



## Department of Communities – Housing

# How to read your Statement of Accounts

- 1 Period**  
The timeframe the statement covers.
- 2 Statement**  
The number of statements issued for the year to date. In this example, it's the third statement issued in 2019.
- 3 Reference Number**  
The number to quote if you need to contact your local Department of Communities – Housing office with questions about your account.
- 4 Property Market Rent**  
The Department of Communities (Communities) requires tenants to pay either 25% of the assessable household income as rent or the market rent for the property. Market rents are valued by Landgate, the Western Australian Land Information Authority, and are periodically adjusted to reflect the prevailing market conditions.
- 5 Rent Charged**  
The amount of rent you are required to pay each week. Rent is calculated using your household income details. The amount of rent charged will be reviewed each year on the anniversary of the date you occupied the property and when your household circumstances change.
- 6 Hire Fee**  
The weekly fee the Communities charges for hiring a room heater.
- 7 Statement Date**  
The date when the statement was printed.
- 8 Enquiry Telephone Number**  
The number to call if you need to contact your local office with questions about your account.
- 9 Contact Person**  
The Housing Services Officer who looks after your tenancy and account.
- 10 Account Position Summary**  
The balances of the various accounts related to your tenancy.

Government of Western Australia  
Department of Communities  
Housing

### Statement of Accounts

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**Statement of Accounts for the period** 21/04/2019 to 21/07/2019

Statement: 3/2019

Page: 1 of 2

Reference No: 12345678

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**Property address:**

Mr A Sample  
1 Sample Street  
SAMPLETOWN WA 9999

Property market rent (weekly) \$ 227.00

Rent charged (weekly) \$ 116.20

Hire fee (weekly) \$ 0.00

Statement date 21 JULY 2019

Enquiry telephone number 9999 9999

Contact person JOHN DOE

**Account position Summary as at** 21 July 2019

Rent \$ 96.40 IN FRONT

Water Consumption \$ NIL

Tenant liability \$ NIL

Vacated debts \$ NIL

Bond accrual balance \$ 346.40

Other Accounts \$ NIL

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DATE	RENT ACCOUNT ACTION	CHARGES (DR)	PAYMENTS (CR)	ACCOUNT BALANCE (\$)
21.04.2019	Opening Balance		19.80	OWING
23.04.2019	Centrelink Direct Deductions		212.60	IN FRONT
26.04.2019	Weekly Rent Charge	116.20		96.40 IN FRONT
03.05.2019	Weekly Rent Charge	116.20		19.80 OWING
07.05.2019	Centrelink Direct Deductions		232.40	212.60 IN FRONT
10.05.2019	Weekly Rent Charge	116.20		96.40 IN FRONT
17.05.2019	Weekly Rent Charge	116.20		19.80 OWING
21.05.2019	Centrelink Direct Deductions		232.40	212.60 IN FRONT
24.05.2019	Weekly Rent Charge	116.20		96.40 IN FRONT
31.05.2019	Weekly Rent Charge	116.20		19.80 OWING
04.06.2019	Centrelink Direct Deductions		232.40	212.60 IN FRONT
07.06.2019	Weekly Rent Charge	116.20		96.40 IN FRONT
14.06.2019	Weekly Rent Charge	116.20		19.80 OWING
18.06.2019	Centrelink Direct Deductions		232.40	212.60 IN FRONT
21.06.2019	Weekly Rent Charge	116.20		96.40 IN FRONT
28.06.2019	Weekly Rent Charge	116.20		19.80 OWING
02.07.2019	Centrelink Direct Deductions		232.40	212.60 IN FRONT
05.07.2019	Weekly Rent Charge	116.20		96.40 IN FRONT
12.07.2019	Weekly Rent Charge	116.20		19.80 OWING
16.07.2019	Centrelink Direct Deductions		232.40	212.60 IN FRONT
19.07.2019	Weekly Rent Charge	116.20		96.40 IN FRONT

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**SUMMARY OF RENT CHARGES AND PAYMENTS FOR PERIOD 21.04.2019 TO 21.07.2019**

Opening Balance:	\$19.80	OWING	Closing Balance:	\$96.40	IN FRONT
Total Charges:	\$1510.60		Required Balance:	\$116.20	IN FRONT
Total Payments Received:	\$1626.80		(Equals One Fortnight Payment)		

**YOUR RENTAL ACCOUNT BALANCE SHOULD ALWAYS BE \$116.20 IN FRONT (EQUAL TO ONE PAYMENT PERIOD IN FRONT)**

- 11 Vacated Debts**  
Debts from a previous Department of Communities (Housing) tenancy. Details of charges and payments for this period will be shown on the following pages of the account statement unless the balance is \$NIL.
- 12 Charges**  
The rent and other charges including money transferred from this account to other sub-accounts.
- 13 Payments**  
The payments you have made and any transfers of money to this account from other sub-accounts.

