



Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including 'FOR EAST DURHAM HOMES OFFICIAL USE ONLY' box using a ballpoint pen and send it to:

East Durham Homes
C/O County Durham Housing Group
Spectrum 6
Spectrum Business Park
Seaham
Co Durham
SR7 7TT

Name(s) of account holder(s)

Branch sort code

Bank/building society account number

Name and full postal address of your bank or building society

To: The Manager Bank/building society
Address

Postcode

Reference (Rent Reference)

Service user number

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FOR EAST DURHAM HOMES OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

Name _____

Your address _____

Daytime Telephone No: _____

Please complete to indicate your preferred payment date between 1st – 28th of the month:

Monthly on:

Or alternatively:

Weekly (on a Friday)

Instruction to your bank or building society

Please pay East Durham Homes 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 East Durham Homes 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 account

DD11

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