Understanding your rent statement

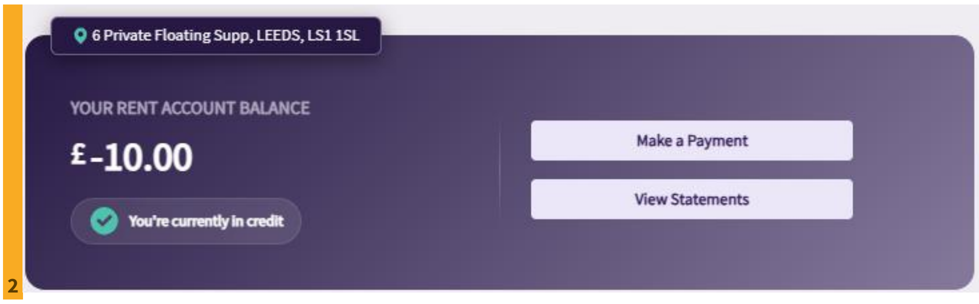
Not sure how to read your rent statement? This guide explains what each section means, how charges and payments are displayed, and how to tell whether your account is in credit or arrears.

Finding your statement on the portal

1. Sign in and choose the **Rent** tab, then **View Rent Statements**.
2. Pick the **property** you want (a garage shows separately).
3. Choose **Main account** — or **Rechargeable account** if you have one (one-off costs like a repair you've been charged for, kept separate from your rent).
4. Choose the date you want to look at, you can do this by selecting the dates you need to see or use the drop down to view periods.
5. Use **Print** (top right) to save a PDF if you need a copy.

Your statement

Here's an example statement with each part numbered. The numbered tags on the statement match the explanations in the list below it. The figures are made up, but it's laid out exactly like yours.



Current balance 2

Main account statement 1

For 6 Private Floating Supp · between 7 April 2025 and 12 May 2025

Period 3	Start date 4	Charge £ 5	Benefit £ 6	Payment £ 7	Adjust £ 8	Balance £ 9	10
01	07/04/2025	90.00				**180.00**	arr
02	14/04/2025	90.00				**270.00**	arr
03	21/04/2025	90.00				**360.00**	arr
04	28/04/2025	90.00	**360.00-**			**90.00**	arr
05	05/05/2025	90.00		**150.00-**		**30.00**	arr
06	12/05/2025	90.00		**110.00-**		**10.00**	arr

1 **Which account & period.** This will show the account you are in, for example your rent account or rechargeable account. It also highlights the date range in which you are viewing.

2 **Current Balance.** Where your account stood at the start of this statement — here, £10.00 in arrears.

3 **Period.** The period relates to the rent week number which starts on the first of April every year.

4 **Start date.** We charge rent each week on a monday, the start date shows the week in which this covers.

5 **Charge.** Your rent (and any charges) for that week. If this figure changes, that's usually your annual rent review.

6 **Benefit.** Housing Benefit or the Universal Credit housing element paid towards your rent — often every 4 weeks, so it lands as one bigger amount. The minus sign means it comes off what you owe. Please be aware we charge rent each week on a monday regardless of how you pay. If you are entitled to any housing benefit or universal credit that is paid direct to us, this will show here.

7 **Payment.** Money you've paid in. Also shown with a minus, because it reduces your balance. Please be aware we charge rent each week on a monday regardless of how you pay. Money that has been paid into your rent account, this can include direct debits, standing orders, one off payments, rent card payments and online payments.

8 **Adjustment.** Any correction we've applied — usually blank.

9 **Balance.** The running total after each line: previous balance + charge − benefit − payment. The balance after any payments that have been received.

10 **arr / cr.** ARR- arrears, the amount of money you owe. CR- Credit on your account. We do not allow rent to fall into arrears between payments.

The bit that trips people up: a minus means money off

Charges push your balance up. Benefit and payments bring it down — and those show with a minus sign after the number (like 150.00-). A minus is a good thing: it's money coming off what you owe.

↑ **Charge** Balance goes up	↓ **Benefit & Payment** Balance goes down (shown with a minus)

Do I owe money, or am I in credit?

Look at the last line — Balance carried forward — and the little flag next to it: We do not want you to fall into arrears between payments, for example if you pay us monthly, you should be a month in credit at point of payment, which will reduce over the coming weeks before payment is due again

arr	cr

£360.00 **In arrears** This is what you owe. Let's set up an affordable way to clear it.	£30.00 **In credit** You're ahead on your rent. Nothing to do but keep building up credit

Tip

A balance shown with a minus after it (e.g. 30.00-) and flagged cr means you're in credit. A number flagged arr is money owed.

Charges

At Yorkshire housing we have different tenure types which means some charges are weekly, some are monthly and some are quarterly. Here is an explanation of each frequency,

Charged weekly — Monday to Sunday

Each charge covers one week, Monday to Sunday. The Start date is the Monday; the period end date is the Sunday.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
7	8	9	10	11	12	13

Example: a Start date of Mon 7 April covers 7–13 April, ending Sunday 13 April.

Charged monthly — the full calendar month

Your charge covers the whole calendar month, from the 1st to the last day. Example: an end date of 28 February covers 1–28 February.

Charged quarterly — three months at a time

Your charge covers a three-month period. The first runs from your tenancy start date; if that began mid-month it's adjusted, after which quarters run from the 1st of a month to the last day of the third month.

Month 1	Month 2	Ends
January	February	31 March

Example: an end date of 31 March covers 1 January to 31 March.

Something doesn't look right?

If a charge, payment or benefit looks wrong, or your balance isn't what you expected, please contact our Customer Experience Team 0345 366 4404. — we're happy to go through it with you.