

Rent Consultation 2025-26: **Additional Information**

If you would like more information or would like to talk to someone about the rent proposals, please get in touch with the Service Development Team **before Friday 20th December 2024** by:

- **Freephone: 0800 413 721**
(please leave your name and number and a member of our Team will call you back)
- **Email: tenantconsultation@eastlothian.gov.uk** or;
- **Write to us at:** Service Development Team, Community Housing,
East Lothian Council, Penston House, Macmerry, EH33 1EX.

Paying rent is the most important part of a tenancy agreement. It is important that rent is paid on time and in full. If you find yourself struggling to manage either, contact us straight away. Our Rent Income Officers are here to help and will discuss your concerns confidentially and sensitively and ensure you get any help and support that you need.

For help or advice with your rent payments, phone our helpline on: **01620 827 528**
email: rentadvice@eastlothian.gov.uk or visit: www.eastlothian.gov.uk/rent

You may be entitled to financial help if you're struggling. Our Financial Inclusion team offers free, impartial and confidential advice and support and can help identify what benefits or grants you may be entitled to and help you to apply. Officers can also ensure you are receiving the correct amount of benefit and help you to challenge or appeal decisions if you've recently had a benefit claim turned down.

To find out more visit: www.eastlothian.gov.uk/financial-inclusion
email: financialinclusion@eastlothian.gov.uk or call **01620 827 827** and ask for Financial Inclusion.

You can also check what you're entitled to using the free independent online benefits calculator:
www.entitledto.co.uk

To make a comment, suggestion, or complaint about a council service, download a feedback form online at www.eastlothian.gov.uk/feedback or pick one up at your local council office.

To obtain this information in Braille, large print, audiotape, or your own language. For assistance please call: **01620 827 827**. British Sign Language (BSL) users can contact us via www.contactscotland-bsl.org