

The logo for Papworth Trust features the name in a bold, sans-serif font. The text is white and is set against a lime green background that is shaped like a tilted rectangle with a white border. The entire logo is positioned on a dark purple background.

**Papworth
Trust**

Understanding your rent statement



What Is A Rent Statement?

Your rent statement sets out when rent charges have been applied to your account and the rent payments made since your last statement, and gives you the balance of your rent account.

Papworth Trust issue quarterly rent statements for reference to help you manage your rent account.

Papworth Trust
Saxongate
Bradbury Place, Harford Road
Huntingdon
Cams PE29 3RR
Telephone 0330 678 0008
E-mail: housing@papworthtrust.org.uk



A Sample
Address Line 1
Address Line 2
Address Line 3
Postcode

Statement of Account

Tenant SAM03
Property AD001

Date: Day/Month/Year

Arr = Arrears Pre=Prepayments

Date	Transaction Details	Payments	Charges	Balance	
05/07/2021	Prior Balance			£146.19	Pre
05/07/2021	Week 27 Charge		£67.28	£78.37	Pre
12/07/2021	Week 28 Charge		£67.28	£10.55	Pre
19/07/2021	Week 29 Charge		£67.28	£57.27	Arr
26/07/2021	Week 30 Charge		£67.28	£125.09	Arr
26/07/2021	(Your Payment Method) (Payment Date)	£270.00		£144.91	Pre
02/08/2021	Week 31 Charge		£67.28	£77.09	Pre
09/08/2021	Week 32 Charge		£67.28	£9.27	Pre
16/08/2021	Week 33 Charge		£67.28	£58.55	Arr
23/08/2021	Week 34 Charge		£67.28	£126.37	Arr
30/08/2021	Week 35 Charge		£67.28	£194.19	Arr
30/08/2021	(Your Payment Method) (Payment Date)	£270.00		£77.81	Pre
06/09/2021	Week 36 Charge		£67.28	£7.99	Pre
13/09/2021	Week 37 Charge		£67.28	£59.83	Arr
20/09/2021	Week 38 Charge		£67.28	£127.65	Arr
27/09/2021	Week 39 Charge		£67.28	£195.47	Arr
27/09/2021	(Your Payment Method) (Payment Date)	£270.00		£74.53	Pre
	Balance			£74.53	Pre

Property Column

This details your unique property reference code, and relates to your address.

Papworth Trust
Saxongate
Bradbury Place, Hartford Road
Huntingdon
Cambs PE29 3RR
Telephone 0330 678 0008
E-mail: housing@papworthtrust.org.uk



A Sample
Address Line 1
Address Line 2
Address Line 3
Postcode

Statement of Account

Tenant SAM03
Property AD001

Date: Day/Month/Year

Date Column

This column lists the dates of any changes to your account such as rent charges to your account, or payments received on your rent account.

Date	Transaction Details	Pay
05/07/2021	Prior Balance	
05/07/2021	Week 27 Charge	
12/07/2021	Week 28 Charge	
19/07/2021	Week 29 Charge	
26/07/2021	Week 30 Charge	
26/07/2021	(Your Payment Method)	£
	(Payment Date)	
02/08/2021	Week 31 Charge	
09/08/2021	Week 32 Charge	
16/08/2021	Week 33 Charge	
23/08/2021	Week 34 Charge	
30/08/2021	Week 35 Charge	
30/08/2021	(Your Payment Method)	£
	(Payment Date)	
06/09/2021	Week 36 Charge	
13/09/2021	Week 37 Charge	
20/09/2021	Week 38 Charge	
27/09/2021	Week 39 Charge	
27/09/2021	(Your Payment Method)	£
	(Payment Date)	
	Balance	

Transaction Details

Details of both payments and charges can be found in 'Transaction Detail' column. Details of the payment is recorded here, this information includes the type of payment (direct debit / standing order or other), it will detail the housing benefit cycle (where applicable).

Address Line 2
Address Line 3
Postcode

Tenant
Property

Date	Transaction Details	Payments	Charges
05/07/2021	Prior Balance		
05/07/2021	Week 27 Charge		£67.28
12/07/2021	Week 28 Charge		£67.28
19/07/2021	Week 29 Charge		£67.28
26/07/2021	Week 30 Charge		£67.28
26/07/2021	(Your Payment Method) (Payment Date)	£270.00	
02/08/2021	Week 31 Charge		£67.28
09/08/2021	Week 32 Charge		£67.28
16/08/2021	Week 33 Charge		£67.28
23/08/2021	Week 34 Charge		£67.28
30/08/2021	Week 35 Charge		£67.28
30/08/2021	(Your Payment Method) (Payment Date)	£270.00	
06/09/2021	Week 36 Charge		£67.28
13/09/2021	Week 37 Charge		£67.28
20/09/2021	Week 38 Charge		£67.28
27/09/2021	Week 39 Charge		£67.28
27/09/2021	(Your Payment Method) (Payment Date)	£270.00	
	Balance		

Prepayment / Arrears

If a balance has "Pre" after it, this indicates that there is a credit on your account at the time of the statement. If a balance has "Arr" after it, that means you might need to make a payment.

