Instruction to your bank or building society to pay direct debits

Central Rents

Please fill in areas 1 to 7 using a ball point pen and **send to**:

Nottingham City Homes
Central Rents Team
Elmbridge
Bestwood Park
Nottingham
NG5 5PF

Originator's identification number

9	7	3	2	8	0

1. Name(s) of account holders

2. Bank / building society account number

3. Branch sort code

4. Name and full postal address of your bank or building society

To the manager — Bank / building society

5. Rent payment reference number

Banks and building societies may not accept Direct Debit instructions for some types of accounts.

NCHDD Jan2017

This information is to be provided for the benefit of Nottingham City Homes and is not part of the instruction to your bank or building society

6. When do you want us to collect your rent?

Weekly	☐	**On what day?**	
Fortnightly	☐	**On what day?**	
		Starting date	DD / MM / YYYY
Every four weeks	☐	**On what day?**	
		Starting date	DD / MM / YYYY
Monthly	☐	**On what date of the month?**	DD

It will take a minimum of 10 working days to process your Direct Debit payments. Check your rent account to make sure your payment has been taken. If it hasn't, call us on **0115 915 4920** to make sure your account does not fall into arrears.

7. Your name(s), address and telephone number

Your name(s)

Address

Post code

Telephone number

Instruction to your bank or building society

Please pay Nottingham 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 Nottingham City Homes and if so, details will be passed electronically to my bank / building society.

Signature(s)

Date

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