



00223/00796

Mr Edward Burnett
94 Anderson Street
Inverness
Inverness-Shire
IV3 8DX

Housing & Property
Town House, High Street
Inverness
IV1 1JJ



31300
Worth Associates Ltd
Certified to be a true copy of the original
document and a true likeness of the client.
Name: Raymond Baker FCA No: RVB00005
Signed:
Date: 18/3/2026
Pay Ref:

24 January 2026
54208436



6336031542084360000003

Dear Mr Edward Burnett

Rent Account: £80.49 Arrears as at 24 January 2026

I am writing to you because you appear to owe rent of £80.49 as at 24 January 2026. Please contact us straight away if you cannot pay the full amount due within 7 days, or if you think the amount shown is wrong. We will be happy to discuss the matter with you. My name is Laura Ryrie and you can contact me on 07345 303097 and/or laura.ryrie2@highland.gov.uk.

Please note: if you are claiming Universal Credit we understand you may be waiting for your first payment of the housing element before paying your rent but we still want to keep you up-to-date with your arrears balance during this period. If this is the case please let us know by contacting your housing officer. They can also give you advice about how to pay your rent now you are on Universal Credit or advise if you are having problems with your claim.

If you are struggling to pay your rent or you are on a low income, you may be able to claim Housing Benefit or Universal Credit to help you pay your rent. Please contact your Housing Officer or telephone 01349 886602 for more advice and information.

The Highland Council's Welfare Support Team can also advise you about claiming any other benefits you may be due. You can contact them on 0800 090 1004 or by email on welfare.support@highland.gov.uk. The Citizens Advice Bureau or your local independent advice service may also be able to help. Our Service Centre staff can tell you how to contact these services. They can be contacted on 01349 886602.

If you are already getting Housing Benefit or Universal Credit but do not receive the full amount of help towards your rent you will need to pay the balance from your other income. You may be able to apply for short term financial help through the Council's Discretionary Housing Payment scheme. Ask your Housing Officer or visit www.highland.gov.uk for more information.

Please be aware that should you apply for a transfer of tenancy through the Highland Housing Register, your application will not be considered while arrears exist on your rent account.

If you have paid your rent in full after 23 January 2026, then please ignore this letter. This is because payments made after 4pm on Friday afternoons are not included in your account until the following week. Please note that cash payments made using the Paypoint system requires 3 working days to reach your account.

If you do not respond to this letter, or do not bring your rent account up-to-date, a second reminder will be issued in due course.

**Check and
pay your
Rent Online!**

New! Check your rent account balance and pay on-line at a time that suits you!

You can now check your rent account balance, latest rent payments, benefit transactions and pay your rent at a time that suits you using our new on-line tool called **Housing On-line**.

Go to www.highland.gov.uk/housingonline and follow the on-line instructions.

