



# Advice and Assistance for Private Tenants

What Do I Need to Know...?



**Private Residential Tenancy  
Information for Tenants  
Scottish Government**



**Private Residential  
Tenancy advice  
Shelter Scotland**



# Tenants Rights: What Do I Need to Know...?

## If I Am Facing Eviction?

Support can be given for a range of eviction related topics:

- Representation at tribunal or court
- Threats of unlawful eviction
- Compensation for unlawful eviction
- Eviction due to landlord default on their mortgage

## If I Am Looking to Find or End a Tenancy?

Help is available with:

- Finding a tenancy – see Homefinder overleaf
- Tenancy agreements
- Types of tenancy - Please visit: [bit.ly/4sS80VI](https://bit.ly/4sS80VI)
- Understanding the terms
- Notice periods
- Ending Joint tenancies

## If my Home Is Needing Repairs?

Some of the more common repair types that may affect you that your landlord has responsibility for are listed below.

- Dampness and mould
- Blocked pipes / drains
- Water damage – roof leaks or plumbing
- Windows and/or doors - not wind and water tight
- Electrical hazards
- Secure entry systems
- Heating / hot water issues
- Missing / faulty smoke detectors

Private Tenants should also know that they can apply, free of charge, to the Housing & Property Chamber, First-tier Tribunal who may visit the property for assessment.

## If I Cannot Afford My Rent or Have Arrears?

If you find that you are in arrears with your rent, support is available for reaching an agreement with your landlord.

Similarly if your rent is increased, advice can be given on the fairness of this is or how to help meet the increased payments.

## About Benefits?

You may be entitled to additional benefits such as:

- Housing Benefit
- Housing element of Universal Credit
- Discretionary Housing Payments - [bit.ly/4tclJeG](https://bit.ly/4tclJeG)
- Other state benefits

## About Deposits?

Private sector Landlords are required to protect tenant deposits in government-approved tenancy deposit schemes to ensure the security of the funds until they are due to be returned. Homefinder (see over) can assist with this. The landlord must lodge all deposits with the preferred scheme within 30 days of the tenancy starting. They also provide independent dispute resolution services. The approved schemes are:

- SafeDeposits Scotland
- Letting Protection Service Scotland
- MyDeposits Scotland

You have the right to contact the scheme that holds your deposit about whether and how much of your deposit should be returned to you. If you disagree with the decision that a scheme makes you can appeal to an independent tribunal

## About Support to Move Home?

You may be eligible for some support with moving home including removals or setting up a new home. You may be eligible for assistance with deposits and rent in advance through Dundee Homefinder Service

- Community Care Grants
- Crisis Grants

## About A House in Multiple Occupation (HMO)?

- An HMO is a home shared by three or more people from three or more families
- Landlords are required to hold an HMO licence for each such property they rent out

## About Landlord's Responsibilities?

- To be registered with Local Authority (private sector)
- To provide a tenancy agreement
- To protect your deposit (private sector)
- To carry out necessary repairs
- To give you notice of any rent increase
- To carry out the correct procedure for any eviction



# Tenants Rights: What Do I Need to Know...?

## About Who to Contact?

### DUNDEE LAW CENTRE

01382 918230

(9-5 Mon-Fri)

[enquiries@dundeelaw.org](mailto:enquiries@dundeelaw.org)

Dundee Law Centre - [dundeelaw.org](http://dundeelaw.org)



### SHELTER

0808 800 4444

(freephone helpline, 9-5 Mon-Fri)

[dundeehub@shelter.org.uk](mailto:dundeehub@shelter.org.uk)

(for enquiries)

Shelter Scotland - [scotland.shelter.org.uk](http://scotland.shelter.org.uk)



### CITIZEN'S ADVICE BUREAU

01382 214633

(10-1 and 2-4 Mon-Fri)

[bureau@dundeecab.casonline.org.uk](mailto:bureau@dundeecab.casonline.org.uk)

Dundee CAB - [dundeecab.org.uk](http://dundeecab.org.uk)



### BROOKSBANK WELFARE TEAM

01382 432450

[moneyadvice@brooksbankcentre.co.uk](mailto:moneyadvice@brooksbankcentre.co.uk)

Brooksbank - [brooksbankcentre.com](http://brooksbankcentre.com)

### WELFARE RIGHTS – DUNDEE CITY COUNCIL

01382 431188 (option 2)

(9:30-4:30 Mon-Fri)

[cas@dundeecity.gov.uk](mailto:cas@dundeecity.gov.uk)

DCC Welfare Rights - [bit.ly/45OLj4](http://bit.ly/45OLj4)



### PRIVATE SECTOR SERVICES UNIT – DUNDEE CITY COUNCIL

01382 436849 or 436880

(9-5 Mon-Fri)

[private.sector@dundeecity.gov.uk](mailto:private.sector@dundeecity.gov.uk)

DCC Private Sector Service Unit - [bit.ly/4qVUAWY](http://bit.ly/4qVUAWY)

### HOUSING & PROPERTY CHAMBER – FIRST TIER TRIBUNAL for SCOTLAND

0141 302 5900

(9-5 Mon-Thu; 9-4:30 Fri)

Housing and Property Chamber - [housingandpropertychamber.scot](http://housingandpropertychamber.scot)

Housing and Property Chamber  
First-tier Tribunal for Scotland



### DUNDEE HOMEFINDER SERVICE

01382 433003

[homefinder@dundeecity.gov.uk](mailto:homefinder@dundeecity.gov.uk)

Dundee Homefinder Service - [bit.ly/3ZeKgNS](http://bit.ly/3ZeKgNS)

