

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

# Rent

## Customer and Derby Homes Office Use only

Please select preferred due date for payments

3 <sup>rd</sup>	15 <sup>th</sup>	28 <sup>th</sup>	<b>Weekly</b> Thurs only
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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  
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.