

Coronavirus - Beneficiary FAQs for Charitable Grants

Question	Answer
I would like to apply for a grant. What should I do?	<p>During our phased reopening, we are unable to accept new grant applications whilst we work through the backlog of paused applications.</p> <p>Our website will be kept updated with the latest information about our service and availability. This will include the update as to when we will be open to new grant applications.</p>
I sent in my application form but haven't heard anything?	<p>Our teams are currently working through applications that were paused when lockdown began and any applications that have been received, but yet to be reviewed.</p> <p>If you have a pending application you do not need to contact us. We will be in touch with you in due course.</p>
I need to provide you with some additional information or a demonstration report for my application for a grant. How can I do this?	<p>Please send this to us. In the current circumstances there may be some delays in receiving the post.</p>
I am waiting for a decision on my grant application, when will I hear from you?	<p>Our teams are currently working through applications that were paused when lockdown began and any applications that have been received, but yet to be reviewed.</p> <p>We will be in touch with you in due course.</p>
I haven't received confirmation of what my grant award will be. Can I place an order for my new vehicle or adaptations?	<p>Depending upon your circumstances, you may be able to apply for a vehicle on the Motability Scheme. However, we are unable to award any charitable grants until we reopen to new applications.</p> <p><i>Please note that we are unable to award grants retrospectively for any vehicle or adaptation(s) which you have already taken delivery of.</i></p>
Your Mobility Driving Advisor visited me and I am waiting for an update.	<p>Our teams are currently working through applications that were paused when lockdown began and any applications that have been received, but yet to be reviewed.</p> <p>We will be in touch with you in due course.</p>
I have an appointment with a Mobility Driving Advisor, will this go ahead?	<p>If your Mobility Driving Advisor is unable to attend any pre-booked appointments, they will contact you to reschedule them.</p>
I have received a letter confirming my grant award but I have questions.	<p>We are currently unable to answer questions whilst our office is closed. Please contact us when we open to new grant applications.</p>

	Please continue to check our website for the latest information about our service and availability.
I have an appointment with a Mobility Driving Advisor but I would like to cancel / reschedule it.	If you would like to reschedule your appointment, you can call your Mobility Driving Advisor directly.
I have sent in documentation by post, what will happen to this?	<p>We are currently working through the backlog of post from the lockdown period and will be in touch with you in due course.</p> <p>In order to maintain a COVID-19 secure workplace for our staff, post will now be held for 72 hours before being opened.</p>
You have sent me some login details for an online grant application but they are not working. What should I do?	If your login details do not work, please reply to the original email that you were sent to request new details. This will be provided to you in due course.
Can I still complete my grant application online?	<p>We are unable to accept new grant applications whilst we work through the backlog of paused applications. Please contact us when we open to new grant applications.</p> <p>Our website will be kept updated with the latest information about our service and availability.</p>
You are currently considering my application for a charitable grant and the lease on my current Scheme vehicle is coming to an end, what do I do?	<p>Our teams are currently working through applications that were paused when lockdown began and any applications that have been received, but yet to be reviewed.</p> <p>The Scheme are automatically extending current customers' leases if they have been affected by the COVID-19 pandemic.</p> <p>Please visit www.motability.co.uk/contact to speak to a Scheme advisor.</p>
I have been awarded a grant for my driving lessons. Can I continue to book and take lessons?	<p>Following Government advice, and to ensure the safety of driving instructors and pupils, all driving lessons are now suspended for the foreseeable future.</p> <p>If there are any changes or additions needed in relation to your lessons that can only be dealt with by Motability the Charity, we will be unable to review these until we move into the next phase of reopening.</p>