

Rent and other payments

When is my rent due?

Your rent should be paid on the same day that your tenancy starts and on the same date each month thereafter. eg: if you move into your new home on the 20th, you should pay your rent on 20th of every month. Rent should be paid in advance each month.

How much is my rent?

Your monthly rent payment will be detailed in your PRT.

Do I have to pay a deposit?

CHT do not charge a deposit to our tenants.

Will my rent increase?

The rent can only be increased once a year. If there is an increase in your rent we will give you at least three months written notice. We will apply a fair increase to your rent.

If you are unhappy with the rent increase, the PRT sets out the process if you wish to appeal against the increase.

Are there any other payments associated with my tenancy?

The PRT will confirm if there are any other charges payable eg: factoring charges, payments for septic tank emptying & maintenance, and you will be advised of these prior to your tenancy starting. You will also be responsible for paying:

Council Tax*:

Please ensure that you notify the Local Authority, when you move in, that you are the new resident.

Council Tax contact number: 0800 393811 or email operations.team@highland.gov.uk

Utility Bills:

Please ensure that you notify all utility providers that you are the new resident and provide them with the meter readings that should be taken on the date you start your tenancy. You can change to a utility supplier of your choice from the current provider.

Fuel Supply:

If your property has an oil/calor gas, coal fire, wood burning/multi fuel burning stove you will be responsible for ordering and paying for the oil and fuel supply. Please replace the oil or calor gas to a similar level that was provided at the start of the tenancy.

**Please advise the Local Authority if your property is served by a septic tank/waste water treatment plant as your Council Tax payment will be reduced to reflect this.*

Payment information

Account number: **20294409**

Sort Code: **16-58-10**

Triodos Bank, Deanery Road, Bristol

Ref: [your name/property]

We would prefer that our tenants set up a monthly standing order for their rent payments. Please contact us if you wish to discuss an alternative payment plan

We no longer accept cheques and are unable to accept cash.



What happens if I can't pay my rent?

It is important that you keep up to date with your rent payments. If you are having, or you think you may have, difficulties paying your rent you must let us know and contact us as soon as you can. You can talk to us in confidence.

If you have accrued arrears on your account, we will look at your circumstances and we can agree a repayment plan based on how much you can afford to pay to cover the arrears and pay your rent. You can find out if you are eligible for help towards your housing costs here: <https://www.mygov.scot/claim-housing-benefit/>

Please remember the sooner you talk to us the sooner we will be able to help you. If you fall into more than 3 months arrears CHT can take action to end the tenancy and we want to avoid this if at all possible.