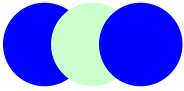




Your Statement Explained

Guidance Notes



Rent Free Weeks

- There are two rent free weeks every year: Christmas week and the first week of April
- No rent is charged on these weeks, but if you are in arrears you will still need to make a payment.
- The whole of this payment will go to paying off your arrears.



Payments

- Any payments you make, whether at the Post Office, over the telephone, by direct debit or at a Willow Park Office will show in the column headed payments.
- When you make a cash payment you will be issued with a receipt. Please keep your receipt safe. If there is any dispute about payment you will need the receipt as proof.

Rent

This is what we charge you each week and is shown in the column headed NET CHGS.

The amount is your rent plus any service charge you are liable to pay. If you would like a break-down of how the charge is made up, please telephone 0800 633 5500 and ask to speak to your Rent Officer.



Adjustments

If there is a need to make adjustments to your account you will see the amounts in the column headed ADJUSTS.

For most tenants these adjustments happen very infrequently

If you would like to know what the adjustment figures are for on your rent statement please telephone 0800 633 5500 and ask to speak to you Rent Officer.

Balance

When all the charges, payments and adjustments have been taken into account, your weekly balance is displayed in the column headed BALANCE.

At the bottom of the statement you will also be informed of any arrears outstanding on the account.

Housing Benefit

Housing Benefit payments made on your behalf are listed in the column headed BENEFIT. Housing Benefit is paid (in arrears) every four weeks for most tenants. However some long-standing tenants may still receive their housing benefit weekly.

If you recently made a claim for Housing Benefit it may take Manchester Benefits Unit a few weeks to deal with it. Once the Benefit has been agreed an initial large amount may be credited to your account followed by regular four weekly amounts.

It is important that Benefit claims are processed quickly. Please ensure that you provide Manchester Benefits Unit