



Haig Housing Rent Information

This leaflet is a summary of information about your rent and includes information on

- when your rent is due
- how to pay your rent
- what the rent includes
- rent increase notification

This leaflet does not cover Haig Housing's policies on setting rents, rent arrears or service charges, all of which are on separate leaflets in the handbook

WHEN RENT IS DUE

- Rent is charged and is payable in advance on a weekly basis
- Tenancies run from a Saturday to a Saturday

HOW TO PAY

You will be informed of your rent calculation and the various options as to how to pay your rent when you sign your tenancy agreement.

The methods of payment are determined by the Trust and, other than for tenancies in Scotland, include the following:

- At a Post Office counter using the Trust's Rent Payment Card which records your payment on its Girobank Account.
- Banker's Standing Order – paying monthly in advance
- Direct debit
- Online using BillPay at www.haighousing.org.uk/pay-your-rent-online

WHAT RENT INCLUDES

Water, sewerage, gas and electricity charges and local taxes are not included in the rent and are the responsibility of the tenant and must be paid direct to the relevant authority.

Your rent may include a service charge for any services provided by the Trust such as grass cutting, gardening, servicing of gas installations and lighting of common areas.

Further information on Service Charges is in a separate leaflet

RENT INCREASES

You will be given one month's notice in writing of any rent increase

RENT STATEMENTS

You will be provided with a statement at least once a year but you may request one at any time to check your rent charges, payments and balance.

BENEFITS

Low Income? - you may be entitled to some help with your rent through the Housing Benefit scheme. To make a claim, contact the Housing Benefit Department at your local council, who will ask you to complete a claim form.

Receiving Income Support? - you will automatically be entitled to Housing Benefit - contact your local Social Security Benefits Agency office.

Need to know more about Benefits? - You can get independent advice about Housing Benefit or any other benefits that you may be entitled to from your local Citizen's Advice Bureau