

## How to make a payment

Please see the back of your invoice for full details of payment methods which include:

- **Paying by cheque**  
Cheques should be made payable to West Dunbartonshire Council and sent to:  
**Head of Finance and Resources  
Council Offices  
Garshake Road  
Dumbarton G82 3PU**

- **Paying by debit/credit card debit/credit**  
Cards can be used by telephoning 01389 738282.

An automated telephone service is available, 24 hours a day, 7 days a week by telephoning 01389 732376.

Our online payment facility offers a secure payment service and can be accessed by logging onto [www/wdcweb.info](http://www/wdcweb.info)

- **Paying by cash**  
Please see the back of your invoice for a full list of Council offices.

## Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

**Please contact:**  
Corporate Communications  
Council Offices  
Garshake Road  
Dumbarton G82 3PU  
Telephone: 01389 737000

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。  
अनुपरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है  
ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।  
درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔  
ناحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

## Housing Property Payment Scheme customer support



## General

West Dunbartonshire Council's Housing Property Payment Scheme allows customers to spread the cost of housing property invoices greater than £250 up to 5 years.

Eligible customers will have the option to pay the invoice by instalments up to 60 months dependent upon the amount and individual arrangement.

Evidence of earnings may be required and payments must be made by standing order.

A Standard Security agreement may be required in appropriate circumstances.

## When to pay

Invoices are payable in full within 14 days unless you decide to take advantage of the payment options available as detailed in this leaflet.

It could be up to 18 months - 24 months before an invoice will be issued. This gives you time to make your own financial arrangements to pay the invoice in future.

## Housing Property Payment Scheme

Please contact the Corporate Debt Team on 01389 737788 for advice on agreeing a payment scheme.

You may be required to complete an income assessment form to confirm eligibility. Any other debts to West Dunbartonshire Council will be taken into account and payments must be made by standing order.

The following tables are examples of proposed repayment schedules.

| invoice total<br>£ | payment period<br>months | approx. monthly<br>payment<br>£ |
|--------------------|--------------------------|---------------------------------|
| 250                | 12                       | 20.83                           |
| 500                | 12                       | 41.66                           |
| 750                | 12                       | 62.50                           |
| 1,000              | 12                       | 83.33                           |
| 1,250              | 12                       | 104.16                          |
| 1,500              | 12                       | 125.00                          |

| invoice total<br>£ | payment period<br>months | approx. monthly<br>payment<br>£ |
|--------------------|--------------------------|---------------------------------|
| 1,501              | 24                       | 62.54                           |
| 2,000              | 24                       | 83.33                           |
| 3,000              | 24                       | 125.00                          |
| 4,000              | 24                       | 166.66                          |
| 5,000              | 24                       | 208.33                          |

| invoice total<br>£ | payment period<br>months | approx. monthly<br>payment<br>£ |
|--------------------|--------------------------|---------------------------------|
| 5000               | 24                       | 208.33                          |
| 6000               | 36                       | 166.66                          |
| 7000               | 36                       | 291.66                          |
| 7500               | 48                       | 156.25                          |
| 8000               | 48                       | 166.66                          |
| 9000               | 60                       | 150.00                          |
| 10000              | 60                       | 166.66                          |

## How to apply

Please contact our Corporate Debt Team by telephoning 01389 737788.

It would be helpful to have your invoice to hand as some details will be required. Bank details will also be required to enable a standing order form to be completed. Customers are advised that telephone calls may be recorded.

## What If I am unable to maintain my repayments?

Please telephone our Corporate Debt Team on 01389 737788 to discuss your individual circumstances.