

# understanding your rent statement

approved by  
the customer  
editorial panel



## example rent statement

### your rent statement

If you want to discuss this statement or any other rent issue, or if you are having difficulty paying your rent please contact the Income Team on **01274 254777**.

▶ you can view your statement online at [www.incommunities.co.uk](http://www.incommunities.co.uk)



communities

your  
account number

correspondence  
name and  
address

address details  
of the property  
to which the  
statement relates

description  
of charges,  
payments and  
adjustments

the most up to  
date balance on  
your statement

breakdown of  
your service  
charge

payments made  
on your rent  
account

balance  
either arrears  
or credit

total added  
to your rent  
account

Mr S Smith  
123 Street  
Bradford  
BD1 2EE

Account No: 85554554455 Page 1 of 1  
Tenant: Mr S Smith  
Address: 123 Street, Bradford BD1 2EE

**Your account is in credit by £4.40**

Date: 09/04/2012

#### The total weekly rent and service charges for living in your home of £79.16 is made up as follows:

Rent	£46.56	Cleaning Services	£5.74	Alarm Maintenance	£0.80	Door Intercom	£0.18
Communal Furniture	£0.60	Sheltered Chge - HB	£3.05	Sheltered Chge - SPP	£10.42	Water Rates Provn	£0.31
Communal Door Entry	£0.20	Communal Lighting	£3.26	Grounds Maintenance	£4.09	Lift Maintenance	£0.94
TV Aerial Services	£0.16	Management	£0.35	Laundry Equipment	£2.50		

Start Date	Description	Charge	Payment	Balance	Arrears/Credit
02/01/2012	Opening Balance		£162.72	£162.72	Credit
09/01/2012	Weekly Rent and Service Charges	£79.16		£83.56	Credit
16/01/2012	Weekly Rent and Service Charges	£79.16		£4.40	Credit

## customer information

### why does my rent statement show I am in arrears when I receive Housing Benefits?

- ▶ Please contact our Income Team on 01274 254777 if your balance is outstanding

### I can't pay my rent - what should I do?

- ▶ contact our Income Team straight away on 01274 254777 for more details or an appointment to see an advisor

### what methods are available to me to pay my rent?

- ▶ the easiest option would be to set up a Direct Debit but other options include; paying at any Incommunities payment office, any council payment office, by standing order, cheque payments, any post office or any shop which displays the 'payzone' sign or you can pay through the Incommunities website [www.incommunities.co.uk](http://www.incommunities.co.uk) select 'paying your rent' and you will be guided through the process. Please remember to take your payment card with you when paying at the post office or payzones

### I would like to pay by Direct Debit

- ▶ please contact the Income Team on 01274 254777, with your bank details to hand