

**IMPORTANT FOR ALL CITY OF EDINBURGH COUNCIL TENANTS
RENT PAYMENT DATES 2023-24**

		Fortnightly Rent Charging Mondays		
2023	April	3 rd	17 th	
	May	1 st	15 th	29 th
	June	12 th	26 th	
	July	10 th	24 th	
	August	7 th	21 st	
	September	4 th	18 th	
	October	2 nd	16 th	30 th
	November	13 th	27 th	
	December	11 th	25 th	
2024	January	8 th	22 nd	
	February	5 th	19 th	
	March	4 th	18 th	

The total annual rent will be due to be paid over 26 fortnights. If you are struggling to pay your rent help could be available to you. Go online to www.edinburgh.gov.uk/costofliving

Speak to your Housing Officer for all rent help and advice.

Paying your rent is 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/>.



Pay by telephone – The Council automated telephone line is available 24/7 on **0800 7831719**, you will need your debit card and rent payment card details

Understanding your Quarterly Rent Statement

Do we owe you money? Your final balance shows on the last line before the end of your rent statement. If you have a credit balance due to you, the amount will show under the column headed **Balance due to Tenant**. If you have a rent debt the amount will show under the column headed **Balance Due to Council**.

To request a refund to your bank account email your rent payment reference, name and address with your sort code and bank account number to rentfirst@edinburgh.gov.uk and we will arrange to process your request.

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 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, you could 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 update your claim and you are responsible for providing all the information required. If you need further rent details ask your Housing Officer.

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 in your circumstances through your online journal. This includes your rent increase, when you move home, income and household changes.

- 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

Help for Council Tenants

As a Council tenant, we have an Income Maximisation Officer who can assist you in applying for all benefits or help you to resolve any problems you are experiencing with your current benefits. Their details are listed below, 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-grants
The Advice Shop	Welfare Rights, Money and Debt advice	0131 200 2360 Advice.shop@edinburgh.gov.uk www.edinburgh.gov.uk/adviceshop
Community Help & Advice Initiative (CHAI)	Advice on Housing, Debt, and Welfare Rights including court and tribunal representation	0131 442 2100 chai@chaiedinburgh.org.uk www.chaiedinburgh.org.uk
Granton Information Centre (GIC)	Housing, rent arrears, benefits, debt and money advice	0131 551 2459 info@gic.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