

IMPORTANT FOR ALL CITY OF EDINBURGH COUNCIL TENANTS RENT PAYMENT DATES 2020-2021

		Fortnightly Rent Charging Mondays			
2020	April	6 th	20 th		
	May	4 th	18 th		
	June	1 st	15 th	29 th	
	July	13 th	27 ^h		
	August	10 th	24 th		
	September	7 th	21 st		
	October	5 th	19 th		
	November	2 nd	16 th	30 th	
	December	14 th	28 th		
	2021	January	11 th	25 th	
		February	8 th	22 nd	
		March	8 th	22 nd	

The annual rent will be due to be paid over 26 fortnights instead of 24. This means it is spread throughout the year making rent more affordable and helping you to budget.

You can arrange to pay your rent weekly, fortnightly, or monthly and can speak to your Housing Officer for all rent advice.

Paying your rent must be a priority. You are responsible for the paying the full rent in advance for your home.

Ways to Pay Rent



Pay by direct debit - Direct debit is the quickest, safest and easiest way to pay your Council rent. We can now set up weekly fortnightly or monthly payments on any date that suits you. Contact your locality office or telephone your Housing Officer today to set this up.



Pay Online - You can pay online on our website at www.edinburgh.gov.uk/waystopaycouncilrent with a credit or debit card. You will need your 9 or 10 digit rent reference number on the front of your Rent Payment Card.



Pay at PayPoint – You can use your rent payment card at any PayPoint. You will find hundreds of these in local shops, post offices and newsagents across the Edinburgh area. Use your postcode on the PayPoint website to search for your nearest PayPoint outlet <https://paypoint.com/>.



Understanding your Rent Statement

Do we owe you a refund? If you have a credit balance, the amount will show in the last line of your statement under the column headed **Balance due to Tenant**.

(Please turn over)

Rent Debt

If you have rent debt it is very important for you to get this sorted out as soon as possible. Contact your Housing Officer at your locality office as soon as you start experiencing difficulties, they will be able to provide advice and set up a suitable payment arrangement.

If you do not make/keep up an arrangement to pay your arrears, court action **will be** taken against you and you risk losing your home.

If you get help to pay your rent through Housing Benefit or Universal Credit, you are responsible for making sure you submit a claim and are responsible for providing all the information required.

Universal Credit – You will need to pay your full rent direct to us – read below

Important rent information you will need to make a claim and report any changes to your rent, including rent increase.

- Your landlord is The City of Edinburgh Council.
- Use your full tenancy address from the letters we send you when you make a claim for Universal Credit, for example your rent increase letter or rent statement
- Tell them your fortnightly rent charge
- Tell them your fortnightly service charges too, if you have any. You also need to say which service charges are eligible to get help with (Stair Cleaning, Core Furnishings) and those that are ineligible (Insurance and Heating)
- Tell them the number of bedrooms you have in your home
- Tell them you have number (0) rent free weeks

You can ask us to provide you with these details of the above at any time, if you are not sure how much you pay. Ask at your local office.

Help for Council Tenants

We also have an Income Maximisation Officer based in your locality housing office who can also help you with problems you are experiencing with all benefits and help you to apply. Their details and other agencies who may be able to help you include;

ADVICE SERVICES	INFORMATION INCLUDES	CONTACT DETAILS
Council Tenants Income Maximisation Service	Help to claim all benefits/grants and deal with benefit problems	0131 529 7905 incomemaximisation@edinburgh.gov.uk
Housing Benefit/Council Tax Reduction/ Discretionary Housing Payment	Enquiries about your claim and reporting changes	0131 608 1111 www.edinburgh.gov.uk/benefits
The Advice Shop	Welfare Rights, Money and Debt advice	0131 200 2360 Advice.shop@edinburgh.gov.uk www.edinburgh.gov.uk/advice-shop
Community Help and Advice Initiative (CHAI)	A range of housing and support advice	0131 442 2100 chai@chaiedinburgh.org.uk
Granton Information Centre (GIC)	Housing, rent arrears, benefits, debt and money advice	0131 551 2459 info@gic.org.uk
Edinburgh Housing Advice Partnership (EHAP)	Court calling date and representation.	0845 302 4607 www.chaiedinburgh.org.uk
Local Citizens Advice Bureau	Advice on budgeting and money matters. Help to claim Universal Credit	0131 510 5510 www.citizensadviceedinburgh.org.uk
Department of Work and Pensions – Universal Credit Claims & Housing Costs	Making a claim online, report changes or enquiries through your online journal or contact	0800 328 5644 www.gov.uk/universalcredit

