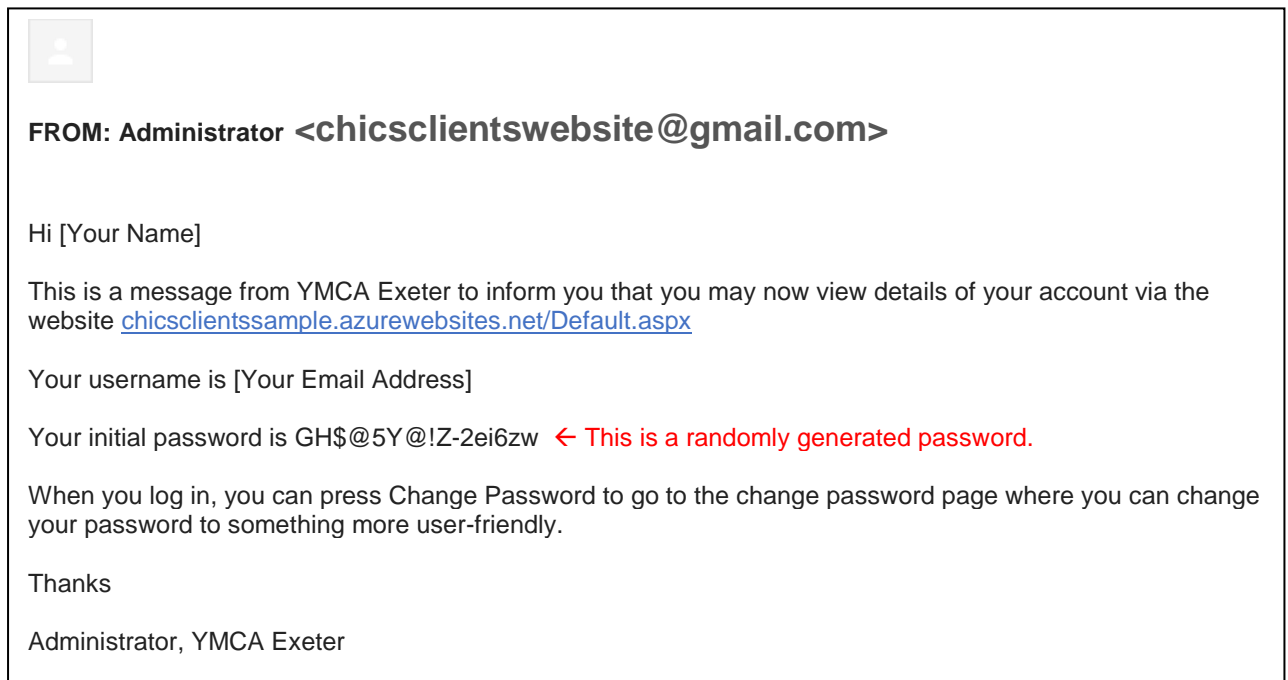# Understanding your Rent Portal

The YMCA Exeter rent portal is our new way of giving you more access to your rent account. You can view your rent account as a summary or open up a full detailed view of all the transactions on your account since the day you moved in!

The portal can show you the details that you want to see! You can view rent charges that are allocated to you, view what Housing Benefit have contributed and any additional charges on your account.

To use the Rent Portal, you will first need to **Register for an account**. You can do this through the website or with your linkworker. The rent portal is linked to your email address and so you'll need one in order to register. If you don't have an email address yet, then your linkworker can help you sign up for a free one on the internet.

Once you have registered your account, you will receive an email that looks like this:

FROM: Administrator <chicsclientswebsite@gmail.com>

Hi [Your Name]

This is a message from YMCA Exeter to inform you that you may now view details of your account via the website chicsclientssample.azurewebsites.net/Default.aspx

Your username is [Your Email Address]

Your initial password is GH$@5Y@!Z-2ei6zw ← This is a randomly generated password.

When you log in, you can press Change Password to go to the change password page where you can change your password to something more user-friendly.

