



Direct Debit The best way to pay your Housing Rent

Housing

Civic Offices
Euclid Street
Swindon SN1 2JH
Tel: 01793 445503
Fax: 01793 463306
DX: 133055 Swindon 16
Minicom: 01793 436659
Website: www.swindon.gov.uk



Your Rent Account Number:

Telephone Advice Line: 01793 445503

Why you should consider Direct Debit

Millions of people use Direct Debit as a safe, convenient way to pay regular household bills, and you can pay your Rent the same way – it makes things simple for you and the Council. Here's why.

Because all you need to do is fill in the instruction overleaf – your Bank or Building Society will do everything else. You can pay on 1st, 5th, 15th, 21st or 27th of the month or weekly on a Friday whichever suits you best.

That means:

- No need for you to remember what to pay and when to pay – no cheques to write or post;
- No need for time-consuming visits to the Civic Offices or your Post Office – so no queuing, and no problems about carrying cash on you.

Because the Direct Debit system safeguards you and your money:

- You will **always** be sent a letter, in advance, if your payable rent changes for any reason;

Only approved organisations are allowed to operate Direct Debit schemes – and your Bank or Building Society has strict controls on how it operates the system;
- You **always** have the right to cancel Direct Debit payments at any time, by writing to your Bank or Building Society.

How to arrange Direct Debit payments for your Rent

Just fill in the Direct Debit instruction on the other side of this form. Then return the completed form to Housing, Swindon Borough Council, Civic Offices, Euclid Street, Swindon SN1 2JH. Your Housing Rent Account Number can be found on the **bottom** right of your rent payment card (13 digits) or the top of your Rent Information Card.

You don't need to do anything else – we will let your Bank or Building Society know you want to pay by Direct Debit and we will let you know when your monthly Direct Debit collections will commence.

Still want to know more?

If you have any queries or worries about paying by Direct Debit please ring our advice line – Swindon 445503.

Name

Address: of Property:



SWINDON
BOROUGH COUNCIL

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



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

Housing

Swindon Borough Council
Civic Offices
Swindon
SN1 2JH

Service User Number

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Name(s) of Account Holder(s)

Bank/Building Society Account Number.

Branch Sort Code

Name and full postal address of your Bank or Building Society

To the Manager:
Bank/Building Society

Address

Postcode

FOR SWINDON BOROUGH COUNCIL OFFICIAL USE ONLY
This is not part of the instruction to your Bank or Building Society

Preferred Payment Date

Payment Date

I/We wish to pay monthly on

Please circle your preferred date

1st 5th 15th 21st 27th

Weekly - Friday

Instruction to your Bank or Building Society

Please pay Swindon 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 Swindon Borough Council and if so, details will be passed electronically to my Bank/Building Society.

Housing Reference Number (Office Use Only)

Signature

Date

Banks and Building Societies may not accept Direct Debit instructions from 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 Swindon Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Swindon 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 Swindon 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 Swindon 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.