SD-073 1017

SD-066 1019

Numbers 14 to 21 appear for each applicable sub-account: water consumption, tenant liability, bond accrual and vacated debts.

#### 14 Payments Date

The date corresponding to a transaction.

#### 15 Transaction Charges /Payments

Lists each transaction. The Charges (DR) column shows the cost and the Payments (CR) column shows the amount you have paid towards those costs including payments made via Centrelink.

#### 16 Account Balance

The balance of your account after a transaction has been applied.

#### 17 Account Status

The status of your account. It will be either in credit = 'In front' or debit = 'Owing'.

#### 18 Opening Balance

The balance at the start of the statement period.

#### 19 Total Charges

The sum of the charges applied during the statement period.

#### 20 Total Payments Received

The sum of the payments made during the statement period.

#### 21 Closing Balance

The balance at the end of the statement period. The closing balance will equal the opening balance plus the total charges minus the total payments.

**Note:** A comprehensive Statement of Accounts will be sent to you on a quarterly basis. However, one can also be provided on request showing the transactions for either one or all accounts.

Government of Western Australia Department of Communities Housing						Statement of Accounts	
<b>Statement of Accounts for the period</b>						Statement:	3/2019
Property address: 1 SAMPLE STREET SAMPLETOWN WA 9999						Page:	2 of 2
						Reference No:	12345678
DATE	WATER CONSUMPTION ACCOUNT ACTION	CHARGES (DR)	PAYMENTS (CR)	ACCOUNT BALANCE (\$)			
21.04.2019	Opening Balance			NIL			
12.05.2019	Water Consumption Charge Due 02.06.2019	202.25		202.25	OWING		
01.06.2019	Housing Authority Card		250.75	48.50	IN FRONT		
15.06.2019	Transfer to Tenant Liability A/C	48.50		NIL			
<b>SUMMARY OF WATER CONSUMPTION CHARGES AND PAYMENTS FOR PERIOD 21.04.2019 TO 21.07.2019</b>							
Opening Balance:		\$NIL	Closing Balance:		\$NIL		
Total Charges:		\$202.25	Required Balance:		\$NIL		
Total Payments Received:		\$250.75					
DATE	TENANT LIABILITY ACCOUNT ACTION	CHARGES (DR)	PAYMENTS (CR)	ACCOUNT BALANCE (\$)			
21.04.2019	Opening Balance			NIL			
01.06.2019	Tenant Liability Charge Due 22.06.2019	148.50		148.50	OWING		
04.06.2019	EFT Payment		50.00	98.50	OWING		
10.06.2019	Direct Debit		50.00	48.50	OWING		
15.06.2019	Transfer from Water Consumption A/C	48.50		NIL			
<b>SUMMARY OF TENANT LIABILITY CHARGES AND PAYMENTS FOR PERIOD 21.04.2019 TO 21.07.2019</b>							
Opening Balance:		\$NIL	Closing Balance:		\$NIL		
Total Charges:		\$148.50	Required Balance:		\$NIL		
Total Payments Received:		\$148.50					
DATE	BOND ACCRUAL ACCOUNT ACTION	CHARGES (DR)	PAYMENTS (CR)	ACCOUNT BALANCE (\$)			
21.04.2019	Opening Balance			346.40			
<b>SUMMARY OF BOND ACCRUAL CHARGES AND PAYMENTS FOR PERIOD 21.04.2019 TO 21.07.2019</b>							
Opening Balance:		\$346.40	Closing Balance:		\$346.40		
Total Charges:		\$NIL	Required Balance:		\$346.40		
Total Payments Received:		\$NIL					
IF YOU HAVE ANY ENQUIRIES PLEASE CONTACT YOUR HOUSING SERVICES OFFICER JOHN DOE ON 9999 9999.							
PAYMENTS CAN BE MADE BY PRESENTATION OF THIS LETTER TO ANY POST OFFICE OR AGENCY.							

#### 22 Payment Options

When you make a payment at the Post Office using the bar code, it will go towards your rent. If you want to make a payment towards another type of account, for example, water consumption, you need to ask the Post Office employee to select the appropriate account. Payments can also be made via Centrelink Deduction, Direct Debit, BPOINT or BPAY.

Please call your Housing Services Officer if you require assistance to understand any part of this Statement of Accounts.