



**PEMBROKESHIRE HOUSING**  
**TAI SIR BENFRO**



## **Your Rent Statement Explained**

*Mae'r daflen yma ar gael yn Gymraeg*



## YOUR RENT STATEMENT EXPLAINED

We have tried to make your rent statement as user-friendly as possible but understand that you may have some queries about it from time to time.

### Purpose Of Rent Statement

Your rent statement should provide you with an up to date account of what has been happening with your rent account. It will show the weekly rent charged, payments you have made, along with any other payments received, such as Housing Benefit or Supporting People Payments, or any other transactions.

### Transactions

The different transactions will be defined as follows:

**Total Charge:** The total weekly rent

**Cash:** Cash payment received

**Cheque:** Cheque payment received

**Returned Cheque:** Cheque not honoured by your bank

**Credit Card:** Credit card payment received

**Direct Debit:** Direct debit payment received

**Returned Direct Debit:** Refused direct debit payment

**Standing Order:** Standing order payment received

**Bank Giro Credit:** Payment received via Barclays Bank

**Girobank:** Payment received via the Post Office

**DSS:** Direct deductions taken from benefit payments to repay arrears of rent.

**Cyclical Payment:** A Housing Benefit Payment

**HB Underpayment:** A backdated Housing Benefit payment, or a Housing Benefit payment which differs from the usual 4 weekly or 2 weekly payment received.

**HB Overpayment:** Money going out of your account and paid to the Council in respect of overpaid Housing. These transactions will have a minus in front of them.

**Refund:** A refund issued to the tenant in respect of overpaid rent.

**Supporting People Payment:** Supporting People Grant Payment received for tenancy support services or to cover the weekly charge for a piper lifeline alarm.

**Journal Credit:** Amount credited to your account.

**Journal Debit:** Amount debited from your account



**Rent adjustment:** This can either be a credit or a debit from your account created for a variety of reasons – please enquire if unsure.

**Misposting:** A correction to your account - repairs/court costs recharge.

## Balance of Account

Unless your rent balance is £0.00 you will see 'ar' or 'adv' after the balance figure - 'ar' means that your account is in 'arrears' and 'adv' means that you are in 'credit' or advance.

If you are in credit and would like a refund please write in, alternatively if you are in arrears please contact your Housing Officer to make an arrangement to pay the arrears.

Please note that the balance may be affected by the following:

## Housing Benefit

Housing Benefit is paid in arrears, therefore, your rent account is likely to fall into arrears until the Housing Benefit payment is received.

If you are in receipt of full Housing Benefit there should be a clear period where your account shows a zero balance either every 4 weeks or every 2 weeks, depending on the frequency of your payments.

If you have any queries about Housing Benefit please ask to speak to one of Pembrokeshire Housing's Welfare Advisors – Jayne O'Hara.

## Supporting People Payments

Supporting People Payments are paid in advance – if SP payments are being credited to your account they may make your account look like it is in credit when it isn't.

If you have any queries about Supporting People Payments please contact Pembrokeshire Housing's Supporting People Officer - Brett Campbell.

## Any Questions?

Hopefully this information has clarified things for you. However, please do not hesitate to contact us if you have any queries at any time.

You will find the Freephone number at the top of the rent statement with the name of your Area Officer, or alternatively you can ask to speak to a Welfare Benefits Advisor or the Supporting People Officer if you have specific Housing Benefit or Supporting People queries.





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Pembrokeshire Housing  
Meyler House,  
St. Thomas Green, Haverfordwest,  
Pembrokeshire.  
SA61 1QP

Tel: 01437 763688  
Fax: 01437 763997  
Freephone: 0800 854568

[www.pembs-ha.co.uk](http://www.pembs-ha.co.uk)

*Pembrokeshire Housing is a Charitable Organisation*

*Gofynnwch os ydych chi'n eisiau fersiwn Gymraeg o'r daflen yma*

## YOUR RENT STATEMENT EXPLAINED

### Office Hours:

Monday to Thursday  
9:00 - 17:00  
Friday  
9:00 - 16:30