

How to read your Tenant Statement

Home
in Place

Your tenant statement gives you important details about your rent and tenancy accounts. We know it can feel like a lot of information, and sometimes difficult to read, so we've made this guide to explain the different parts of your statement and how to read it.

ADDRESS BLOCK

This is your **postal address**.

Mostly this is the same as your street address, but could be a PO Box, or the address of a nominated contact person that you have asked for your mail to be sent to.

CURRENT RENT BALANCE

This box will show your **current rent account balance** and the **date your rent is paid to** on the day the statement was printed.

If you have a balance outstanding, the text in this field will be **RED**, and instead of "**days in front**", it will say "**days behind**".

If there is an outstanding balance, the paid to date will be the date the statement was printed minus the number of days you are behind.

RENT HISTORY

This shows the **market rent** (market value) and the **rent that you pay** for the property.

Many tenants pay at a **discount to the market rent**, or **receive a rebate based** on household income. If your household income assessment returns an equal or higher value than the market rent, you will be charged market rent.

You will never pay more than the market rent value of the property.

DATE ISSUED

The date that the statement was printed.

TENANCY START DATE

The date your tenancy with Home in Place started.

TENANCY DETAILS

This block shows

- your unique **Tenancy Code** (also known as your Tenant Number)
- the name of the **primary lease holder**, and
- the street address of the rented property.

OTHER BALANCES

This box will show any credits or **balances outstanding** for all other **non-rent accounts** such as water and maintenance.

Outstanding balances will be **RED**.

CURRENT PAYMENT PLAN

This box displays any **payment plans** that you have signed with Home in Place.

BOND DETAILS

This box shows the **total bond payable** for your property, and **how much is left to pay**.

If you were not required to pay a bond, both amounts will always show \$0.00.

Home in Place
ABN 84002862213

Please note that this statement is only accurate as at the date and time of printing.

Date Issued: 08/09/2025
Tenancy Start Date: 03/06/19

TENANCY DETAILS

Tenant Code: 654321
Name: [Redacted]
Address: [Redacted]
Property Address: [Redacted]
Suburb State PCode: [Redacted]

Tenant Name
Tenant Postal Address
Suburb State PCode

Tenant Statement

CURRENT RENT BALANCE	OTHER BALANCES	OTHER CREDITS
\$218.17 in credit paid to date 19 Sep 25 days in front 11	\$405.04 in credit for water \$548.63 outstanding for maint \$0.00 in credit for other	

RENT HISTORY	BOND DETAILS	CURRENT PAYMENT PLAN
Your Weekly Rent \$132.35 Current Market Rent \$470.00	\$0.00 total Bond \$0.00 outstanding for bond	1. Non-rent WATER: 40.00 No Expiry

Get in Touch

FOR ALL ENQUIRIES	VISIT US ON THE WEB	EMAIL US
Contact Number 1300 333 733	homeinplace.org	statementqueries@homeinplace.org

RENT HISTORY

The Rent History table shows the history of your **payable rent amounts** for the duration of your tenancy with Home in Place, and the **date range that this amount applied to**.

Rent History

Start Date	End Date	Amount
03/06/2019	24/01/2020	92.80
25/01/2020	08/12/2020	93.73
09/12/2020	08/06/2021	94.93
09/06/2021	29/11/2021	120.14
30/11/2021	29/06/2022	121.71
30/06/2022	04/12/2022	97.90
05/12/2022	29/06/2023	97.30
30/06/2023	29/11/2023	105.35
30/11/2023	04/06/2024	128.37
05/06/2024	14/08/2024	226.51
15/08/2024	17/11/2024	159.43
18/11/2024	05/06/2025	132.59
06/06/2025		132.35

PAID FROM AND PAID TO COLUMNS

The **Paid From** and **Paid To** columns show the **date range any credit has been applied to**. If you are paid in advance, these columns will show future dates. If you have an outstanding balance, these dates will be in the past.

DATE COLUMN

The Date column shows the date of each transaction made on your account.

Rent Account

Date	Details	Paid From	Paid To	Debit	Credit	Balance
01/07/2022	Opening Balance					-31.96
06/07/22	Receipt from Centrepay	10/07/22	26/07/22		-245.00	-276.96
08/07/22	Rent from 08/07/2022 to 14/07/2022			97.90		-179.06
15/07/22	Rent from 15/07/2022 to 21/07/2022			97.90		-81.16
20/07/22	Receipt from Centrepay	27/07/22	13/08/22		-245.00	-326.16
22/07/22	Rent from 22/07/2022 to 28/07/2022			97.90		-228.26
29/07/22	Rent from 29/07/2022 to 04/08/2022			97.90		-130.36
03/08/22	Receipt from Centrepay	14/08/22	30/08/22		-245.00	-375.36
05/08/22	Rent from 05/08/2022 to 11/08/2022			97.90		-277.46
12/08/22	Rent from 12/08/2022 to 18/08/2022			97.90		-179.56
17/08/22	Receipt from Centrepay	31/08/22	17/09/22		-245.00	-424.56
19/08/22	Rent from 19/08/2022 to 25/08/2022			97.90		-326.66
26/08/22	Rent from 26/08/2022 to 01/09/2022			97.90		-228.76

BALANCE COLUMN

This shows the running **total of your account after each transaction** (an invoice/debit or a credit/payment).

If your account is in credit a minus sign will appear in front of the amount.

Example: **-250** means your account is \$250 in credit (ahead).

DETAILS COLUMN

The Details column shows what the transaction was for.

Weekly rent invoices will always start with 'Rent from' and include two dates that show the week that the invoice applies to.

Rent payments will be shown as 'Receipts', and any other adjustments will provide a short notation of the reason for the transaction

Example: Refund, Rent adjustment or Transfer of credit.

DEBIT COLUMN

The Debit column shows any **charges applied** to your account.

This might be your weekly rent invoice, or other account adjustments such as a rent recalculation.

CREDIT COLUMN

The Credit column shows any receipts or **payments made** to your account.

This includes your weekly or fortnightly rent payment (Centrepay or BPAY) or rent adjustments.

If your account is in arrears the amount will appear without a minus sign.

Example: **250** means your account is \$250 in arrears (behind).



BPAY Biller Code: 246983
Rent Ref: 0000000
Water Ref: 1111111

Maintenance Ref: 2222222
Bond Ref: 3333333
Other Ref: 4444444

BILLING INFORMATION

The last page of your statement includes the **Home in Place BPAY Biller Code**, and your **unique BPAY Reference Numbers**.

These numbers are used to pay rent and other account invoices through your bank's BPAY function.

These **reference numbers are unique to your tenancy** and can be obtained at any time by calling Home in Place.

If you have any questions about reading your tenant statement, or would like to arrange a time to meet with your Tenancy Relations Officer to discuss your statement or account, please contact us on 1300 333 733