

In the dark about your rent?

INFORMATION ON HOW TO READ YOUR RENT STATEMENT

Week No.

Our financial year always starts the first Monday in April and this will be numbered as week one, each subsequent week will be identified in numerical order according to date.

Date

The date shown is the period start date and is always the Monday of that week.

Gross

Details your gross rent and all charges such as water and sewage charges, furnished tenancy charges, pavement/hardstanding charges, ground maintenance. The only charges that would not appear in this column are charges which are eligible for assistance through Supporting People Grant.*

Benefit

Shows all payments of housing benefit made to your rent account. If after receiving your rent statement you are awarded housing benefit then your rent account will be amended accordingly and will appear on your next statement. If your circumstances have changed and you think you may be eligible for housing benefit please telephone (01325) 388514.

SP Charge

Details charges that are eligible for Supporting People Grant*, such as mobile or resident warden charges, furnishing charges provided through the Emma Project, Home Support Cleaning charge.

SP Ben

Lists payments made to your rent account by Supporting People Grant.*

Balance

Shows the balance of the rent account each week. A minus sign (-) against your balance indicates your account is in credit.

Other

This column can include unpaid direct debits, court costs and other adjustments to your rent account.

Payment

Details all payments posted to your rent account. This column could also include cheques returned unpaid by your bank, which will appear as a debit (without a minus sign).

Week No.	Date	Gross	Benefit	SP Charge	SP Ben	Payment	Other	Balance
01	09/10/2003	30.73	46.90	3.40	3.40	3.40		5.40
02	13/10/2003	30.73	46.90	3.40	3.40	3.40		5.40
03	20/10/2003	30.73	46.90	3.40	3.40	3.40		5.40
04	27/10/2003	30.73	46.90	3.40	3.40	3.40		5.40
05	03/11/2003	30.73	46.90	3.40	3.40	3.40		5.40
06	10/11/2003	30.73	46.90	3.40	3.40	3.40		5.40

* Supporting People is a national programme that funds, monitors and plans supported housing services.

HOW AND WHERE TO MAKE A PAYMENT

You may pay your rent at any Post Office of your choice or at the Dolphin Centre any weekday evening between 5.15pm – 8.30pm, Saturday 1.00pm – 4.00pm and Sunday 9.00am – 4.00pm. The Council accepts payment by credit and debit card by calling (01325) 389898 and via the internet site at www.darlington.gov.uk. Payment by

Direct Debit is also available as an easier and more convenient way to pay your rent. Please contact (01325) 388541 for details.

If you are unsure about anything that appears in your rent statement please contact Housing Administration on (01325) 388539

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