

GUIDE TO YOUR RENT STATEMENT

There are 7 columns on your rent statement:

DATE	The date something has been added or deducted to and from your account. This could be a payment from you, your rent charged, housing benefit or an adjustment to your account.
DESCRIPTION	The type of transaction, for example; payments, rent charged, housing benefit and adjustments to your account.
RENT CHARGED	Your rent due . This is the full rent for your home before any Housing Benefit. Rent is charged either weekly or monthly.
HOUSING BENEFIT	Housing Benefit payments and deductions to and from your account. Gloucester City Council pays us this usually every 4 weeks in arrears. If after deducting your Housing Benefit from the balance shown column you are still in arrears please let us know. We will check your account and explain the amounts.
YOUR PAYMENTS	Money you have paid to Oxbode, for example; cash payments, swipecard payments, Direct Debits and Bank Standing Orders.
ADJUSTMENTS	This could be a refund or to correct a mistake made on your account. If you have any queries about any adjustments, please call us and we will explain what the adjustment was for.
BALANCE	The balance on your rent account on a given date. CR means your account is in credit. AR means your account is in arrears.

Types of Payment

Cash, Cheque	At our office , County Chambers, Station Road, Gloucester, GL1 1DH Office opening hours: Monday - Friday, 9am - 1pm - 2pm - 5pm
Swipecard	At any post office or shop with a Paypoint sign . Contact us if you would like a swipecard.
Bank Giro Credit	Any payments you make at your bank in cash or by cheque.
Direct Debit, Bank Standing Order	This pays your rent automatically from your Bank Account . Please contact us if you would like a standing order or direct debit set up.
Debit or Credit Card	You can phone 24 hours a day and pay any amount you wish by any debit or credit card . Simple phone 0870 243 6040 . Please note that the automated operator will ask for your reference number, which can be found on your Oxbode swipecard. If you do not have a swipecard you should hold until the automated operator passes you to the call centre. Please quote 'OXBD', then your TENANCY REF NO. WHICH CAN BE FOUND ON YOUR RENT STATEMENT. The call centre operator will issue you with a reference number that you can use on all future payments.

Further Help And Advice

If you need further information about the above methods of payment or have any questions about this statement, please contact us and we will be happy to help. Tel: 505359