

Paying Housing Rent by Direct Debit

Paying your rent by Direct Debit which is the most convenient way of paying the rent for our customers and Housing. The information below gives details about how you can arrange this.

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.

Because the Direct Debit system safeguards you and your money:

- You will **always** be sent a letter, in advance, if your payable rent changes and we need to change the amount which we collect;

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

Return the completed form to **Housing, Swindon Borough Council, Civic Offices, Euclid Street, Swindon SN1 2JH**. Your Housing Rent Account Number can be found at the top of this letter or on your Rent Information Letters (it is a 13 digit reference number). **NB** Banks and Building Societies may not accept Direct Debit instructions from some types of account.

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.

If you have any queries about paying your rent by Direct Debit please ring Housing on – **01793 463184**.



SWINDON
BOROUGH COUNCIL

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



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

Preferred Payment Date

Payment Date

I/We wish to pay monthly on

Please circle your preferred date

1st 5th 15th 21st 27th

Weekly (Every 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

Signature

Date

TENANTS NAME:.....

TENANTS ADDRESS:.....

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.