

In the dark about your rent?

Information on how to read your rent statement

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MR A N OTHER
 FLAT 1 HIGH STREET
 ANY TOWN
 HW9 2PM

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FLAT 1 HIGH STREET
 ANY TOWN

Statement of Rent Due and Payments made

Week No.	Date	Gross	Benefit	S P Chge	S P Ben	Payments	Other	Balance
23	03/09/2012	75.96	68.96-	4.32	4.32-			9.25
24	10/09/2012	75.96	68.96-	4.32	4.32-			16.25
25	17/09/2012	75.96	68.96-	4.32	4.32-			7.01
26	24/09/2012	75.96	68.96-	4.32	4.32-	30.32-		0.07-
27	01/10/2012	75.96	68.96-	4.32	4.32-			6.93
28	08/10/2012	75.96	68.96-	4.32	4.32-			13.93
29	15/10/2012	75.96	68.96-	4.32	4.32-			9.39-
30	22/10/2012	75.96	68.96-	4.32	4.32-	30.32-		2.39-

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

Week No

Our financial year always starts the 1st Monday in April and this will be numbered as week 1. Each subsequent week will be identified in numerical order according to date

Balance

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

Date

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

Other

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

Gross

Details gross rent and all charges such as water & sewerage, furnished tenancy, pavement/hardstanding and ground maintenance charges. 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 ring 01325 388514

SP Charge

Details charges that are eligible for Supporting People Grant*, such as mobile or resident warden charges, furnishing charges, Home Support Cleaning charge

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 (-))

SP Ben

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

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

How and where to make a payment

Payment by Direct Debit or Standing Order is the easiest and most convenient way to pay your rent. We also accept payment by credit and debit card by calling 01328 389898 and via the internet site at <http://www.darlington.gov.uk/Housing/payingyourrent/payingyourrent.htm>. 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 1pm-4pm and Sunday 9am-4pm.

If you are unsure about anything that appears in your rent statement, please contact us on 01325 388542.