

One gift card will be sent to each eligible household.

Why is it only Households that were in receipt of Council Tax Reduction (CTR) as of the 1st June 2022 that are eligible to receive a gift card?

A finite amount of money was made available by Scottish Government through the Local Authority Covid Economic Recovery fund, and the decision was taken by Glasgow City Council to use Council Tax Reduction as the criteria for distribution. This option was considered as being both the most reliable in distributing the funding at pace, as well as ensuring the highest number of Glasgow residents could access meaningful support.

What is Council Tax Reduction (CTR)?

Council Tax Reduction is a means tested assessment based on the householders income and household circumstances. This means tested reduction is applied to the Households Council Tax liability and reduces the overall Council Tax element of the bill. Households can find out more about Council Tax Reduction by visiting the [Glasgow City Council website](#).

Who is not eligible to receive the Scotland Loves Local Glasgow Gift Card?

The following households will be **not be eligible** to receive a Scotland Loves Local gift card:

- Households **only** in receipt of single person discount
- Households in receipt of council tax exemption (e.g., where all adult residents of the household are care leavers, students, school leavers or those affected by a severe mental impairment.)
- Households who applied for Council Tax Reduction (CTR) on or after the 2nd June 2022 & whose application has been assessed & has been awarded with payments backdated prior to 1 June 2022.
- Residents of Care homes

If I apply for Council Tax Reduction now will I be eligible for a card?

No. Households had to be in receipt of Council Tax Reduction as of the 1st June 2022 to be eligible.

CTR is essentially a means tested reduction applied to households on a low income. This reduction is applied to the households Council Tax liability and reduces the overall bill.

You can find out more about Council Tax reduction by visiting the [Glasgow City Council website](#).

When will I receive my Scotland Loves Local Glasgow Gift Card?

You will have received 2 letters to enable you to activate your Scotland Loves Local Glasgow gift card.

You need to have **both letters** to let you load the £105 on to your card.

Letter 1 was sent to your home address **week commencing 1st August 2022** and included your unique gift card activation code.

Letter 2 containing your Scotland Loves Local Glasgow gift card was sent to your home address **week commencing 15th August 2022**.

How does the Scotland Loves Local Glasgow Gift Card work?

Once you have both letters and you have completed the activation process it will work like any other gift card. You will have £105 in total to redeem against goods and services within registered businesses.

Are there any additional costs for using the Glasgow Gift Card?

No. It works the same as any other gift card.

I am unable to activate my card as I don't have access to the internet

- Visit any of our Glasgow Life local libraries to access a computer to allow you to access the internet and activate your card
- With your permission, a friend/family member with access to the internet can activate your card on your behalf
- Contact our Customer Services Agents on - 0141 287 9992 who will be able to assist. Our telephone lines are open Monday to Friday: 2pm to 4.30pm.

Can I only spend the Gift Card in Glasgow?

Yes. Your Glasgow Gift Card can only be redeemed in the Glasgow City Council area.

Do I need to spend the £105 in one transaction?

No. You can use your card for multiple transactions until the value on your card is zero. The card can also be used within different businesses that are registered with the Scotland Loves Local Glasgow Gift Card Scheme

What do I do if a registered business won't accept the Glasgow Gift Card?

Please email supportsllgc@mi-cnx.com confirming the business details

Can the Glasgow Gift Card be spent online as well as over the counter?

Yes. It can be used to purchase online if the retailer has a registered shop in the Glasgow area and has the facility for you to shop online

How secure is the Glasgow Gift Card programme?

Very. The Gift Card programme utilises payments infrastructure using the Mastercard Network. Funds are secured in a ring fencing FCA compliant wallet.

I have received my gift card but don't have my activation code

- Online Form: Submit a request to have your card activated by [completing our online form](#)
- Live Chat: Monday – Friday: 10am – 4pm - visit the [Scotland Loves Local webpage](#)
- Phone: **0141 287 9992** Monday – Friday: 2pm – 4.30pm

I have received my activation code, but I have not received my gift card

Gift cards will not be sent out to customers until week commencing 15 August 2022. If you have not received your card by 29 August 2002 you can contact the Scotland Loves Local Glasgow Gift Card Customer Contact Team for further support on:

- Live Chat: Monday – Friday: 10am – 4pm – visit the [Scotland Loves Local webpage](#)
- Phone: **0141 287 9992** Monday – Friday: 2pm – 4.30pm

I have lost my card before I have activated it

If you have lost your card before it was activated please be advised a replacement gift card cannot be issued until week commencing 29th August 2022. Please contact the Scotland Loves Local Glasgow Gift Card Customer Contact Team for further support from the 29th August 2022 on:

- Live Chat: Monday – Friday: 10am – 4pm - visit the [Scotland Loves Local webpage](#)
- Phone: **0141 287 9992** Monday – Friday: 2pm – 4.30pm

I have lost my card after I have activated it

Unfortunately, if you lose your card after it is activated, we will not be able to replace the card.

I am eligible, but I have not received any correspondence

For clarification of eligibility please refer to the eligibility criteria detailed above and at [our webpage](#)

I activated my gift card but there is no available balance to spend?

Recheck your card balance:

- Online at www.getmybalance.com
- Call the balance enquiry number 0121 260 2849
- Scan the QR code on the back of your card to check your balance.

If your balance is still incorrect:

- Contact the EML Customer Support Team phone number on the back of your card on 0121 268 3210

Is the Glasgow Gift card recyclable?

The Gift Card is a coated 100% paper-based card that provides a recyclable, environmentally friendly alternative to a traditional plastic gift card. Once you have redeemed your gift card, simply peel off the magnetic strip and recycle the gift card as normal.

Is the letter sent out with the card recyclable?

Yes, the A4 letter can be recycled. The letters have a very thin low tack adhesive tape to attach the card – these are separated by the majority of recycling plants or sent on to paper mills to be separated prior to recycling the paper.

Is the envelope sent out with the card recyclable?

The Window envelopes can be recycled. The envelopes have window film – these are separated by the majority of recycling centres.

Can I load more money on to the gift card and use after 12 months?

No.

Can I exchange the gift card for cash?

No this will not be possible

Can I use the gift card to purchase electric/gas power cards at my local retailer?

Yes. If the local retailer is registered to participate in the Scotland Love Local scheme.