

# **How to Pay your Rent**

There are several ways to pay your rent:

## **Online**

You can pay [Pay Online](#) with most credit and debit cards.

## **Internet / telephone banking**

You can make payment using telephone or internet banking. Simply quote the Council's bank details - Sort Code 54 10 10, Account Number 72521775, and quote your Rent Account reference number as shown on your Rent Statement or Tenancy Charge letter.

## **Direct Debit**

The majority of tenants choose to pay by Direct Debit.

Rent payments can be made from your Bank or Building Society on a weekly basis or monthly, on the 2nd or 15th of every month. Please contact the Income (Rents) Section on 01352 703838 and we can usually set up a direct debit over the phone.

Alternatively, you can download a [Direct Debit form](#).

## **Credit / Debit Card Telephone payments**

You can make payment with most credit or debit cards by calling our automated telephone payment service on 01352 704470. Simply have your Rent Account reference number handy and follow the prompts given.

This service is available 24 hours a day, 7 days a week. Please note that you do need a touch tone telephone to use this service.

**Please Note** - There is a 1.45% handling fee for payments made by credit card.

## **Bank**

You can make payment by cash at any bank, but you may be charged for this service. It is important that you quote the Council's bank details, - Sort Code 54 10 10, Account Number 72521775 along with your Rent Account account number.

## **Flintshire Connects Offices**

We welcome payment by cash and most credit or debit cards. When you make your payment, please take with you any correspondence with your Rent Account Reference Number with you. You will be given a receipt for your payment.

**Connah's Quay** - Flintshire Connects, Civic Centre Wepre Drive, CH5 4HA

**Flint** - Flintshire Connects, Church Street, CH6 5BD

**Buckley** - Buckley Library, The Precinct, CH7 2EF

**Mold** - Library, Daniel Owen Precinct, Earl Road, CH7 1AP

**Holywell** - Flintshire Connects, Old Town Hall, High Street, CH8 7TD