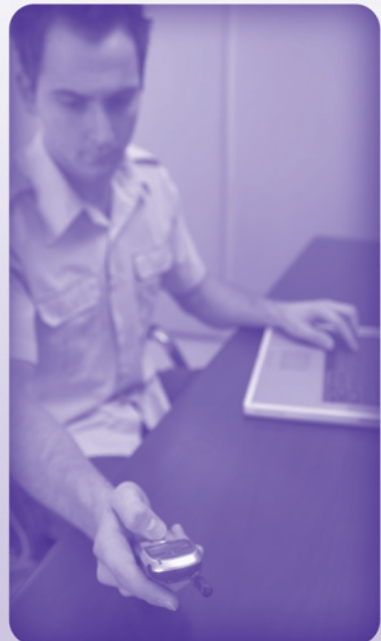


# Ways To Pay



## Dòighean Gus Pàigheadh

Changes from  
1 April 2011



[www.highland.gov.uk](http://www.highland.gov.uk)

## Payments to The Highland Council

### Pàighidhean gu Comhairle na Gàidhealtachd

As part of its drive for modernisation, the Council has taken the decision to change the way it receives payments. The aim is to provide a service that is more efficient and fair to everyone.

From 1<sup>st</sup> April 2011 you will no longer be able to make payments by cash or cheque at Council Service Points or at the Headquarters Cash Office. Instead you will be able to pay Council bills including Council Tax and Rents at a wide range of other outlets such as the Post Office, or at any business displaying the PayPoint or Payzone logo.

Although Service Points will no longer accept cash or cheques, you will still be able to pay by credit or debit card via Service Points.

### Advantages

#### Buannachdan

The new, extended service has many advantages. It will give you a greater choice of where to pay, and more flexibility about when you can make payments. It will mean that:

- There are more places where you can make a payment, with over 300 payment outlets in The Highland Council area alone, and many thousands more elsewhere in the United Kingdom;
- There will be outlets right across the Highlands, making it more convenient for many customers to make a payment locally;
- There will be longer opening hours at many of these new outlets. Some outlets are open at weekends and on bank holidays and some are open 24 hours a day and 7 days a week; and
- The additional Council business will help Post Offices that are important to so many communities, and help sustain small businesses such as local convenience stores and garages etc.

## Ways To Pay

### Dòighean Gus Pàigheadh

From 1<sup>st</sup> April 2011 you can pay your Council bills by the following methods:

#### By Direct Debit



This is the easiest way to pay bills. You will need to complete a form, which can be downloaded from the Council's website [www.highland.gov.uk](http://www.highland.gov.uk) or obtained at any one of our Service Points.

For some of the bills payable to the Council, direct debit has the advantage of offering more than one monthly payment date. For example in the case of Council Tax there are 18 payment options available to direct debit payers. Normally a direct debit arrangement continues from year to year without anything further having to be done by you.

#### By Debit or Credit Card

- In Person at any **Service Point**;
- Online via the Internet.  
Log on to [www.highland.gov.uk](http://www.highland.gov.uk) 24 hours a day, 7 days a week and go to Online Payments; or
- By telephone to a member of Council staff - Telephone the payment line on **0845 6024232** and a member of staff will be able to take your payment. This service is available Monday-Friday 8am to 6pm, and Saturday 9am to 12 noon.

## Ways To Pay

### Dòighean Gus Pàigheadh

By Bank Credit Transfer,  
Telephone or  
Online Banking,  
or Standing Order

Please pay to the relevant sort code and bank account number from your Council bill, and please remember always to include your full Council reference number.

At Post Offices, PayPoint  
or Payzone outlets

Simply give your bar coded Council bill or “swipe card” to the staff at any Post Office, PayPoint or Payzone outlet. Tell them how much you wish to pay. You will be given a receipt, which you should keep as a record of your payment.

