



Housing & Garage Rent

Direct debit instruction form



Paying by Direct Debit would offer you these advantages:-

- Convenience:** Hassle free - saves you time and money
- Control:** Advance notice of payments lets you raise any query in plenty of time
- Peace of Mind:** Just leave your bank or building society to do the work
- Protection:** Money back guarantee so you can't lose out
- Help:** It's the most efficient way to collect money so costs are kept to a minimum

To pay your House or Garage Rent by Direct Debit please complete the instruction opposite and return it to:-

**Housing Accounts Team, Darlington Borough Council,
Town Hall, Darlington DL1 5QT**

If you have arrears we may well be able to agree on one simple, affordable, monthly Direct Debit repayment to get your account back on track. Give us a call on **01325 405333** or e-mail us at **housing@darlington.gov.uk** and we'll do our best to sort something out.

If you like the sound of Direct Debit but don't have a bank account - we can help. In partnership with our bank - Lloyds - we can provide details of a bank account that is easy to open and easy to use.



PLEASE NOTE: A separate instruction must be completed for each individual House or Garage account.

Please fill in the whole form using a ball point pen and send it to:

Housing Accounts Team, Darlington Borough Council,
Town Hall, Darlington DL1 5QT

1 Please enter your name and full postal address:

Name:

Address:

..... Postcode

Tel:

E-mail:

(This information is necessary for the Council to set up your Direct Debit but is not part of the instruction to your Bank/Building Society)

2 If this Direct Debit Instruction refers to the payment of rent for a Garage please insert Garage Address below:

Garage Address:

.....

Payment Dates/Periods:

Please tick which day of the month you wish to make payment

1st 8th 15th 22nd

Banks/Building Societies may not accept Direct Debit Instructions for some types of account.

Originators Identification Number

9 7 2 3 4 3

3 Name and full postal address of your Bank or Building Society branch

To: The Manager:

..... Bank/Building Society

Address:

..... Postcode

4 Name(s) of account holders:

.....

.....

5 Bank or Building Society Account Number:

6 Branch Sort Code:

7 Your Payment Reference Number:

This can be obtained from your Rent card. If not available, leave blank, and it will be inserted by the Council.

8 Instructions to your Bank/Building Society:

Please pay Darlington Borough Council direct from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee (see overleaf). I understand this instruction may remain with Darlington Borough Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

.....

Date:





The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Darlington Borough Council will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Darlington Borough Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Darlington Borough Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Darlington Borough Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify Darlington Borough Council.

