



ELIM HOUSING ASSOCIATION

Units 3&4, Pinkers Court, Briarlands Office Park, Gloucester Road, RudgeWay, Bristol, BS35 3QH
 Tel: 01454 411172 Fax: 01454 419340

Tenancy holder's name & address

RENT STATEMENT

Statement Date: 19 Jul 2011

This statement includes payments

The last quarter, from Monday to Sunday

From 04/04/2011 To 03/07/2011

Any transaction after this date will appear on your next statement

Your Housing Officer, please contact this person in case of query

Tenancy Number: 12208

Housing Officer: Anne Mangan

Please quote in any correspondence

Opening Balance, at 04 Apr 2011 Balance brought forward from last statement **£59.74** In Arrears

Date	Week	Description	Charges	Payments	Balance	
04 Apr 2011	2012-01	Account Charge → Rent	£100.34		£160.08	ARR
04 Apr 2011	2012-01	CASH → Payments in eg. HB, cash, chq		£3.80	£156.28	ARR
04 Apr 2011	2012-01	Housing Benefit - EHA → Payments in eg. HB, cash, chq		£194.26	£-37.98	CRE
11 Apr 2011	2012-02	Account Charge	£100.34		£62.36	ARR
18 Apr 2011	2012-03	Account Charge	£100.34		£162.70	ARR
25 Apr 2011	2012-04	Account Charge	£100.34		£263.04	ARR
25 Apr 2011	2012-04	CHQ		£26.04	£237.00	ARR
02 May 2011	2012-05	Account Charge	£100.34		£337.34	ARR
02 May 2011	2012-05	Housing Benefit - EHA		£194.26	£143.08	ARR
04 May 2011	2012-05	ALLPAY → Payment in by direct debit or card		£194.26	£-51.18	CRE
09 May 2011	2012-06	Account Charge	£100.34		£49.16	ARR
16 May 2011	2012-07	Account Charge	£100.34		£149.50	ARR
16 May 2011	2012-07	Housing Benefit - EHA		£194.26	£-44.76	CRE
23 May 2011	2012-08	Account Charge	£100.34		£55.58	ARR
23 May 2011	2012-08	Department for Work & Pensions → Payments in		£26.24	£29.34	ARR
30 May 2011	2012-09	Account Charge	£100.34		£129.68	ARR
30 May 2011	2012-09	Housing Benefit - EHA		£194.26	£-64.58	CRE
06 Jun 2011	2012-10	Account Charge	£100.34		£35.76	ARR
13 Jun 2011	2012-11	Account Charge	£100.34		£136.10	ARR
15 Jun 2011	2012-11	ALLPAY		£194.26	£-58.16	CRE
20 Jun 2011	2012-12	Account Charge	£100.34		£42.18	ARR
20 Jun 2011	2012-12	Adjustment → Call Housing Officer for info		£26.44	£15.74	ARR
27 Jun 2011	2012-13	Account Charge	£100.34		£116.08	ARR
27 Jun 2011	2012-13	Housing Benefit - EHA		£194.26	£-78.18	CRE

ARR = ARREARS

CRE = CREDIT

Closing Balance - Balance to be carried forward to next statement **£78.18** In Credit

If you have any queries about this statement, please contact your housing officer, quoting your tenancy number

Key: EHA = Elim Housing Association.

ARR = arrears balance. CRE = credit balance. HB = housing benefit.

CASH = cash received. CHQ = cheque received. See over for more information

We would like to help you understand your statement.

If you need your quarterly rent statements produced in varying font sizes/printed on coloured paper, please contact your Housing Officer, named on your statement.

Most housing benefit payments are made in arrears. This may contribute to an arrears balance on your statement.

Any receipts made using our collection agency, **ALLPAY**, may show slightly different dates to those shown on your receipts, or in the case of direct debits, those shown on your bank statement. This is due to a short time delay in processing your payment to us. If this short delay results in an *arrears* balance, we will account for this.

Most transactions shown on your statement will be dated on the *Monday* of the relevant week.

Adjustments may show on your rent account, these can be for a number of reasons, e.g. your tenancy started before your account was processed and therefore no charge was raised during the first week of your residency. Also, if you had been charged after your tenancy ended, an adjustment will be made. Occasionally, rent levels & service charges may be adjusted. You will be advised by letter of any increases. More information can be provided on specific adjustments made on your account, please contact your Housing Officer, named on your statement.

In case of query, please contact your Housing Officer by calling Head Office on 01454 411172 or by emailing info@elimhousing.co.uk