



Monthly Housing Payments

Please fill in the whole form using blue or black ink



Instruction to your Bank or Building Society to pay by Direct Debit

Name and full postal address of your Bank or Building Society

Originator's Identification Number

To: The Manager Bank/Building Society

Address

Postcode

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Payment date

Please choose a payment date by putting a cross in the box next to the date you prefer

1st 8th 15th 22nd

Branch sort code

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Bank/Building Society account number

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Name(s) of Account Holder(s)

This is not part of the instruction to your Bank or Building Society

Payer Details:

Name:

Address:

Tenancy Address if different:

Please send the completed form to:

Income Team
Daneshill House
Danestrete
Stevenage, Herts
SG1 1HN
Tel: (01438) 242666

Instructions to your Bank or Building Society

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

Signature(s)

Date

Payment Reference Number

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

This guarantee should be detached and retained by the payer



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 Stevenage Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Stevenage 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 Stevenage 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 back when Stevenage 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 us.

Thank you for choosing to make your payment by Direct Debit

Please indicate which payment date you require, overleaf. For payments to be claimed from your bank on the 1st of the month, the signed and completed mandate must be received by ~~the~~ Stevenage Borough Council by the 8th day of the previous month.

For payments to be claimed from your bank on the 8th of the month, the signed and completed mandate must be received by Stevenage Borough Council by the 15th of the previous month.

For payments to be claimed from your bank on the 15th of the month, the signed and completed mandate must be received by Stevenage Borough Council by the 22nd of the previous month.

For payments to be claimed from your bank on the 22nd of the month, the signed and completed mandate must be received by Stevenage Borough Council by the 29th of the previous month.

If you return your signed and completed mandate after these dates, we will probably not be able to claim your first payment from your bank until the second month from receipt of the mandate, and you will need to continue making payments yourself during that time.

e.g.

Mandate received 8th August – Direct Debit first payment 1st September
Mandate received 9th August – Direct Debit first payment 1st October

Mandate received 15th August – Direct Debit first payment 8th September
Mandate received 16th August – Direct Debit first payment 8th October

Mandate received 22nd August – Direct Debit first payment 15th September
Mandate received 23rd August – Direct Debit first payment 15th October

Mandate received 29th August – Direct Debit first payment 22nd September
Mandate received 30th August – Direct Debit first payment 22nd October