

Your new CEHL Tenant Rent Statement explained


CEHL have upgraded the information technology system across the organisation, as a result your rent statement has a new look.

NOTE:

Please check your Tenant Statements to ensure that all rent payments have been correctly recorded on your account. If a payment is missing, please call the Housing Services Team immediately to speak with one of the Team Members.

The new Tenant Statement now shows:

1. **Statement Period** - see the 'From' and 'To' dates
 - **Tenant Number**- this number is a number generated by the computer system
 - **Rent Arrears/Rent Credit** – your current rent balance
 - **Rent Currently Paid To** – based on your rent payments, this date is when your rent is paid to
 - **Current Weekly Rent** – this is your weekly rent charge



01. COMMON EQUITY HOUSING LTD
 P: 03 9208 0800 F: 03 9429 1799
 Level 1
 112 Balmain Street
 Richmond VIC 3121

TENANT STATEMENT

AJ Tenant
 1 SMILE STREET
 RICHMOND VIC 3121

1. **Statement Period From:**

To:	31/07/2017
Date Issued:	21/07/2017
Tenant Number:	123456
Rent Arrears:	\$131.96
Rent Currently Paid To:	16/07/2017

Property Address:

 1 SMILE STREET RICHMOND VIC 3121

Current Weekly Rent	\$194.35
Enquiries	03 9208 0800

Please use your tenant number as a reference when making payments.

2. **Rent Account**

Date	Reference	Details	Paid From	Paid To	Amount	Next day Cr
30/06/2017	101734RCR	AR Credit Note	30/06/2017	02/07/2017	60.49	-5.57
05/07/2017	35751	Receipt	03/07/2017	16/07/2017	390.00	-6.87

3. **Other Charges**

Date	Reference	Details	Original Amt	Credit	Outstanding Amt
Total Balance (other charges)					0.00

4. **Rent History**

Start Date	End Date	Rent Amount
01/07/2017	01/07/2017	190.10
02/07/2017		194.35

2. **Rent Account** - lists rent payments you have made and the period the rent is applied.
 - **Details** – If your rent was paid in advance at the end of June, this amount will be recorded as **AR Credit Note** and applied for the period specified under the **Paid From** and **Paid To** section. Please check the closing balance of your June rent statement to ensure accuracy of the AR Credit Note amount.
NOTE: If you rent was in arrears at the end of June, this amount will not be recorded on your Tenant Statement. Instead, any rent paid in July will pay rent arrears owing in June and be listed on your July Tenant Statement.
3. **Other Charges** – lists any other payments and charges.
 - **Direct & CMC Tenants** – this section will list any charges or payment for Non-Rent items eg: water charges etc, being paid to CEHL.
 - **Rent Arrears Management Clients** do not receive this service so will not see any details in this section.
4. **Rent History** - which lists the changes to your rent charges and the date the charge started.

Need more information?

If you have any questions regarding the information contained in your new Tenant Statement please call Housing Services to speak with a Team member **03 9208 0800**.