

Our Rent Statements are changing

The Council is changing the look of its Rent Statements. Below, we have set out an example of how it will look, highlighting the changes so you can understand the new layout of the statement and what each section means.

Statements are usually sent out once a year (or every quarter on request).

The changes have been made after consultation with tenants representatives. They give more detail about the payments and adjustments made to your account. We hope you like the new version.

Don't forget – you can view your statement online at anytime.

More information can be found at: www.sheffield.gov.uk/councilhousing

Weekly Starting:

This date is a Monday – when the rent becomes due

Balance Column:

This column shows the balance at the end of each period, taking off any credits or debits.

ARR: means account in arrears

CR: means account in credit

Charges and payments during the previous year

Thank you for all payments made.

Week No.	Week Starting	Weekly Rent	Housing Benefit	Rent Account Adjustment	Amount Paid Thank You	BALANCE CR= Credit ARR= Arrears
29	10 OCT 2016	67.33				167.75 ARR
30	17 OCT 2016	67.33				235.08 ARR
30	24 OCT 2016	67.33			CO-OP PAY POINT	15.00 CR 287.41 ARR
31	31 OCT 2016	67.33			CO-OP POST OFFICE	15.00 CR 339.74 ARR
32	07 NOV 2016	67.33		HOUSING BENEFIT UNDERPAYMENT	428.05 CR CO-OP POST OFFICE	15.00 CR 35.98 CR
33	14 NOV 2016	67.33				31.35 ARR
34	21 NOV 2016	67.33	61.15 CR		CO-OP POST OFFICE	15.00 CR 22.53 ARR

Amount of Weekly rent – Debited to account

- Figures with no initials after the amount are **debts**
- Figures followed by CR are **credits**

Any **Adjustments** to account will show in this column, giving relevant information. These can be credits or debits, depending on the adjustment type.

Any **payments** within this period will show in the 'Amount Paid column' followed by:

CR = Credit to account
We will also record how the payment was made