

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 10 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.



HOW TO GET IN TOUCH WITH US

Telephone

(01325) 388542

Letter or in Person

Adult Social Care & Housing Services
Services for People
Darlington Borough Council
Town Hall
Darlington
DL1 5QT

The Contact Centre at the Town Hall is open from 8.30am to 5.00pm Monday - Wednesday, 9.30am to 5.00pm Thursday and 8.30am to 4.30pm Friday

Fax Number

(01325) 388090

e-mail

housing@darlington.gov.uk

visit our website

www.darlington.gov.uk

SERVICES FOR PEOPLE Housing



HOUSING & GARAGE RENT

DIRECT DEBIT INSTRUCTION FORM



Instruction to your Bank or Building Society to pay House or Garage Rent by Direct Debit



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:

**Services for People
Adult Social Care & Housing Services Division
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:

Paying your House or Garage Rent by Direct Debit - It's Never Been Easier

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 (see over) so you can't lose out

HELPS 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:-

**Services for People
Adult Social Care & Housing Services Division
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) 388542** 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 - NatWest - we can provide details of a bank account that is easy to open and easy to use. Ask us for details on opening a 'Step Account' or contact any branch of NatWest.