



**Please pay your
rent on time**



**For more information phone
0300 123 4566**

If you need information from Moray Council in a different language or format, such as Braille, audio tape or large print, please contact:

إذا كنتم في حاجة إلى معلومات من قبل مجلس موراي وتكون بلغة مختلفة أو على شكل مختلف مثل البراي، أسطوانة أوديو أو أن تكون مطبوعة الإيت ب" باستعمال حروف غليظة" فالرجاء صال

Jei pageidaujate tarnybos Moray tarybos teikiamą informaciją gauti kitokiu formatu, pvz., Brailio raštu, garso įrašu ar stambiu šriftu, kreipkitės:

Jeśli potrzebują Państwo informacji od Rady Okręgu Moray w innym formacie, takim jak alfabet Braille'a, kasety audio lub druk dużą czcionką, prosimy o kontakt:

Se necessitar de receber informações por parte do Concelho de Moray num formato diferente, como Braille, cassete áudio ou letras grandes, contacte:

Ja Jums vajadzīga informācija no Marejas domes (Moray Council) citā valodā vai formātā, piemēram, Braila rakstā, audio lentā vai lielā drukā, sazinieties ar:

اگر آپ کو مورے کونسل سے کسی دیگر زبان یا صورت میں معلومات درکار ہوں مثلاً " بریلے، آڈیو ٹیپ یا بڑے حروف، تو مہربانی فرما کر رابطہ فرمائیں:

Housing and Property

PO Box 6760

Elgin

IV30 1BX

0300 123 4566

housing@moray.gov.uk

Please pay your rent on time

Your rent is our main source of income and we use it to pay for all the services we give to you. We rely on you to pay your rent regularly and on time. Paying on time means we can pay for the services that you expect from us and invest in our communities.

Your rent is charged and due each Monday. As long as your payment reaches us within the week, your account will not fall into arrears. You may also pay fortnightly or monthly, as long as you are paying in advance.

If you are having problems paying your rent on time, please contact your area housing officer as soon as possible. They will talk about the problem with you and give you practical advice, including the different ways you can pay your rent and how you can get benefits advice. Officers can also agree to repayment by instalments. Please do not stop paying without telling us.

You can pay your rent:

- by credit or debit card using our safe online payment system at **www.moray.gov.uk/pay**
- at the Post Office or any PayPoint outlet, using your barcoded rent card - please keep all receipts.
- by Standing Order - download a form from our website or contact us. Remember to tell your bank if your rent changes as they won't automatically update it.

- by Direct Debit - download a form from our website or contact us. Any changes to your rent will be made automatically, and we will let you know beforehand.
- by cheque — please make cheques payable to Moray Council and send to: Moray Council, PO Box 6760, Elgin, IV30 9BX. Please write your name, address and reference number on the reverse of the cheque. **Do not send cash.**
- by telephone - on our automated telephone payment line.

Online payments

You can pay your rent using the online payments facility on our website at **www.moray.gov.uk/pay**. You can make payment 24 hours a day, 7 days a week, 365 days a year. This is a safe and secure way of paying your rent. Simply click on the “make a payment now” link on the above web page and follow the instructions shown. You will need your payment reference and a valid debit or credit card.

Telephone payments

You can pay your rent by phone using our automated payments service – 0845 601 4444. You will need your pin code to use this service, it's found on your barcoded payment card. You can also phone us on 0300 123 4566. We need your name, address and payment reference. Once you have made your payment you will be given a unique transaction number. You should keep a note of this number.

Contact Details

Housing and Property

P O Box 6760

Elgin

IV30 1BX

Phone: 0300 123 4566

Email: housing@moray.gov.uk

Website: www.moray.gov.uk

Access Points

Buckie Access Point

13 Cluny Square

Buckie

AB56 1AJ

Elgin Access Point

High Street

Elgin

IV30 1BX

Forres Access Point

Forres Library

Forres House

High Street

Forres

IV36 1BU

Keith Access Point

The Resource Centre

26 Mid Street

Keith

AB55 5AH