Rent Online

Upon accessing Rent Online you will be directed to a summary page displaying all current and former rent, insurances and legal accounts you have. Multiple accounts will be shown where relevant.

The information on accounts cannot be edited or deleted.

Messages will appear at the top of the screen, these are handy links (displayed with a globe and underlined text) or pieces of information relating to your rent account.

Messages

👤 Isabel Murray / Helen Mullen: 01224 524941 / 524940
🌐 ACC Rent Calendar
🌐 Make A Payment to your Rent Account

1 The Current Balance will show the current balance of the account

2 Account shows the account type

3 Account Status will show this as a current or former account

4 Payment Reference will show the unique payment reference of the account holder

5 Account Address shows the current recorded address of the account holder

6 Payment Method shows the way which you have advised that you will pay your rent

Rent Account Details

1 ● Current Balance	38.68 IN ARREARS	
2 ● Account	RENT ACCOUNT	
3 ● Account Status	Current	
4 ● Your Reference number	11191066	
5 ● Account Address	004 Dummy Street,Aberdeen	
6 ● Payment Method	Cash Receipting	
● View account statement for 11191066		

Breakdown

Gross Rent	90.84
Rebate	49.96
Net Rent	40.88

To view a detailed list of the transactions related to one account click on the link 'View account statement for <Account Number>'

On the specific Accounts statement page the transactions will display from the most recent date back to the start of your rent account.

You can use the date search box to display all transactions between two dates. If you wish to return to viewing all of your transactions clear date box boxes and click 'Search' again.

Account Statement

Account	RENT ACCOUNT	**Payment Reference**	11191066	**Balance**	38.68 IN ARREARS	**Payment Method**	Cash Receipting

From (DD/MM/YYYY) [　　　] 🗓️   To (DD/MM/YYYY) [　　　] 🗓️   Search ●

Date	Transaction	SubType	Debit	Credit	Balance	
19/07/2015	HOUSING BENEFIT CREDIT			49.96	38.68	IN ARREARS
20/07/2015	PAYMENT RECEIVED	WEBPUBLIC (INTERNET)		50.00	88.64	IN ARREARS
20/07/2015	RENT DEBIT		90.84		138.64	IN ARREARS
13/07/2015	RENT DEBIT		90.84		47.80	IN ARREARS
06/07/2015	RENT DEBIT		90.84		43.04	IN CREDIT
22/06/2015	RENT DEBIT		90.84		133.88	IN CREDIT
15/06/2015	RENT DEBIT		90.84		224.72	IN CREDIT
12/06/2015	PAYMENT RECEIVED	WEBPUBLIC (INTERNET)		50.00	315.56	IN CREDIT
08/06/2015	RENT DEBIT		90.84		265.56	IN CREDIT
05/06/2015	PAYMENT RECEIVED	WEBPUBLIC (INTERNET)		50.00	356.40	IN CREDIT
01/06/2015	PAYMENT RECEIVED	WEBPUBLIC (INTERNET)		50.00	306.40	IN CREDIT
01/06/2015	RENT DEBIT		90.84		256.40	IN CREDIT
25/05/2015	RENT DEBIT		90.84		347.24	IN CREDIT
22/05/2015	PAYMENT RECEIVED	WEBPUBLIC (INTERNET)		50.00	438.08	IN CREDIT
18/05/2015	PAYMENT RECEIVED	WEBPUBLIC (INTERNET)		50.00	388.08	IN CREDIT
18/05/2015	RENT DEBIT		90.84		338.08	IN CREDIT
11/05/2015	RENT DEBIT		90.84		428.92	IN CREDIT
04/05/2015	RENT DEBIT		90.84		519.76	IN CREDIT
27/04/2015	RENT DEBIT		90.84		610.60	IN CREDIT
20/04/2015	RENT DEBIT		90.84		701.44	IN CREDIT

● 1 - 20   Next ⊙

If you wish to view more recent transaction which date further back than the initial 20 transactions displayed on the 1st screen you can click 'Next'

Frequently Asked Questions

Q: What do I do if I have lost my login details?

A: (RENTS) Please e-mail renthelp@aberdeencity.gov.uk , your e-mail will be dealt with as soon as reasonably possible. Please be aware that you may be requested to provide information in relation to your account for security purposes. Once you have fulfilled these security checks you will receive an e-mail detailing your username and e-mail address thereafter you can use the 'forgot password' facility on the website to receive a new password.

Q: I cannot access the website from my PC?

A: Depending on your own personal internet settings and browser preference you may not be able to fully access the Housing Online facility. We recommend that you use Internet Explore to access our Online Service. If you are still struggling to gain access you can attend any local library or Aberdeen City Council facility where public computer usage is available to access the online services.

Q: I do not know my Payment Reference Number, how can I access Rent Online?

A: You need your unique payment reference to access Rent Online, however you can e-mail renthelp@aberdeencity.gov.uk to request this information. Please be aware that we will request that you answer questions relating to the personal information held by Aberdeen City Council for security purposes. Once you have fulfilled these security checks you will receive an e-mail detailing your Payment Reference.