LONDON BOROUGH OF TOWER HAMLETS – Direct Debit Instruction

Tenants Full Name(s): _____

_____

Address: _____

_____

London Borough of Tower Hamlets

Tel No: _____

Email: _____

DIRECT DEBIT - AN EASIER WAY TO PAY YOUR RENT

London Borough of Tower Hamlets is improving services to tenants by offering a better and easier way to pay rent. Millions of people in Britain now pay many types of bill by Direct Debit. If you have a Bank or Building Society Current Account we invite you to pay your rent by Direct Debit. This method of payment helps us and also helps you by keeping rent levels as low as possible.

JUST LOOK AT THE ADVANTAGES

We do all the work for you.

The Council and your Bank or Building Society take care of all the details.

No action needed if your rent changes.

If the amount of rent you pay increases or decreases, the bank will automatically adjust your Direct Debit to the new amount following instruction by the council.

No more cheques to write.

No letter to post. No need to carry cash or join a queue to pay.

You can cancel at any time.

And there's even a guaranteed refund if ever a Direct Debit is wrongly presented.
It is also the method that your Bank or Building Society and the Council recommend to you.

Flexible payment dates.

You choose the most suitable date for the Direct Debit to come off your account.
Any dates from 1st to 28th for monthly payments and any day for weekly payments. You can also choose to make fortnightly or 4 - weekly payments.

Confirmation of Direct Debit.

Once the Direct Debit instruction is in place we will confirm the date and value of the first and subsequent payments.

IT'S SIMPLE TO START PAYING BY DIRECT DEBIT

If you would like to pay by Direct Debit, please complete the overleaf instruction and return it as soon as possible.

LONDON BOROUGH OF TOWER HAMLETS – Direct Debit Instruction

Please complete **Sections 1 to 7** including **Official Use Box** and **tenant details** on the front page using a ball point pen and send it to:

TOWER HAMLETS HOMES
RENTS SERVICE
PO BOX 66355
LONDON, E14 1GU

Service User Number

9	7	3	5	4	2

1. Name(s) of Bank Account Holder(s)

2. Bank Account Number

3. Branch Sort Code

4. Bank Address

Address

Postcode

5. Rent Payment Reference Number

6. Official Use Box

Preferred Payment Date

- **Monthly**: Date of Month _____ (1st - 28th)
- **Weekly**: Day of Week _____ (Mon-Fri)
- **Every2 Weeks:**
  Start Date _____/_____/_____ (DD/MM/YY)
- **Every 4 Weeks**:
  Start Date _____/_____/_____ (DD/MM/YY)

FOR LONDON BOROUGH OF TOWER HAMLETS OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society

7. Instruction to your bank or building society

Please pay London Borough of Tower Hamlets 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 London Borough of Tower Hamlets 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 certain 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 London Borough of Tower Hamlets will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request London Borough of Tower Hamlets 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 London Borough of Tower Hamlets 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 London Borough of Tower Hamlets 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**