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Your Rent Statement Explained



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We have a legal obligation to keep all of our customers informed of any changes with their rent account and we do this by sending you a rent statement twice a year. These statements are sent out even if you are not in arrears or if you are claiming Housing Benefit. Click on this link to see a rent statement explained in detail.

Payments made by Standing Orders or Direct Debit are worked out until the end of the financial year; meaning that until April, your account will show in arrears. As long as you have made all your payments and your Housing Benefit entitlement has not changed then you have nothing to worry about.

If you do notice any thing wrong with your account, for example a missing payment, please contact [The Rents Team](#) who can look into this for you.

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