

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

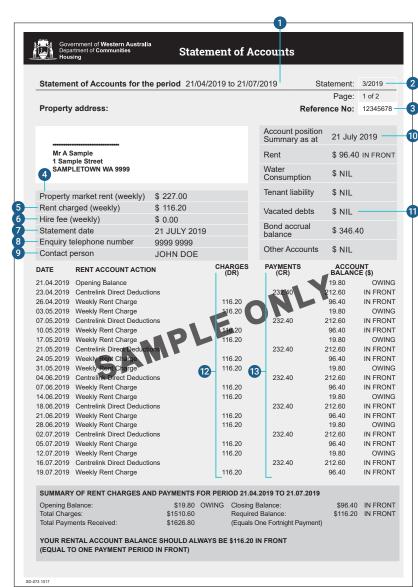
The number to call if you need to contact your local office with questions about your account.

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.



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.

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

16 Account Balance

via Centrelink

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

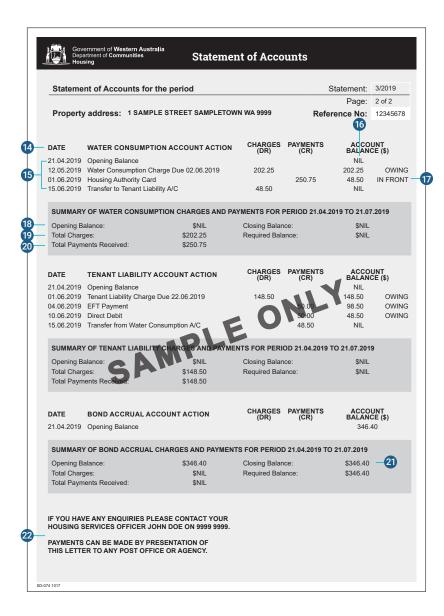
The sum of the charges applied during the statement period.

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.



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.

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.



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