



This is to certify that

**Western Isles Citizens Advice Service**

is accredited to provide the following  
types of advice and information  
in the following topics

**Type: I, II & III- Housing, Welfare Benefit and Money Debt**

A handwritten signature in black ink, appearing to read "Ash Denham".

Ash Denham MSP  
Minister for Community Safety



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

## Western Isles Citizens Advice Service

### 2. Housing Specific Competences

- 2.1 Rent Arrears- Type III
- 2.2 Mortgages and Secured Loans- Type II
- 2.4 Disrepair in Rented Housing- Type II
- 2.5 Housing Options- Type II
- 2.6 Discrimination in Housing- Type II
- 2.7 Eviction- Type III
- 2.8 Anti-Social Behaviour- Type II
- 2.9 Harassment and Illegal Eviction- Type III
- 2.10 Homelessness- Type II
- 2.11 Relationship Breakdown- Type II
- 2.12 Rent: Private Sector- Type II
- 2.13 Security of Tenure- Type II
- 2.14 Statutory Tenancy Rights- Type II
- 2.15 Repair and Improvement Grants- Type II

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### 3. Money and Welfare Benefits Related Advice Competences – Foundation Knowledge

- 3.1 Administrative Structure of the Benefits and Tax Credits Systems- Type II**
- 3.2 National Insurance Scheme- Type II**
- 3.3 Claims and Backdating- Type III**
- 3.4 Decision-Making, Disputes and Appeals- Type III**
- 3.5 Benefit and Tax Credit Overpayments- Type III**
- 3.6 Assessment, Initial Decision-Making and Holding Activity in Debt Cases- Type II**

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### 4. Money and Welfare Benefits Related Advice Competences- Specialist Areas

- 4.1 Means-Tested Benefits- Type II
- 4.3 Tax Credits- Type II
- 4.4 The Social Fund and the Scottish Welfare Fund- Type II
- 4.5 The Impact of Work on Benefits- Type II
- 4.6 Child Element of Universal Credit, Child Benefit, Kinship Care Allowance and Guardian's Allowance- Type II
- 4.7 State Retirement Pension- Type II
- 4.8 Personal Independence Payment, Disability Living Allowance and Attendance Allowance- Type III
- 4.9 Benefits for People who have Limited Capability for work- Type III
- 4.10 Benefits for Industrial Injury and Disease Type III
- 4.11 Benefits for Veterans- Type II
- 4.12 Carers Allowance- Type II
- 4.13 Job seeker's Allowance- Type II
- 4.14 Benefits for Maternity, Paternity and Adoption- Type II
- 4.15 Bereavement Benefits- Type II
- 4.16 Benefits for People in Public Care- Type II
- 4.17 Benefits for Students- Type II

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### 4. Money and Welfare Benefits Related Advice Competences- Specialist Areas

- 4.18 Benefits for People from Abroad and/or who are Subject to Immigration Control- Type II
- 4.19 Ancillary Benefits- Type II
- 4.20 Financial Statements- Type II
- 4.21 Liability for Debts, Extortionate Credit, Unfair Contract Terms, Unenforceable Debts, Creditor Malpractice, Codes of Practice, etc- Type II
- 4.22 Identifying and Agreeing Options in Debt Cases- Type II
- 4.23 Negotiating and Making Offers to Creditors- Type II
- 4.24 Diligence, Diligence Stoppers and Court Proceedings- Type III
- 4.25 Bankruptcy and Trust Deeds- Type III
- 4.26 The Debt Arrangement Scheme- Type III
- 4.27 Recalls and Appeals against Court Decrees and Orders- Type III
- 4.28 Utility Debts- Type II
- 4.29 Local and National Tax Debts- Type II
- 4.30 Rent Arrears- Type III
- 4.31 Mortgages and Secured Loans- Type II
- 4.32 Civil and Criminal Fines and other Financial Penalties- Type II