

SCHEDULE 3

Regulation 4

REFERRAL BY A TENANT TO A RENT OFFICER

**TENANT'S RENT INCREASE REFERRAL TO A RENT OFFICER UNDER SECTION 24(1) OF THE PRIVATE HOUSING (TENANCIES) (SCOTLAND) ACT 2016**

**IMPORTANT: INFORMATION FOR TENANT(S)**

You should use this form if you, as a tenant, want a Rent Officer to decide what your rent should be because:

- Your Landlord has given you a rent-increase notice; AND
- You think the increase may be too high.

The Rent Officer will aim to send you the decision within 40 days of receiving your completed referral form.

**PLEASE NOTE - YOU CANNOT MAKE A REFERRAL TO A RENT OFFICER FOR A DECISION ON THE RENT INCREASE IF THE LET PROPERTY IS LOCATED IN A RENT PRESSURE ZONE. YOU CAN CHECK WHETHER YOUR LET PROPERTY IS LOCATED IN A RENT PRESSURE ZONE ON THE SCOTTISH GOVERNMENT'S WEBSITE AT <https://www.mygov.scot/rent-pressure-zone-checker/> OR PHONE RENT SERVICE SCOTLAND AT THE TELEPHONE NUMBER SHOWN BELOW.**

**YOU MUST SUBMIT THIS FORM TO THE RENT OFFICER WITHIN 21 DAYS OF RECEIVING THE RENT-INCREASE NOTICE FROM YOUR LANDLORD.**

You can fill in this form online. If you are filling in your form by hand, please use BLOCK CAPITALS. If there are boxes to tick, tick only one.

**Important Information before completing the application form**

Rent Officers are independent officers appointed under the Rent (Scotland) Act 1984, who will decide the rent by comparing similar properties in your area. **In deciding the rent, the Rent Officer has the power to increase or decrease the rent.**

Once your referral form is received the Rent Officer may decide to inspect your property, so it is important that you tell us when you will **NOT** be available for an inspection.

You should read this referral form carefully and aim to complete it fully (there are notes to help you). If there are any questions that are not relevant to your circumstances, please mark them as 'not applicable' or 'N/A'.

**Status:** This is the original version (as it was originally made).

Once you have filled in your referral form please send it to:

Rent Service Scotland  
 2nd Floor  
 Endeavour House  
 1 Greenmarket  
 Dundee  
 DD1 4QB

Once you have sent the referral form you must inform Rent Service Scotland immediately if any of the information you have provided changes.

If you would like more information about this process or any help completing this form please phone 0300 244 7000 or email us on [rss.dundee@gov.scot](mailto:rss.dundee@gov.scot).

**Advice** - If you have questions about this referral contact one of the following:

- your local council;
- Shelter Scotland;
- your local Citizen’s Advice Bureau;
- a solicitor (you may be able to get legal aid depending on your income).

**Notes to assist you completing the questions on this referral form**

<b>Question 1(a)</b> This is the address of the property where you currently live. We may phone you or send an email, so please give us your current telephone number and email address.	<b>Question 4(b)</b> Please give us details of how much of your rent is for any services that you receive. If the amount of services is not listed separately please let us know this.
<b>Question 1(b)</b> If an agent (or another person) acts on your behalf please give us all their contact details, including their address. This can be someone who acts on your behalf to deal with your personal affairs. You must have agreement with this person that they can carry out this role for you.	<b>Question 5</b> This information will only be relevant if furniture or white goods are included in the amount of rent you pay for the property where you currently live. If they are included you should have received a list from your Landlord. We will need to see a copy of this.
<b>Question 2(a)</b> We need to write to your Landlord so please provide all the necessary contact details, including their address.	<b>Question 6(a)</b> We need to know about any improvements that you have made to your property which were not your responsibility under your tenancy agreement. Please list these.
<b>Question 2(b)</b> If an agent (or another person) acts on your Landlord’s behalf please give us all their contact details, including their address.	<b>Question 6(b)</b> We need to know about any improvements that your landlord has made to your property since the start of your current tenancy. Please list these.
<b>Question 3(a)</b> We need to know what type of property you currently live in.	<b>Question 7</b> We need to know about any defects or damages in the property caused by you.
<b>Question 3(b)</b> We need to know how many rooms there are in your property. We have provided a list of typical rooms in a property – please indicate in each box how many of these type of rooms are in your property.	<b>Question 8(a)</b> We need to know how much rent you are paying and how often you pay it.

