

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

Please fill in the whole form including the official use only box using a ball point pen and send it to

Service User Number

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Birmingham City Council  
Revenue and Collection Service  
PO Box 16312  
Birmingham  
B2 2XT

For Birmingham City Council Official Use Only. This is not part of the instruction to your Bank/Building Society

**Please tick ONE MONTHLY option below:**

1st		8th		15th		21st		28th	
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or ONE WEEKLY option below:

MONDAY		FRIDAY	
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Name/Address and telephone number of account holder(s) \_\_\_\_\_

\_\_\_\_\_

Tel No. \_\_\_\_\_

Name(s) of Bank Account Holder(s)

\_\_\_\_\_

Bank/Building Society Account Number

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Branch Sort Code

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Name and postal address of your Bank/Building Society

To: The Manager                      Bank/Building Society

Address

\_\_\_\_\_

Postcode

Reference Number

\_\_\_\_\_

Instruction to your Bank or Building Society. Please pay Birmingham City 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 Birmingham City Council 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 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 Birmingham City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Birmingham 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 Birmingham 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 Birmingham 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.

## It's the smart way to pay your rent

With Direct Debit your rent is paid direct from your bank or building society, so there's no need to worry about queuing at the Post Office or remembering to send a cheque.

**This page tells you how to use it.**

### **Do I need a special bank account to pay by direct debit?**

No. Most banks or building society current accounts, and even some deposit accounts let you use Direct Debit. Just ask at your bank or building society.

### **How will I know how much will be taken from my bank/building society account each month/week?**

When the Direct Debit is set up, we will send you a letter confirming the amount to be paid each week/month. We will also notify you at least ten working days in advance of any proposed charges to the amount to be paid.

### **How will I know when the Direct Debit will be paid?**

We will request the Direct Debit on the date specified on your Direct Debit mandate. If that date falls during a weekend or on a bank holiday, we will request the Direct Debit on the next available working day. As long as payments are received this way, we will not regard you as being in arrears.

### **Can I cancel the Direct Debit agreement?**

Yes, you must contact your bank or building society giving them at least seven days notice, and they will cancel your payments. You should also notify the Rent Service on 0121 675 2006.

### **What if there's a mistake?**

Mistakes with Direct Debit are rare and you will be covered by the Direct Debit Guarantee. If the wrong amount is paid, or if it is paid before the agreed date, contact your bank or building society at once. Under the terms of the Direct Debit Guarantee, they are responsible for giving you a full refund.

### **What if my bank doesn't make a payment?**

If we make a request for a payment and your bank or building society doesn't pay, we will notify you in writing, and you must make other arrangements to pay the outstanding rent. We reserve the right to withdraw you from the Direct Debit Scheme if your payment is rejected.

### **What to do next:**

1. Fill in the Direct Debit instruction form and sign it.
2. Return the form to the address overleaf. We will get in touch with your bank or building society to arrange the Direct Debit ten working days before your first payment is due and notify you in writing.
3. Continue to make payments by another method until your first payment date and then sit back and do nothing else – paying your rent by Direct Debit is that simple.

If you would like more information about this facility, You can enquire online at [www.birmingham.gov.uk/rent](http://www.birmingham.gov.uk/rent) or contact the Housing Rent team on 0121 675 2006.

