

Defective Concrete Blocks Grant Scheme - Information for applicants.

Donegal County Council is currently dealing with a high volume of applications, telephone calls and email queries and it may take 4 - 6 weeks for you to receive a formal reply.

We are working as quickly as possible to process the applications and we will notify you once a decision has been made on your application. We do appreciate your continued patience.

In the meantime, we are providing the following information that may assist you with your query.

Are Donegal County Council still processing applications under the existing Defective Concrete Blocks Grant Scheme?

Donegal County Council is continuing to process applications under the existing scheme and as yet have no commencement date for the new Enhanced Scheme. A significant number of applications received to date have been approved and the remainder are at various stages in the process.

I have registered for the existing Scheme but not yet made my application?

The existing Scheme is currently open for applications, however, an application can only be processed once you have fully submitted your application and all required documentation including your fully completed Engineers Report. You can submit your application by logging onto the portal and submitting the necessary documentation.

I require assistance with completing my application form online.

Facilitators are available to help you make your application, including uploading your application, assisting with gathering the supporting documentation, signposting you to relevant supports and so forth. Their contact details are as follows:

Michelle Coyle, IDP (Inishowen Region)
074 9362218 or michelle@inishowen.ie

Gerri Moran, DLDC (All Donegal, except Inishowen Region)
086 1526043 or gmoran@dldc.org

I have made an application and not yet received notification of a decision?

We are working as quickly as possible to process the applications and we appreciate your patience. Once an initial validation of your application has been completed, a technical assessment of your application is undertaken and you are then notified of the outcome. In the meantime, please check your emails and portal for any messages that may have been missed.

As notification of decisions are issued as an alert to your mobile phone, please also check that your contact details on the portal are correct e.g phone numbers, TCAN etc. If any changes are required, please let us know. In some cases notifications of further information requests issue by email and please ensure you check your emails on a regular basis and also check spam/junk folders

We kindly ask that you refrain as far as possible from contacting us for the next few weeks to allow our staff time to process applications. Please be assured we will notify you once a decision has been made on your application.

I want to discuss the new Enhanced Scheme and what this means for me?

The Council is not in a position to answer any queries until the final regulations and guidelines have been issued by the Department of Housing, Local Government and Heritage. The Council expects more detailed guidance to be made available by the Department when the enhanced scheme is ready to be commenced.

In the meantime, please see link to the Government's information on the new Scheme.

[gov.ie - Defective Concrete Blocks Grant Scheme: Your Questions Answered \(www.gov.ie\)](http://www.gov.ie)

I have emailed a response to a further information request and I am seeking an update?

The response to a further information request must be uploaded through the online portal. We cannot accept FI responses by email. If you have already provided an FI response, please be assured we will notify you once a decision has been made on your application.

I have submitted an application for grant approval (Stage 2) and I am seeking an update?

We are working as quickly as possible to process these applications. Delays can result if all supporting documentation is not submitted. Please check the following link for the information required to be submitted:

[Donegal County Council \(donegalcoco.ie\)](http://donegalcoco.ie)

I have submitted a claim for payment and when can I expect to receive the payment?

While every effort is made to have payments finalised within three weeks (from the date of a valid claim), processing times can vary from time to time depending on the number of claims on hand at any one time. Delays can also result if the correct supporting documentation is not submitted along with your payment claim

Please check the following link for the information required to be submitted:

[Donegal County Council \(donegalcoco.ie\)](http://donegalcoco.ie)

My query is not covered in the information above and I need to speak to someone?

Our team are available to take telephone calls at 074 9153900 on Tuesdays and Thursdays each week from 9.00 am to 12.30 pm. The hours have been temporarily reduced to allow dedicated time outside of these hours to processing applications and payments as quickly as possible.

Thank you again for your co-operation and patience.