

# NOTES REGARDING CUSTOMER STATEMENT

## CUSTOMER STATEMENT XX/XX/20XX – XX/XX/20XX

This sets out the date range covered by the Customer Statement. There may be a period of time from when the statement is printed to when it reaches you where further transactions have been made, these will appear in the next Customer Statement.

### DATE

This is either the date of the rent payment/rent adjustment (whichever is applicable) or the date on which the weekly rent is applied to the rent account. The rent week begins at 9.00. a.m. every Wednesday.

### DETAILS

- Open Bal – this is the balance on the rent account at the start of the Customer Statement period.
- Rent 12345678(account number) is the comment regarding the application of the weekly rent.
- Pay XXXXXXXXXX is the comment for a rent payment
- Any other transaction may be queried directly with the Rents Office.

### DEBIT

This generally shows the weekly rent being charged on the account. If there has been an account adjustment resulting in an increase in the rent being charged or other charges being levied, these will also appear here.

### CREDIT

This generally shows the rent payments made on the account. If there has been an account adjustment resulting in a decrease in the rent being charged, this will also appear here.

### BALANCE

This is the running balance on the rent account from the start of the Customer Statement period to the end of the Customer Statement period resulting in the final **Closing Statement Balance** figure.

IF THERE IS NO MINUS SYMBOL BEFORE THE BALANCE FIGURE, THE RENT ACCOUNT IS IN ARREARS AND YOU MAY NEED TO CONTACT THE RENT ARREARS TEAM IF A PAYMENT AGREEMENT IS NOT ALREADY IN PLACE TO CLEAR THE ARREARS.

IF A MINUS APPEARS BEFORE THE BALANCE FIGURE, THE RENT ACCOUNT IS IN CREDIT.

**It will be appreciated that there may be a delay between the date of payment to the relevant agent (e.g. at post office, credit union) and the date on which the rent account is credited with this payment by the City Council. Tenants who pay via Online Rents payments, An Post, Credit Union, Standing Order will always encounter such delays. Accordingly, payments made by you within the last two weeks of the date of this statement may not yet have reached the Rents Office; these will be reflected in your next statement. Bearing this in mind, if you believe there are earlier payments that are not showing in the statement, please contact one of the following numbers 021 4924677, 021 4924776, 021 2389866, 021 2389832 for assistance.**