

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

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Please complete this form using a ballpoint pen and return to:

Derby Homes Limited
 Rental Control
 Derby Homes Ltd
 839 London Road
 Alvaston
 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

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Bank or Building Society account number

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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.