



Service User Number

9 7 3 3 1 5

Service Charges

Instruction to your Bank or Building Society to pay by direct debit

Customer and Derby Homes Office Use only

Please select preferred due date for payments

3 rd	15 th	28 th	Quarterly
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Property address (house number and street name)

Reference Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please complete this form using a ballpoint pen and return to:

Derby Homes Ltd
Rental Control
839 London Road
Derby
DE24 8UZ

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

To _____ Bank or Building Society

Address _____

_____ Post Code _____

Name(s) of account holder(s)

Branch Sort Code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Bank or Building Society account number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Instruction to your Bank or Building Society
Please pay Derby City 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 Derby City Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s) _____

Date _____

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

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 Derby City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Derby City 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 Derby City 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 Derby City 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.



Data Protection: Derby Homes is the data controller for any personal information you provide. We will observe strict confidentiality in line with the Data Protection Act 2018 Your information will only be used for Tenancy related functions of which they are intended and may be shared across departments within Derby Homes, relevant departments within Derby City Council or with other agencies as the function requires. For more information on your data protection rights as covered in our Fair Processing Notice please visit Derby Homes' website. If you require printed copy of the Fair Processing Notice contact us by email: information.governance@derby.gcsx.gov.uk or alternatively you can write to us Information Governance, Derby Homes Ltd, 839 London Road, Derby, DE24 8UZ

The Data Protection Officer is Taranjit Lalria who can be contacted at the addresses above.