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**AYRSHIRE**  
COUNCIL  
Comhairle Siorrachd Air a Deas  
ask for Housing  
re.gov.uk  
-Ann Harper  
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INFORMATION & ADVICE  
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AYRSHIRE  
ASK, ADVICE AND ADVOCACY

**How To Access Our Services:**  
The way we work has changed as a result of Coronavirus (COVID-19), but we are still here to help in the following ways:

Online: Digitally by going to our website: [www.south-ayrshire.gov.uk](https://www.south-ayrshire.gov.uk) or by calling 0300 123 0900/Online-0300 123 0900

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or Housing then Option 2.  
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**Housing, Operations and Development**  
**Service Lead: Michael Alexander**  
Tel: 0300 123 0900 Option 2 then option 1 and ask for Housing then press option 2  
Email: [HRA&ST@south-ayrshire.gov.uk](mailto:HRA&ST@south-ayrshire.gov.uk)



Riverside House, 21 River Terrace, Ayr KA8 0AU  
Payment ref: 0090413960705  
Date: 17<sup>th</sup> March 2020

Mr Craig McMaster  
79A Westwood Avenue  
Ayr  
KA8 0RL

**HAND DELIVERY**

Dear Mr Craig McMaster

I have tried to contact you to discuss possible grant funding that you may be entitled to but have been unable to speak with you.

Can you please make contact urgently by calling on 0300 123 0900 option 2 option 1 ask for Housing then press option 2.

Alternatively, if you can please complete the attached Income and Expenditure form and return it to me then I will be able to check your eligibility for the possible grant funding.

If you contact us, this will allow you to be provided with relevant advice and information, including advice on claiming benefits that you may be eligible for and referrals to other support agencies, which you may require. You can call the Housing Revenue, Arrears & Support Team on 0300 123 0900 asking for option 2, option 1 and ask for Housing and press option 2. You can also use this link [Information and Advice Hub - South Ayrshire Council \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk). Here you will find information and links to a number of services which you may find useful.

Yours sincerely,

PP *Shirley Ann Harper*

Shirley-Ann Harper  
Housing Officer