A Sample
Address Line 1
Address Line 2
Address Line 3
Postcode

Statement of Account

Tenant SAM03
Property AD001

Date: Day/Month/Year

Arr = Arrears Pre=Prepayments

Date	Transaction Details	Payments	Charges	Balance	
05/07/2021	Prior Balance			£146.19	Pre
05/07/2021	Week 27 Charge		£67.28	£78.37	Pre
12/07/2021	Week 28 Charge		£67.28	£10.55	Pre
19/07/2021	Week 29 Charge		£67.28	£57.27	Arr
26/07/2021	Week 30 Charge		£67.28	£125.09	Arr
26/07/2021	(Your Payment Method) (Payment Date)	£270.00		£144.91	Pre
02/08/2021	Week 31 Charge		£67.28	£77.63	Pre

Rent Charges

Your tenancy agreement details how much your rent is charged at, and changes to your rent charges are detailed in any further letters issued to you about rent increases or decreases (annually). It is important you keep these letters, and inform housing benefit or universal credit promptly of any changes, this is the responsibility of the claimant.

If there are any missed payments, or if you find yourself in difficulty please refer to your tenant handbook. For additional help and support please contact your Housing Officer.

Tenant		SAM03	
Property		AD001	
Date: Day/Month/Year			
Arr = Arrears Pre=Prepayments			
Payments	Charges	Balance	
		£146.19	Pre
	£67.28	£78.37	Pre
	£67.28	£10.55	Pre
	£67.28	£57.27	Arr
	£67.28	£125.09	Arr
£270.00		£144.91	Pre
	£67.28	£77.09	Pre
	£67.28	£9.27	Pre
	£67.28	£58.55	Arr
	£67.28	£126.37	Arr
	£67.28	£194.19	Arr
£270.00		£77.81	Pre
	£67.28	£7.99	Pre
	£67.28	£59.83	Arr
	£67.28	£127.65	Arr
	£67.28	£195.47	Arr

Overall View Of Your Balance

At the bottom of the statement you will see your account balance – this either tells you whether your account is in credit (up to date) or in arrears.

06/09/2021	Week 36 Charge		£67.28	£7.99	Pre
13/09/2021	Week 37 Charge		£67.28	£59.83	Arr
20/09/2021	Week 38 Charge		£67.28	£127.65	Arr
27/09/2021	Week 39 Charge		£67.28	£195.47	Arr
27/09/2021	(Your Payment Method) (Payment Date)	£270.00		£74.53	Pre
	Balance			£74.53	Pre

Customer / Account Reference Number

Each customer has a unique reference number made up of letters and numbers found at the top of your statement, just underneath "Statement of Account". The unique reference, also known as **account reference number**, enables the Trust to locate an individual tenant, and their rent account.

It's a good idea to make a note of your customer reference number - you might need it when **paying your rent** or speaking to a member of the housing team. When making electronic payments or standing order payment please be sure you use this reference number as the payment reference to help Papworth Trust allocate your payment.



Payments

Payments made to your account will be recorded in the 'Payments' column, and the amount will be shown here.

Date	Transaction Details	Payments	C
05/07/2021	Prior Balance		
05/07/2021	Week 27 Charge		
12/07/2021	Week 28 Charge		
19/07/2021	Week 29 Charge		
26/07/2021	Week 30 Charge		
26/07/2021	(Your Payment Method)	£270.00	
	(Payment Date)		
02/08/2021	Week 31 Charge		
09/08/2021	Week 32 Charge		
16/08/2021	Week 33 Charge		
23/08/2021	Week 34 Charge		
30/08/2021	Week 35 Charge		
30/08/2021	(Your Payment Method)	£270.00	
	(Payment Date)		
06/09/2021	Week 36 Charge		
13/09/2021	Week 37 Charge		
20/09/2021	Week 38 Charge		
27/09/2021	Week 39 Charge		
27/09/2021	(Your Payment Method)	£270.00	
	(Payment Date)		
	Balance		

Date: Day/Month/Year

Balance

Every time a charge or payment has been made to your account the balance of your account is re-calculated, and is recorded in the "balance" column.

If your rent account is not in advance payment your rent account will periodically fall into arrears. To address this matter please contact your housing officer.

Arr = Arrears Pre=Prepayments

Payments	Charges	Balance	
		£146.19	Pre
	£67.28	£78.37	Pre
	£67.28	£10.55	Pre
	£67.28	£57.27	Arr
	£67.28	£125.09	Arr
£270.00		£144.91	Pre
	£67.28	£77.09	Pre
	£67.28	£9.27	Pre
	£67.28	£58.55	Arr
	£67.28	£126.37	Arr
	£67.28	£194.19	Arr
£270.00		£77.81	Pre
	£67.28	£7.99	Pre
	£67.28	£59.83	Arr
	£67.28	£127.65	Arr
	£67.28	£195.47	Arr
£270.00		£74.53	Pre
		£74.53	Pre



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