



Our Ref:
Date:

Dear Tenant

Quarterly Rent Statement for the period: 2nd January 2012 to 1st April 2012

Please find overleaf your Quarterly Rent Statement for the above period, your balance at 1st April 2012 was £ in arrears

Housing Benefit & Council Tax Benefit

These benefits are administered by the Council to help tenants pay their rent and Council Tax. You may get these benefits if you are on a low income. If you have less than £16000 in savings and are on a low income you may have an entitlement.

Working Tax Credit and Child Tax Credit

You may qualify for Working Tax Credit if you are working more than 30 hours (16 hours if you have children or are disabled) and are on a low income. Child Tax Credit is available to people who are bringing up children and the amount awarded will depend on their income. These benefits are administered by HM Revenue & Customs and not by the Council. To claim or get more information phone the HM Revenue and Customs Tax Credit Helpline - 0845 3003900.

My Newham – Rent Statements on-line

You are now able to log onto the Council's website at www.newham.gov.uk to view your rent account history. To do this you will need to register with "My Newham" which can be found on the site and use your PIN number which is: **12348**

Please note if you have previously registered to view your rent statements using the Gandlake system, you will need to now re-register with My Newham to view your rent payment history.

Yours Sincerely,

Head of Rent Service

Appeals, Complaints and open files

All tenants and clients have the right to appeal against decisions made by Officers, to complain about the service they have received, and to have access to their individual personal files. If you do not wish information you provide to be seen by the tenant or client please say so in your reply.