

Understanding your rent statement

To contact your rent team call 0121 675 2006, select option 1 and say your postcode when prompted

1 Statement period – shows the season and the year to help you keep your statements in order.

2 Date – this is the date that your statement was printed on.

3 Payment reference number – this is your unique rent account number. Please quote this number when you contact your Local Rent Team about your rent statement.

4 Correspondence address – this is the address you have given us to send you any written information.


5 Useful information – in this section you will find a telephone number for your Local Rent Team, as well as other numbers for Housing Benefit, Debt Advice and the Repairs Service.

6 Rent property address – this is for the actual property you are being charged rent for.

7 Statement period – these dates show you the start and end period for the charges and payments in your statement.

8 Total charges – this is the total amount of rent and housing charges for your property during the statement period dates.

9 Total payments – this is the total amount of rent and Housing Benefit received for your property during the statement period dates.

1 Statement: **3**  **2** Date:

Payment reference number: **6** 6 1 9 9 4 0 0 0 4 8 2 3 **3**

4 Mr A N Other
44 Newhall Street
Birmingham
B3 3PL

5 **USEFUL INFORMATION**
If you have any questions about your rent statement, contact your local rent team on 0121 675 2006 and quote your postcode or refer to the 'Understanding your rent statement' leaflet.

£ **Benefit Service**
For enquiries about a new or existing claim for Housing Benefit call 0121 464 7000.

☎ **Debt Advice Line**
For emergency debt advice call 0121 303 2087.

🔧 **Report a repair**
Call our repairs partner Mears Group PLC who covers your area on 0800 073 3333.

Tenant name: Mr A N Other
Here is a summary of your rent statement for 44 Newhall Street Birmingham B3 3PL **6**

Statement period 05-Jan-2009 to 05-Apr-2009. **7**
Your total charges for this quarter are: £881.66 **8**
Your total payments received for this quarter are: £540.00 **9**
Your rent account balance as at 05-Apr-2009 is £195.47 in credit. **10**

YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP-TO-DATE WITH YOUR RENT PAYMENTS.

Thank you for keeping up-to-date with your rent payments. We have automatically entered you into the rent prize draw which gives you the chance to win one of ten prizes of £100. We will contact the winners by telephone or in writing before the end of June 2010. **11**

The way you contact the Rent Service by telephone has changed. When you dial **0121 675 2006** (or your local rent team telephone number) you will have to choose one of the following options:

- Press "1" If you are calling about your **current rent account**. You will need to say your **postcode** clearly and slowly so your call can be directed to your **local Rent Team**
- Press "2" If you are calling about a letter or invoice you have received about a **Housing Benefit Overpayment**
- Press "3" If you are calling about a debt from a previous tenancy and we will transfer your call to the team that deals with **Former Tenancy Debts**.

We receive over 16,000 calls per month, so using the correct option will help us to ensure that your enquiry is answered quickly, by the right person first time around. Thank You.

