



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 DUE

- Rent is charged and is payable in advance on a weekly basis
- Weekly tenancies run from a Saturday to Friday
- Monthly tenancies will be as outlined in the tenancy agreement

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 or any PayPoint outlet using the Trust's Rent Payment Card.
- Banker's Standing Order – paying monthly in advance
- Direct debit
- Online using BillPay at www.haighousing.org.uk/residents/rent

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 for 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

If you are on a low income you may be entitled to help with your rent. You may receive either Local Housing Allowance or Universal Credit.

You can contact the Income Team on 020 8685 5777 or contact your local Citizen's Advice Bureau for further information.