Thanks

Administrator, YMCA Exeter

In the email, you are directed to visit "chicsclientssample.azurewebsites.net/Default.aspx". This is because we use the CHICS rent accounting software to power our rent accounts. You can use this link or you can easily find the rent portal by visiting www.ymcaexeter.org.uk and going to the **Resident Area** of the website. See below:
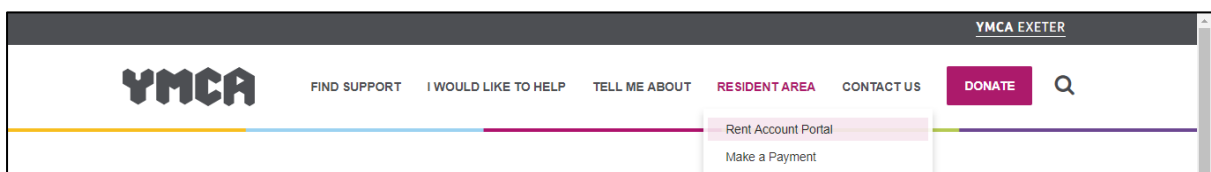
Logging in for the first time

Use your email address as the **User name** and the password from the registration email you received.
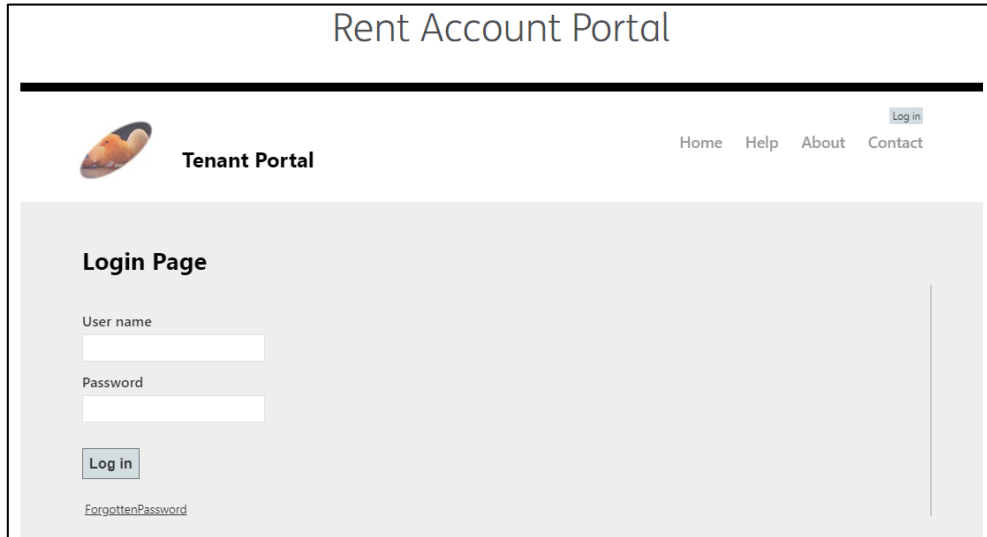
You'll notice from the email you received, that your account is initially secured using a randomly generated complex password.

We recommend that you change this when you log in for the first time. You can do this by clicking on the **Change Password** button, shown below.

Once you are logged in you are presented with a web page that we call **the summary view.**

In the **summary view** section below, you will see your account information laid out in three **Rows** and three **Columns.**

Rows are the horizontal lines of information...

Row 1: **Rent**
Row 2: **Utilities**
Row 3: **HB**

...and Columns are the vertical:

Column 1: **Due**	Column 2: **Rec'd**	Column 3: **Balance**

The "Due", "Received" and "Balance" Columns

The first 2 Columns show the total amount of payments and charges since the date in the **Statement Date** box. You can change this date to anything you want.

Statement date	01/02/2010	?	Change Statement Date	Reset Statement Date	Send email re accounts

Type	Brought Fwd		Due	Recd	Balance
Rent		£0.00	-£300.50	£338.50	£38.00
Utilities		£0.00	-£1,764.00	£1,764.00	£0.00
HB		£0.00	-£19,719.40	£19,667.75	-£51.65
Totals		**£0.00**	**£21,783.90**	**£21,770.25**	**-£13.65**

The Third **Column** gives the most useful information as this shows the current **Balances** on your account.

