

HOW CAN I PAY MY RENT?

If you are a council tenant there are now a number of new ways you can pay your rent. Just Choose the method that is most convenient for you. If you require any advice or assistance or have a query regarding your rent account, please do not hesitate to contact your own personal Housing Rents Officer (their name and direct dial number will be on the front of any letters you receive). Alternatively you can phone, write or visit us at the following address:

**Denbighshire County Council
Housing Services64
Brighton Road
Rhyl, LL18 3HN
Tel: 01824 708367**

You Can Pay By Direct Debit



If you have a bank or building society account then you can arrange for them to pay your rent directly out of your account to the Council. Make paying your rent easy, just complete the enclosed Direct Debit mandate, return it to us in the enclosed pre-paid envelope and we will do the rest.

You can pay with a swipe card by Cash, Cheque, Debit Card or Credit Card at the following Council cash offices.

Town Hall, Wellington Road, Rhyl, LL18 1AB. Tel: 01824 706304 or 01824 706579

Council Offices, Ty Nant, Nant Hall Road, Prestatyn, LL19 9LG. Tel: 01824 706579

The Cash Office & One Stop Shop. The Library, The Roe, St. Asaph. LL17 OLU.
Tel: 01745 582288

Council Offices, Wynnstay Road, Ruthin, LL15 1YN Tel: 01824 706024

The Library, Hall Square, Denbigh, LL16 3NU Tel: 01824 706304 or 01824 706308

Cash Office Opening hours are as follows:

Monday to Thursday 9.00am - 4.30pm,

Friday 9.00am - 4.00pm

(Denbigh Cash Office Only - 9.30am to 4.30pm Monday to Thursday, 9.30am to 4.00pm Friday)

Please note that Prestatyn and St. Asaph offices are closed for lunch 1.00pm to 2.00pm daily. Denbigh Cash Office is closed for lunch 1.00pm to 1.30pm daily.

Please remember that if you pay by swipe card at any of our cash offices you can use all of the payment methods shown - there is also no minimum payment required. If you have mislaid your rent swipe card or require a new one then please contact the Housing Rents department on 01824 712969 or 01824 712963. All cheques and postal orders should be made payable to **Denbighshire County Council**.

You can pay by Credit Card or Debit Card over the telephone.



If you have a debit or credit card then you can make payments by phoning our hotline on:

01824 706304 or 01824 706308

This service is available from
9.00am - 4.30pm Monday to Thursday
9.00am - 4.00pm Friday.

Remember that in addition to your payment we will also need the following details - your rent reference number or swipe card, your name and address.

You can pay by Debit Card on the Web

This service is available 24 hours a day, 7 days a week. Simply log on to our website at:

www.denbighshire.gov.uk

Click 'Online Payments' (in the top left hand corner of the screen). You will then be able to enter your details to pay online.

You can pay by Post

You can send a cheque or postal order to the **Cash Office, Town Hall, Wellington Road, Rhyl, LL18 1AB.**

Cheques and postal orders must be made payable to Denbighshire County Council. In addition to your payment you should also include the following details - your rent reference number, name and address. Receipts will only be given if requested.

You can pay by Rent Swipe card at the Post Office.



Swipe cards have been issued to all council tenants who pay rent and can be used at any Post Office throughout the country. Payments must be in cash and the minimum payment that can be made using a swipe card is £5.00 (payments at cash offices do not require a minimum amount).

HOUSING BENEFIT

If you are on a low income (working full or part time), retired or in receipt of benefits you may also be able to get Housing Benefit to help pay all or part of your weekly rent. If you are already claiming benefit and have a query about your claim or you require further details on how to make a new claim, contact our Housing Benefits teams on the following numbers:

If you live in Rhyl and your street name begins with the letter A - J telephone: **01824 706400**

If you live in Rhyl and your street name begins with the letter K - Z telephone: **01824 706316**

If you live in Prestatyn or North Denbighshire telephone: **01824 706400**

If you live in South Denbighshire telephone: **01824 706302**

Alternatively you can write to:

Housing Benefits, Russell House, Churton Road, Rhyl, LL18 3DP

Office opening hours:

Monday to Friday 11.00 am - 4.00pm

Appointments can be booked in advance.

Telephone lines are open from 9.00 am - 5.00pm Monday to Thursday, and 9.00am - 4.00pm on Fridays.

HOUSING RENTS

If you have difficulty making a payment you should contact the Housing Rents Officer for your area. Former tenant enquiries and general enquiries can be made to: **01824 712969**