For more information about your rent visit www.birmingham.gov.uk/payrent

10 Your rent account balance – this shows your rent balance at the end of the statement period.

11 This part of the rent statement is an **information panel** which may change on future rent statements.

12 Current rent – this is the current weekly rent charge.

12 Current rent £67.82 **15** A breakdown of your current weekly rent is shown below.

Basic rent £67.82

13 Current Housing Benefit award £0.00

14 Tenancy type

16 **17** **18** Total weekly rent **19** **20** **21** £67.82

Date	Rent Week	Description	Charges	Payments made	Account Balance
05-Jan-2009		Start of quarter balance			£146.19 Credit
05-Jan-2009	40	Rent charge	£67.82 Debit		£78.37 Credit
12-Jan-2009	41	Rent charge	£67.82 Debit		£10.55 Credit
19-Jan-2009	42	Rent charge	£67.82 Debit		£57.27 Debit
26-Jan-2009	43	Rent charge	£67.82 Debit		£125.09 Debit
29-Jan-2009	43	Payment Received		£270.00 Credit	£144.91 Credit
02-Feb-2009	44	Rent charge	£67.82 Debit		£77.09 Credit
09-Feb-2009	45	Rent charge	£67.82 Debit		£9.27 Credit
16-Feb-2009	46	Rent charge	£67.82 Debit		£58.55 Debit
23-Feb-2009	47	Rent charge	£67.82 Debit		£126.37 Debit
02-Mar-2009	48	Rent charge	£67.82 Debit		£194.19 Debit
02-Mar-2009	48	Payment Received		£270.00 Credit	£77.81 Credit
09-Mar-2009	49	Rent charge	£67.82 Debit		£7.99 Credit
16-Mar-2009	50	Rent charge	£67.82 Debit		£59.83 Debit
23-Mar-2009	51	Rent charge	£67.82 Debit		£127.65 Debit
30-Mar-2009	52	Rent charge	£67.82 Debit		£195.47 Debit
05-Apr-2009		End of quarter balance	£881.66 Debit	£540.00 Credit	£195.47 Debit

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17 Rent week number – this is numbered in line with our financial year which starts from 1st April. The first week in April will be numbered as week '1' and the second week will be week '2' and so on.

18 Description – this shows you the type of charges, payments and/or adjustments made during the dates in your statement.

19 Charges – this shows you any weekly charges made to the rent account, such as the rent charge.

20 Payments made – this shows you any weekly payment made to the rent account such as Housing Benefit, Direct Debit or Post Office payments.

21 Account balance – this shows the weekly balance of your rent account after charges, payments and/or adjustments have been made.

22 End of quarter balance – this shows you the total charges and payments made and the balance of your account at the end of the statement period. It also tells you if your account is in credit or debt.

23 Statement page number – this shows you how many pages of transactions you have in your statement.

13 Current Housing Benefit award – if you receive Housing Benefit awards, this will show the amount of your weekly award which you receive to pay your rent charges.

14 Your tenancy type – this shows whether you are a secure or introductory tenant.

15 A breakdown of your weekly rent – this shows you what your total rent charge is made up of.

16 Date – this shows you the date of each rent related transaction.

Important Information

Please check your statement carefully.



Any payments made after the end of the statement period date will be shown on your next rent statement.

Payments made at the Post Office, PayPoint or standing orders can take up to four working days to show on your account.

Payments made by Direct Debit may show on the rent account, but can take up to three working days to clear.

If you are still unsure about any information on your statement, please call your local Rent Team on 0121 675 2006, select option 1 and say your postcode when prompted.

Do you have problems paying your rent? We can help.

If you need help to pay your rent, contact your local rent team immediately on the number shown on the front of your statement. They will give you advice and support to help you with your rent problem. They will also put you in touch with a debt advice service if you have debts or other financial problems.

By acting quickly, you are showing a commitment to paying your rent. By doing this, we may not need to take legal action to collect your rent arrears.

Money worries or need help budgeting?

The independent debt advice team will help you to understand your debt and how to prioritise them. They will also help you to budget your money and claim any benefits you may be entitled to.

To book an appointment or for debt advice, call the debt advice line on 0121 303 2087 or visit www.birmingham.gov.uk/debt



Have you paid too much rent?

You may have paid too much rent and could get a credit refund. Please consider the points below before you contact your local rent team.

- If you have been paying rent but have received Housing Benefit, which covers the same period that you paid rent for, causing your account to go into credit, you may be able to claim the rent that you paid back.
- If you have paid too much into your rent account and are not receiving housing benefit, you could claim the money back or take a 'rent holiday'.
- Is your account in credit because you have paid your rent on time in line with your conditions of tenancy? For example you pay your rent, monthly in advance. In this instance no refund would be due.

To find out if you can get a rent refund, contact your local rent team on the number shown on the front of your statement.

Disclaimer: If you owe money for other council housing services, we have the right to use your credit to settle those balances first. Please see section 5 of your conditions of tenancy.

www.birmingham.gov.uk/payrent