



Thank you for selecting to pay your house rent (and charges where applicable) by Direct Debit.

This is a cheaper and more convenient method of payment (see overleaf). If you would like to proceed and pay your rent by this method, you should complete the attached instruction and return it to Winchester City Council at the address shown below as soon as possible.

Please ensure that you write your 7 digit tenancy reference number shown on your plastic payment card in the box marked Tenancy Reference Number, and the address of your house in the space provided.



## Winchester City Council

### Housing Services

City Offices  
Colebrook Street  
Winchester  
Hampshire SO23 9LJ

tel 01962 848 400  
fax 01962 841 365  
telephone calls may be recorded

Please fill in the whole form, including the official use only box, using a ballpoint pen and return the form to:-

**WINCHESTER CITY COUNCIL,  
HOUSING SERVICES,  
COLEBROOK STREET,  
WINCHESTER,  
HAMPSHIRE, SO23 9LJ**

**1** Name(s) of account holder(s)

**2** Bank or Building Society account number

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**3** Branch Sort Code

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**4** Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5** Reference No. (7 Digit Tenancy Reference Number)

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**Instruction to your Bank or Building Society to pay by Direct Debit**



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Originator's Identification Number

For Winchester City Council official use only  
This is not part of the instruction to your Bank or Building Society but must be completed by the customer.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Please tick date you wish direct debit to be collected:

1ST       10TH

**IF YOU DO NOT TICK ONE OF THE ABOVE YOUR DIRECT DEBIT WILL BE COLLECTED ON THE 1ST OF EACH MONTH.**

**Instructions to your Bank or Building Society.** Please pay Winchester City Council Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I/we understand that this instruction may remain with Winchester City Council and if so, details will be electronically transferred to my Bank/Building Society.

Signature(s): \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Banks may refuse to accept instructions to pay direct debits from some types of account.

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



# Direct Debiting....



## THE MAIN BENEFITS OF DIRECT DEBITTING ARE

Direct Debit is the cheapest and most efficient payment method for you and us, and provided you have a bank account you can pay this way; some building societies also operate the scheme. Once the Instruction is completed it is given to your bank or building society, who will ensure that the appropriate amount is transferred from your account to ours when it is due.

You will be notified in advance of the payments and their due dates, and you will always be able to query a payment should you feel it is wrong, or stop it altogether. You can cancel the arrangement at any time and you can obtain a refund if ever an error is made on your account.

### The Main Benefits of Direct Debiting

- No worries about remembering to pay at the right time
- No need to write out and post cheques
- No queuing at cash offices or your bank
- Possible reduction in bank charges
- Your bank or building society does all the work and you stay in control
- No need to make another agreement later
- Time saving

## WHAT YOU HAVE TO DO

Simply complete and sign the instruction overleaf and return it to Housing Services.