Statement date	01/02/2010	?	Change Statement Date	Reset Statement Date	Send email re accounts

Type	Brought Fwd		Due	Recd	Balance
Rent		£0.00	-£300.50	£338.50	£38.00
Utilities		£0.00	-£1,764.00	£1,764.00	£0.00
HB		£0.00	-£19,719.40	£19,667.75	-£51.65
Totals		**£0.00**	**£21,783.90**	**£21,770.25**	**-£13.65**

The "Rent", "Utilities" and "HB" Rows

The **Rows** of account information are: **Rent, Utilities, HB** and then a **Totals** row which adds all these together.

Statement date	01/02/2010	?	Change Statement Date	Reset Statement Date	Send email re accounts

Type	Brought Fwd		Due	Recd	Balance
Rent		£0.00	-£300.50	£338.50	£38.00
Utilities		£0.00	-£1,764.00	£1,764.00	£0.00
HB		£0.00	-£19,719.40	£19,667.75	-£51.65
Totals		**£0.00**	**£21,783.90**	**£21,770.25**	**-£13.65**

Rent:

This is the amount of rental charge that is currently expected to paid by you.

The **Balance** column shows the current amount in your **Rent** account. If this amount is **Black** then your account is currently in advance (where is should be!), if the amount shown is in **Red** then this shows that you are currently behind with your rent.

Utilities:

In some YMCA Properties there may be an expectation for you to pay an additional cost that is not classed as **Rent**. Where this is the case the current balance of these amounts is shown here. In most YMCA properties there are no additional Utilities costs and so this would show as a zero (£0.00) amount.

HB:

This is the amount of rental charge that is currently expected to be contributed from **Housing Benefit.**

Housing Benefit nearly always pay around 4 weeks in arrears, so if this figure is large and **Red** then it is not necessarily something to worry about. Please speak to your linkworker or a member of staff if you have any concerns, <u>or if the amount is over **-£1,000**</u>.

The Detailed View

Sometimes, you want to have more information than just the current balance on your account. For this, we have the **detailed view.** The detailed view shows you every transaction that has occurred on your rent account, including when you've made payments, received charges, where Housing Benefit have made payments or deductions and you can see details of any additional charges on your account that do not appear on your summary view.

To access the detailed view, click this link to it on the Summary view page.

The Detailed View shows **ALL** the transactions on your rent account. It shows the weekly charges made for your accommodation, any payments you've made, any payments that Housing Benefit have made on your behalf and any adjustments due to changes of circumstances.

The useful feature of the Detailed view is that you can "filter" the results to get to see the information that you want.

You can choose what type of transactions you want to see by using **the filter box shown below:**

The "ALL", "Rent", "Utilities" and "HB" Filters.

ALL – is the current view and shows **every** transaction

Rent – Shows just the transactions (charges and payments) that are currently expected to be paid by you and the payments you have made so far.

HB - shows just the transactions (charges and payments) that are expected to be paid by Housing Benefit and the payments they have made so far.

Utilities - In some YMCA properties you may have to pay an additional utilities charge, if so selecting this will show only these transactions.

As an example below, I've chosen just to see **Rent** transactions. This has changed the transactions and the balance that I now see.

Viewing Additional Charges

Additional Charges are costs that that are not "**Rent**", "**HB**" or "**Utilities**".

These might be charges because you lost your keys or fob and they had to be replaced, deposit charges for furniture, or damage to a property that you have to pay for.

These charges are separate from your rent account and are called "**off ledger**" amounts. You can view them by **un-ticking** the "**Show Ledger Items**" tick box.

The Detail view switches to show the transaction type "**Additional Charges**" and shows only these transactions. To return to the "**Ledger**" type transactions (**Rent, HB, Utilities**) – click to tick the "**Show Ledger Items**" tick-box again.

We hope this guide has been useful in learning how to make the most of your new Rent Portal. If you have any questions about using it, please speak to a YMCA Exeter member of staff or email us at Office@YMCAExeter.org.uk

Thank you and we hope you enjoy the portal!