

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

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

Durham City 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

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Bank/building society account number

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Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Reference (Rent Reference)

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Service user number

9	7	1	4	2	7
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FOR DURHAM CITY 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 days 1 and 28 in the month:

Monthly on:

Or alternatively:

Weekly (on a Friday)

Instruction to your bank or building society

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