

ADUR DISTRICT COUNCIL  
AdurHomes

Adur Homes, Worthing Town Hall, Chapel Road, Worthing, West Sussex, BN11 1HA  
www.worthing.gov.uk/adur-homes

Date: 01/07/2025  
Service: Adur Homes  
Tel: 01273 263030  
tenancy.services@adur-worthing.gov.uk

Tenant Reference Number: [REDACTED]

Dear [REDACTED],

We are reintroducing quarterly rent statements, and you're part of our initial trial of 200 addresses. Please read through your following statement and guide. If you have any questions about your rent account, contact our team using the details at the top of this letter.

For guidance on how to understand your rent statement, please visit:

| Week | Date       | Total Charge | Housing Benefit | Payments Received | Adjusts | Balance |
|------|------------|--------------|-----------------|-------------------|---------|---------|
| 1    | 07/04/2025 | 125.00       |                 |                   |         | 400.00  |
| 2    | 14/04/2025 | 125.00       |                 |                   |         | 525.00  |
| 3    | 21/04/2025 | 125.00       |                 |                   |         | 650.00  |
| 4    | 28/04/2025 | 125.00       |                 |                   |         | 775.00  |
| 5    | 05/05/2025 | 125.00       | -25.00          | -850.00           | -100.00 | -75.00  |
| 6    | 12/05/2025 | 125.00       | -25.00          |                   |         | 25.00   |
| 7    | 19/05/2025 | 125.00       |                 |                   | -25.00  | 125.00  |
| 8    | 26/05/2025 | 125.00       | -50.00          |                   | 25.00   | 225.00  |
| 9    | 02/06/2025 | 125.00       | -25.00          | -400.00           |         | -75.00  |
| 10   | 09/06/2025 | 125.00       | -25.00          |                   |         | 25.00   |
| 11   | 16/06/2025 | 125.00       | -25.00          |                   |         | 125.00  |
| 12   | 23/06/2025 | 125.00       | -25.00          |                   |         | 225.00  |
| 13   | 30/06/2025 | 125.00       | -25.00          | -400.00           | 75      | 0       |

At the statement date your account balance is £ 0

Yours sincerely

Nia Jones  
Assistant Director for Housing and Homelessness Prevention

Adur Homes, Worthing Town Hall, Chapel Road, Worthing, West Sussex, BN11 1HA  
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## Understanding your rent statement

Your quarterly rent statement contains important information about what you need to pay, when you need to pay and how you can make payments.

**Date:** Rent weeks run from Monday to Sunday.

**Total charge:** The total amount you have to pay each week. This includes rent, service charges and support charges.

**Housing Benefit:** Any payments from Housing Benefit (mostly customers of retirement age).

**Payments Received:** The total amount of any payments received in that week. This includes your payments and Universal Credit paid directly from the DWP.

**Adjusts:** This includes any refunds, transfers from other rent accounts or back payments.

**Week:** A quarter is 3 months, usually 12 to 14 weeks.

If you moved into your property mid-way through this quarter some weeks will be missing from your statement.

Final period in this quarter, starting on a Monday.

| Week | Date       | Total Charge | Housing Benefit | Payments Received | Adjusts | Balance |
|------|------------|--------------|-----------------|-------------------|---------|---------|
| 1    | 07/04/2025 | 125.00       |                 |                   |         | 400.00  |
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Debt  
Debt  
Debt  
Debt  
Credit  
Debt  
Debt  
Debt  
Credit  
Debt  
Debt  
Debt  
Clear

**Balance:** How much you owe at the end of that week.

**Debt (or arrears)** = the amount that you owe us.

**Credit (minus '-')** = overpayment.

**Clear** = if your balance is **zero** this means your account is clear and you do not owe us anything.

Note: the figures shown in the table above are for illustration purposes only

### Note:

- Your tenancy agreement requires you to pay weekly in advance.
- Your statement only shows balances up to the end of the final week of the quarter. Any payments and charges made after this date will not be shown.
- Housing Benefit payments are made weekly in advance.
- Unless you pay monthly by Direct Debit, you should aim for your account to be zero or in credit (shown with a minus '-' sign) at the end of each week.
- If your account is in arrears (debt) please make a payment, or contact us to make a payment arrangement.
- Your rent charge may not always be the same as your neighbours, you do not need to contact us about this.

Housing Benefit, Payments Received, Adjusts: Figures with a minus '-' sign are credits, eg payments or benefits received.



**Don't wait on the phone...**

Most of your questions are answered online  
[www.adur-worthing.gov.uk/adur-homes](http://www.adur-worthing.gov.uk/adur-homes)