<p><b>Question 3(c)</b> Please let us know about any part of your property that is shared with another tenant.</p>	<p><b>Question 8(b)</b> We need to know the proposed rent and how often you will need to pay it.</p>
<p><b>Question 3(d)</b> We need to know details of all the outside space that comes with your property and is included in your tenancy.</p>	<p><b>Question 9</b> Please provide the necessary documents with your referral and tick the appropriate box(es) that you have done so.</p>
<p><b>Question 3(e)</b> We need to know if the property has central heating – you need to select an option from the list.</p>	<p><b>Question 10</b> We may decide to inspect your property therefore it is important that you let us know when you <b>WILL NOT BE AVAILABLE</b> for an inspection. We will only be able to inspect during office hours and to allow for travelling by the Rent Officers this will be between 9.30 am and 3.30 pm</p>
<p><b>Question 3(f)</b> We need to know if the property has double glazing - you need to select an option from the list.</p>	<p><b>Question 11</b> Please make sure that you (or your agent) sign the form. Failure to do will make the referral invalid. You do not need to sign the form if you are filling it in online – just enter your name.</p>
<p><b>Question 4(a)</b> This information will only be relevant if services are included in the amount of rent you pay for the property where you currently live. If they are, please give us details of the services you receive - for example, stair cleaning, garden maintenance, door entry maintenance and communal area maintenance.</p>	

**Question 1 - Tenant’s details**

(a) Tenant’s Name, Address, Postcode and contact details (telephone number and email address)

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Name (if more than one tenant) \_\_\_\_\_

**Status:** This is the original version (as it was originally made).

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

- (b) Tenant's Agent's Name, Address, Postcode and contact details (telephone number and email address). **For information on who can act as your Agent please see the 'Notes to Assist' section.**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

**Question 2 – Landlord's Details**

- (a) Landlord's Name, Address, Postcode and contact details (telephone number and email address)

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

- (b) Landlord's Agent's Name, Address, Postcode and contact details (telephone number and email address).

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

**Question 3 - Details of the Property**

(a) What kind of property is it? For example - a detached or terraced house or flat or part of a house. (If a flat give the flat number for example - 1F1, G/R)

\_\_\_\_\_

(b) How many, and what type of rooms does the property have:

Living Room

Bedroom

Kitchen

Bathroom

WC

Other (please state) \_\_\_\_\_

(c) Is there any accommodation or facilities shared with another tenant? If yes, please give details Yes  No

\_\_\_\_\_

(d) Does the tenancy include a parking space, garage, garden, yard or any other separate building or land? If yes, please give details. Yes  No

\_\_\_\_\_

(e) Please tell us if there is any heating in your property. (Please delete as appropriate\*)

- |                       |
|-----------------------|
| None*                 |
| Part central heating* |
| Full central heating* |
| Electric heating*     |
| Storage heaters*      |

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- (f) Please tell us if your property has double glazing.  
(Please delete as appropriate\*)

None*
Full*
Partial*
Secondary*
Triple*

**Question 4 – Services**

- (a) Are any services included? (for example - cleaning, maintenance of communal parts, etc.)? If yes, please give details Yes  No

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- (b) How much rent is charged for these services? If the charge is included within the rent please state this.

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**Question 5 – Furniture**

- Is furniture (including white goods) provided under the tenancy? If it is, please attach a list of the furniture provided. Yes  No

**Question 6 – Improvements**

- (a) Have you (or a previous tenant under the same tenancy) carried out any improvements or replaced fixtures, fittings, or furniture for which you were NOT responsible under the terms of the tenancy? If yes, please give details. Yes  No

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- (b) Has the Landlord made any improvements to the property since the start of your tenancy? If yes, please give details. Yes  No

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**Question 7 – Damages or defects**

Are there any damages or other defects to the house or to any fixtures, fittings or furniture because you or a previous tenant under the same tenancy did not comply with the terms of the tenancy? If yes, please give details.

Yes

No

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**Question 8 – Your rent**

(a) How much rent are you paying now?

£ \_\_\_\_\_ per \*week/fortnight/4 weeks/month/quarter/year

(b) What is the new amount of rent?

£ \_\_\_\_\_ per \*week/fortnight/4 weeks/month/quarter/year

\* delete as appropriate

Please attach a copy of the rent-increase notice which you received from your Landlord. This tells you about the proposed new rent.

**Question 9 – Documents required to support your referral**

When you send your referral to us you should attach copies of documents which the Rent Officer will need to make a decision about the open market rent. You should attach the following:

- (a) A copy of your tenancy agreement
- (b) A copy of the rent-increase notice you received from your Landlord
- (c) If your Landlord provides furniture, a list of the furniture

Any documents which you send with this referral will be sent back to you as soon as possible.

Please tick each box to show that you have attached the relevant information.

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**Question 10 – The inspection of your property**

To set the rent for your property the Rent Officer may decide to inspect it. This will take place during normal office hours (Monday - Friday between 9.30 am and 3.30 pm). Please let us know the dates over the next month when you are **NOT AVAILABLE** for an inspection.

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Your Landlord will be invited to the inspection. You can only re-schedule once. If you are not available for an initial or re-scheduled inspection a decision will be made on your rent.

**Question 11 – Declaration**

I make a referral to a Rent Officer for a determination of the open market rent for the property at the address shown in part 1(a).

I confirm I have sent Part 3 of the rent-increase notice to my Landlord to let them know that I am referring to a Rent Officer.

Signed \_\_\_\_\_

\_\_\_\_\_  
(Tenant or Tenant's Agent)

Name in BLOCK CAPITALS \_\_\_\_\_

In the case of Joint Tenants all tenants must sign this form.

Date \_\_\_\_\_