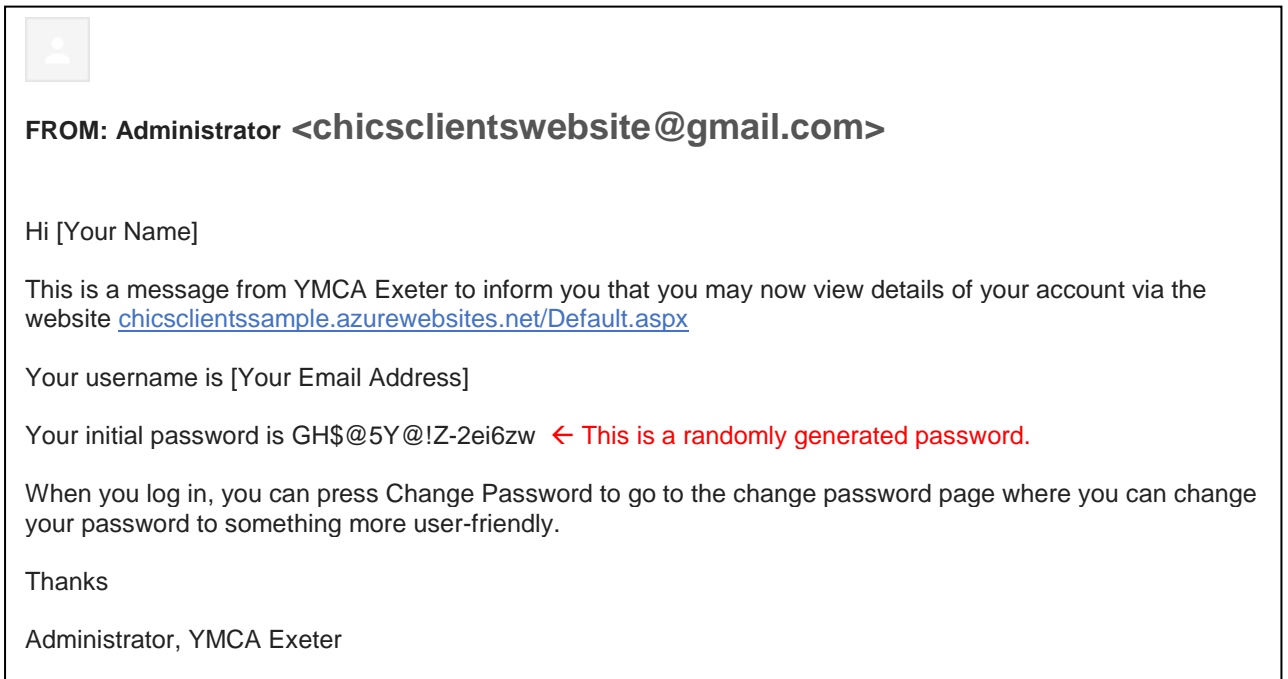


## Rent Portal – Quick Start Guide

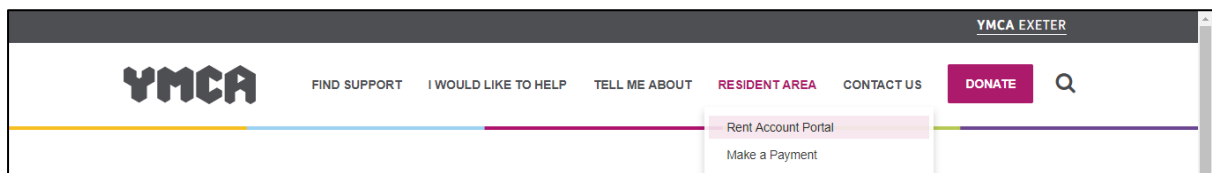
To use the Rent Portal, you will first need to **Register for an account**.

The rent portal is linked to your email address and so you'll need one in order to register.

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



You can find the rent portal by visiting [www.ymcaexeter.org.uk](http://www.ymcaexeter.org.uk) and going to the **Resident Area** of the website. See below:



Use your email address as the **User name** and the password from the registration email you received.

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**.

Statement date	01/02/2010	?	Change Statement Date	Reset Statement Date	Send email re accounts
<b>Type</b>	<b>Brought Fwd</b>	<b>Due</b>	<b>Recd</b>	<b>Balance</b>	
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	
<b>Totals</b>	<b>£0.00</b>	<b>£21,783.90</b>	<b>£21,770.25</b>	<b>-£13.65</b>	

**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, or if the amount is over **-£1,000**.

**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.**

**Account Summary**

Current balance -£604.00      Weekly Charges -£192.00

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

Detailed account view

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.

### Account Details

Show Ledger Items     
 Current balance -£604.00      Weekly Charges -£192.00  
 ?      (Uncheck for non-ledger items)

Select transaction type: ALL ?

Select Statement Date: 01/02/2010 ?
Change Statement Date
Reset Statement Date

Date	Type	Reference	Due	Recd	Balance
18/06/2018	Rent	Recur: Rent	-£14.00	£0.00	-£604.00
18/06/2018	HB	Recur: HB	-£178.00	£0.00	-£590.00
12/06/2018	Rent	Bank Payment - Rent	£0.00	£100.00	-£412.00
11/06/2018	Rent	Recur: Rent	-£14.00	£0.00	-£512.00
11/06/2018	HB	Recur: HB	-£178.00	£0.00	-£498.00
05/06/2018	HB	ECC Bacs.942410	£0.00	£712.00	-£320.00

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**:

### Account Details

Show Ledger Items     
 Current balance -£604.00      Weekly Charges -£192.00  
 ?      (Uncheck for non-ledger items)

Select transaction type: 
 ALL ?  
 ALL ?  
 Rent ?  
 HB ?  
 Utilities ?

Select Statement Date: 01/02/2010 ?
Change Statement Date
Reset Statement Date

## 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.

## Viewing Additional Charges

Additional Charges are costs 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.

**Account Details**

Current balance -£604.00      Weekly Charges -£192.00  
(Uncheck for non-ledger items)

Show Ledger Items  ?

Select transaction type: Additional Charge ?

Select Statement Date: 01/02/2010 ?      Change Statement Date      Reset Statement Date

Date	Type	Reference	Due	Recd	Balance
04/05/2018	Additional Charge	Receipt No.1788 - Cash Refund for Sofa Deposit	£0.00	-£20.00	-£17.00
13/01/2018	Additional Charge	NEW Receipt No.1636 - Lost Fob return	£0.00	£5.00	£3.00
26/10/2017	Additional Charge	Lost Fob returned	£0.00	£5.00	-£2.00
20/10/2017	Additional Charge	Receipt 1511 - Charge for lost Fob	-£5.00	£0.00	-£7.00

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](mailto:Office@YMCAExeter.org.uk)

Thank you and we hope you enjoy the portal!