

Understanding your Rent Statement

These notes have been produced to help you read and understand your rent statement. If, after reading you are still unclear, please contact the Customer Service Team, whose telephone number appears overleaf.

The table below explains the different part of your statement:

Heading	What is this?
Date	The week in the year (there are usually 52) to which a line on the statement relates
Description	Outlines what the entry on your statement is Total charge = your weekly rent debit Allpay = any payments made using Allpay card Dates e.g. 08/09/2008 – 5/10/2008 = The period of time a housing benefit payment or supporting people award relates to.
Debit	The total weekly rent that has been charged to your rent account
HB/SP	Any payments made by the Local Authority, such as Housing Benefit (HB) or Supporting People (SP)
Payments	Any monies you have paid
Adj'ments	Any adjustments that have been made e.g. if Housing Benefit was repaid to the Local Authority or refunded to you.
Balance	The balance at the end of each transaction DR= in arrears CR = in credit

At the bottom of your statement is a figure that shows how much (if anything) is owed on your account as at the Sunday before we printed your statement and this is known as the balance figure.

If your account is “in arrears” it will show a balance figure followed by **DR**

If you are ahead with your payments and your account is in credit, the balance will be followed by **CR**

- If you make a payment on a Thursday or Friday at a bank or post-office it may not appear on your rent account until the following week
- If you get help with your rent and your Housing Benefit is paid directly to NomadE5, you will generally find that the payment of Housing Benefit is paid up to **FOUR WEEKS IN ARREARS**. Some weeks.

What should I do if my account is showing arrears?

Your account may show arrears even though you do not owe any money

If you claim Housing Benefit

Local authorities do not pay Housing Benefit weekly. Payments are usually paid to us every two or four weeks. If you look at your statement and check back 3 or 4 weeks. If a large payment has been received in that time, it is very likely that NomadE5 are waiting for a payment of HB from the Local Authority. If this is the case you do not need to do anything.

If you have made a payment and you cannot see it on your statement

Remember it may take more than a week from your statement being printed to it arriving at your home. If you have made a recent payment and it is not showing on your statement, check the date your statements goes up to. If your payment was made only a couple of days before this date it will not have been received in time for it to appear on this statement. It will, however appear on your next statement.

If you know that your rent account is in arrears and you have fallen behind with your payments, you can speak to your Housing Officer(Debt Recovery) or Support Worker. We also have a Welfare Benefits Advisor who will be happy to help if you are experiencing any difficulties with paying your rent, other debts or problems with Benefits.

We want to help as soon as possible. You can contact us via the Customer Service Team 0191-2684800. If you would rather speak to someone independent about money matters or debts, you can contact your local Citizens Advice Bureau. NomadE5 can provide you with a list of local organisations.