

Frequently Asked Questions

Town Twinning, Action 1, Measure 1.2, the Thematic Networking of Twinned Towns

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1. We are looking for a town twinning partner. Where can we get further information?

Unfortunately the Executive Agency is not in the position to help you find partners for projects. However for most eligible countries there is a national co-ordinator for town twinning actions who is part of the town twinning network of the Council of European Municipalities and Regions. You could contact the appropriate national co-ordinator and seek their assistance. The list of national co-ordinators may be found on our web-site (<http://eacea.ec.europa.eu/citizenship/towntwinning/links.htm>).

2. Can somebody tell us if our project is eligible?

The Europe for citizens Programme Guide

(http://eacea.ec.europa.eu/citizenship/guide/index_en.htm) contains details of the town twinning measures for which grants are available. In the Guide you will find information concerning the background to the different measures as well as their specific eligibility criteria. The Executive Agency is not in a position to comment on the eligibility of a project proposal in advance of a formal application being made. However you will find adequate information in the Programme Guide to enable you to complete and submit a full application.

3. We have problems with opening/filling in the application form for citizens' meetings.

The application form has protections built into it to so that some sections cannot be altered. It has been created in Microsoft Office Word 2003 format, which is the standard software

required in order to open and complete the form. If you do not possess this software and you represent a twinning committee we would suggest that you seek the assistance of your municipality. If you represent a municipality we would suggest that you seek the assistance of your IT department.

4. Is there a standard format for a twinning agreement? What about networks?

Town twinning agreements must be formal agreements involving the municipal authorities of both towns/cities. There is no single format or model for such agreements therefore the agreement can be phrased quite generally in terms of mutual co-operation, bringing citizens closer to each other, and the development of future relations and joint actions. However we would expect agreements to be formally signed by both municipalities (i.e. by the mayors or other municipal officials). For networks of twinned towns a single document signed by all participating municipalities can be submitted as part of the application.

5. Can we complete the application form in a language other than English, French or German?

The application form can be completed in any of the official languages of the European Union, except for part II of the application form (Project summary) which must be completed in English, French or German.

6. Can we fill in the grant application, legal entity, and financial identification forms by hand?

Grant application forms filled in by hand will be rejected as ineligible. The "legal entity" and "financial identification (bank details)" forms are available as [Adobe-Acrobat](#) PDF files and are presented in a "FILL AND PRINT" format. This means that they can be completed on-line, and then printed and signed before being sent in with your application form.

7. Can we have different postal addresses on our grant application, legal entity, and financial identification forms?

No. The grant applicant must be a single legal entity, the name and address of which must be present on all submitted documents. "Care of" addresses will not be accepted as official addresses for a legal entity.

8. Can applications be submitted by email or fax?

Applications submitted by email or fax will be rejected as ineligible.

9. We have missed the deadline. Can we still send in our application?

Applications cannot be accepted after the deadline and any sent will be rejected as ineligible. However, we do accept applications carrying the postmark of the date of the deadline.

10. Will we receive an acknowledgement of receipt for our application? When?

Applicants will be informed in writing of the receipt of their application. As we receive many applications, the registration process can take a while so please be patient. During the process

of registering applications we cannot respond to requests asking if an application has been received.

11. How can we find out if new countries are added to the list of eligible countries?

Details will be published by the European Commission Directorate General for Education and Culture on its web-site at http://ec.europa.eu/citizenship/countries_en.html

12. Is there an on-line application form for this measure?

Not yet. We intend to introduce an on-line application form once the process has been fully introduced for measure 1.1 (town twinning citizens' meetings).

13. What needs to be done to claim our grant?

In order to receive their grants all beneficiaries must send **the following items** to the Executive Agency no later than **2 months after their project ends**.

1. An implementation report (with copies of any press and publicity materials);
2. **A payment request;**
3. **Lists of persons** who participated in the conference(s) / workshop(s) and who are included in the payment request calculation (separate lists must be provided for **local** and **international** participants). Please note: only the participants who have signed the official lists can be taken into consideration for the calculation of the grant;
4. An original of **the programme for the event(s)** and of **the documentation distributed**, with an indication of the places, dates and timetable;
5. (if applicable) Two originals of publications, CDs, CD-ROMs or DVDs produced;
6. (if applicable) The address of website created for the project and of 5 other independent sites providing a link to the site created;
7. (if applicable) A copy of the invoices for printing and publication, for the creation of the CD/DVD master-copy, for copying, engraving, creation of the website – or any other supporting evidence;
8. (if applicable) A copy of the distribution list for the communication tools;
9. **A summary statement of actual costs** incurred in completing the project.

The Executive Agency will calculate the final grant based on the information provided in the above mentioned documents. Further details and copies of the official forms to be used may be found on our web-site at;

http://eacea.ec.europa.eu/citizenship/action1/towntwining/pay1_2_en.htm

14. Will we receive a pre-financing payment if our project is selected?

Pre-financing is only available, upon request, to projects covering two conferences/workshops. The project beneficiary must confirm to the Executive Agency its intention to implement the project by written notice. In such cases a pre-financing payment equivalent to 50% of the total grant will be transferred to the beneficiary within 45 days. If written confirmation is not received by the Executive Agency a single payment will be made based upon the final report.

15. What can we do if we have a question which is not covered by the list of frequently asked questions or the Programme Guide?

You can contact us by:

- email to EACEA-P7@ec.europa.eu or
- call the Town Twinning Hotline (+32 229 52 685) which is available on Tuesdays, Wednesdays and Thursdays from 09h30 to 12h30.