



Please pay your rent on time



For more information phone:
0300 123 4566

Alternative formats

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 باستعمال حروف غليظة فالرجاء الإتصال ب

Je pageidaujate tarnybos Moray tarybos teikiamą informaciją gauti kitokiu formatu, pvz., Brailio raštu, garso įrašų 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

We rely on you to pay your rent regularly and on time – your rent is our main source of income. 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 can also pay fortnightly or monthly, as long as you are paying in advance.

If you're having problems paying your rent on time, contact your area housing officer as soon as possible. They'll give you practical advice, including the different ways you can pay your rent and how to get benefits advice. Officers can also agree to repayment by instalments. Please don't stop paying without telling us.

If you need help due to the current cost of living crisis, the following websites have a lot of information that can help you.



Citizens Advice Bureau

<https://moneymap.scot/>



Scottish Government

<http://gov.scot/costofliving/>

You can pay your rent by:

Direct Debit



Download the Direct Debit mandate:

<http://www.moray.gov.uk/downloads/file77304.pdf>

Any changes to your rent will be made automatically, and we'll let you know beforehand.

Credit or debit card

Make your payment 24 hours a day, 7 days a week, 365 days a year. This is a safe and secure way of paying your rent.



Use our safe online payment system:

www.moray.gov.uk/pay

Select 'Housing rents' and follow the instructions. You'll need your payment reference and a valid debit or credit card.

Standing Order

To pay by Standing Order, fill in a mandate quoting your bill reference and the amount to be paid and send it to your bank. You will be responsible for telling your bank or building society the amount to pay and must do this each time it changes. Call us on 01343 563456 to ask for a mandate.

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.**

Post Office or any PayPoint outlet

Using your barcoded rent card – please keep all receipts.

Phone

Make a payment over the phone.



Use our automated phone payment line:
0300 123 2678.

You’ll need your payment reference to use this service. It is found on your barcoded payment card and consists of numbers and dashes, for example, 01-234-56-12. 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 – keep a note of this.

Your Notes



We try to review our leaflets regularly to make sure you have the most up-to-date information. However, the contents of this leaflet are only correct at the time the leaflet was published.
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