



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

Please fill in the whole form using a ball point pen and send it to:

Renfrewshire Council  
Housing Finance Team  
Development and Housing Services  
Renfrewshire House  
Cotton Street  
Paisley  
PA1 1JD

Service User number

9 7 3 0 1 7

Name(s) of account holder(s)

Bank/Building Society account number

Branch sort code

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society  
Address  
Postcode

For Renfrewshire Council official use only  
This is not part of the instruction to your bank or building society

**HOUSING - RENT Mandate**

Please select your preferred monthly payment date.

7<sup>th</sup>  14<sup>th</sup>  21<sup>st</sup>  28<sup>th</sup>

Please insert your address below:

  

**Instruction to your Bank or Building Society**

Please pay Renfrewshire 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 Renfrewshire Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)  
Print Name(s)  
Date

Rent Reference

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

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

# RENT - DIRECT DEBIT MANDATE

## THE MODERN WAY TO PAY

Renfrewshire Council recommends Direct Debit as the most efficient and effective way of paying Rent. It's the preferred option of 50% of the UK bill paying population.

## HOW YOU BENEFIT

There is no need to write out and post a cheque each time a payment becomes due. Nor do you have to give fresh instructions to your Bank or Building Society if the amount of your rent changes during the financial year. The Council will handle all this for you.

## HOW THE COUNCIL BENEFITS

Direct Debit is the most cost effective payment option available to the Council. Direct Debit charges are currently less than 5p per transaction, compared to over 50p a transaction for a local post office or pay point transaction. Direct Debit is the most cost effective way of collecting Rent payments and any reduction in the Council's collection costs in turn helps to reduce your rent.

## IT'S SAFE

The Bank and Building Societies have strict safeguards to control the Direct Debit System:

- You are always advised in advance of any changes of amount or date, so that you have time to query if necessary.
- You can cancel a Direct Debit at any time.
- You are assured of an immediate refund from your bank if any amount is wrongly collected.

## HOW IT WORKS

Payment is made automatically from an appropriate Bank or Building Society in accordance with your instructions. You can choose your preferred monthly payment date from the 7<sup>th</sup>, 14<sup>th</sup>, 21<sup>st</sup> or 28<sup>th</sup>.

Once you have completed the Direct Debit mandate just send it to the address below and we will do the rest.

When we receive your mandate we will confirm to you in writing when the Direct Debit will begin and how much we will be requesting.

If you require a mandate or have difficulty filling it in call Development and Housing Services on 0300 300 0222 option 1 then option 3.

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