

NYLAF FAQs – Authorised Agents

Q – I haven't received the email from SVM to order a food/clothing voucher

A – The email will be sent from no-reply@svmglobal.com. Please check any Junk/Spam folders for the email. If it has not been received email nylaf@familyfundservices.co.uk or call 01904 550030 to request a reissue of the email.

Q – I have ordered the food/clothing voucher through the SVM portal but have not received the email containing the link to the voucher.

A – The email will be sent from yourgift@digitalgateway.online. Please check any Junk/Spam folders for the email. If it has not been received email nylaf@familyfundservices.co.uk or call 01904 550030 to request a reissue of the email.

Q – What are the timescales for receiving the food/clothing voucher email after ordering it through the SVM portal?

A – Tesco, Sainsbury's, Primark, Arcadia and New Look vouchers are emailed instantly, Peacocks and Morrison's are emailed in 2 working days, Asda are emailed in 3 working days and Sports Direct are emailed in 5 working days.

Q - How do I book in a delivery for a white good/furniture?

A – Once the award has been agreed you will receive an email link from AO for white goods, please follow this link online and book in your required delivery date, if you are unable to get access online AO will endeavour to contact you to arrange delivery. TFS (furniture) will contact you to arrange delivery of any item awarded through them directly.

Q – How do I change the address/contact details for a beneficiary?

A – Please email nylaf@familyfundservices.co.uk quoting the NYLAF reference number with the new address/contact details. The Family Fund Business Services team will then update the address/contact details with the suppliers.

Q – How do I cancel an item that has not been delivered?

A - Please email nylaf@familyfundservices.co.uk quoting the NYLAF reference number with the details of the item(s) needed to be cancelled and the reason. The Family Fund Business Services team will then cancel the item with the suppliers.

Q – How do I find an application that has been rolled back to me?

A - To find the application to edit you need to go into the 'My Applications' section within Flexi-Grant and scroll down to the bottom of the page. The application will be showing in the 'Applications in Progress' section. If you click the 'Resume' button the application will re-open and you will be able to edit the necessary sections.

Q – I cannot access my agent account?

A – Please contact Family Fund Business Services on 01904 550030 or email nylaf@familyfundservices.co.uk

Q – How many days do I have to redeem a Pay point voucher?

A – You have 30 days to redeem a Pay point voucher

Q – How many days do I have to redeem an Argos e-gift card?

A – You have 60 days to redeem an Argos e-gift card

Q – Where is my Love2Shop card?

A – Love2Shop cards are issued directly through Park and can take up to 10 working days to be delivered

Q – What warranty period comes with my award?

A – All awards have between a 1-3 year warranty periods dependent on the type of item

Q- Who are the suppliers for the NYLAF, and how can I get in touch with them?

A – The suppliers we use are TFS for furniture and AO for white goods, if you need to contact them please let us know and we will be able to give you their details directly

Q – I suspect there has been an instance of fraud, how should I report this?

A – if you suspect there has been an instance of fraud please let us know by calling Family Fund Business Services on 01904 550030 or email nylaf@familyfundservices.co.uk

Q – The applicant I am working with moves into their permanent accommodation next week, when should I apply on their behalf?

A – It would be best to apply to the scheme once the applicant resides in an address they would like the appliance to be installed or delivered.

Q – My application has been selected for audit, what do I need to do?

A – Before the application can be progressed you will need to provide some additional evidence that the applicant meets the following eligibility criteria:

- They are 16 years old or over - acceptable evidence includes passport, driving licence, birth certificate etc.
- They live in, or are moving into North Yorkshire (except where an applicant is homeless or has been placed in temporary accommodation as a result of domestic abuse) – acceptable evidence includes utility bills, bank statement, council tax statement, tenancy agreement etc.
- They are in receipt of specific means tested benefits or have a low household income as per the guidelines on the government website – acceptable evidence includes universal credit statement, letter from DWP confirming benefit entitlement, pay slip, bank statement etc.

Please email documentary evidence, along with your application reference (found above) to NYLAF@familyfundservices.co.uk. Scans or clear photographs of evidence are acceptable. If you have issues completing any of this please email NYLAF@familyfundservices.co.uk urgently explaining the issue.