

Our ref:

03 April 2017



**2 King Square
Bridgwater
Somerset
TA6 3DG**

**Tel: 01278 444344
Fax: 01278 445610**

Hello

Please find enclosed the first issue of your new Tenant Briefing. It's a lot smaller than the normal Newsletter but we hope it's just as informative.

What's going on?

A big talking point at the moment is being able to access your rent account online. A few people have reported problems when they have changed their account details and we've been working on this with the software provider. How are you finding it? As at the end of February this is how many times you have logged in: 2

Who lives in a house like this?

When you log in to your online account you can see the names and contact details of those people we have on record as living in your home. If these details are missing or incorrect you can change them. Alternatively, you can complete the form overleaf and return it to us so we can make sure your information is correct and up-to-date. Any changes will need to be done either online or in writing.

Thank you

Your account – as at 8 March 2017

At the moment you pay £100.00 per week in rent and receive £10.00 in Housing Benefit. Your balance is £0.00 (up-to-date). If you're up-to-date, great. If you're in credit, even better

You need to pay either £100.00 per week, £400.00 every 4 weeks or £433.33 every calendar month in advance. If you have arrears you need to pay an additional amount to reduce them – if you're already doing that, thanks

It is your responsibility to make sure all your rent is paid and that includes making sure your Housing Benefit claim is correct, up-to-date and being paid to SHAL. Remember you can always check rent account online

SHAL Housing
Limited

A Registered
Provider of
Social Housing
LH4035

Registered with the
Financial Conduct
Authority
(www.fca.org.uk)
as a Community
Benefit Society
and as an exempt
charity 27772R

A Member of the
National Housing
Federation

www.shal.org



**NATIONAL
HOUSING
FEDERATION**
member

