



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

Please complete the whole form INCLUDING OFFICIAL USE BOX and return to:

North Lanarkshire Council
Housing Finance – Scott House
73-77 Merry Street
Motherwell
ML1 1JE

Service User Number
907673

Name(s) of Account Holder(s)

FOR NORTH LANARKSHIRE COUNCIL OFFICIAL USE ONLY
This is not part of the instruction to your Bank or Building Society

Tenants Name & Address

Please select a payment option:

Monthly on 1st Weekly on a Friday
Monthly on 15th Fortnightly on a Thursday

If no payment option is selected we will automatically deduct your direct debits on the **1st of the month**. If your Direct Debit is to include payment towards rent arrears please give an indication of the maximum payment amount:
£ _____ per payment

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

Instruction to your Bank or Building Society
Please pay North Lanarkshire 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 North Lanarkshire Council and, if so, details will be passed electronically to my Bank/Building Society.

Reference Number

Signature(s)

Date

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 North Lanarkshire Council will notify you 7 working days in advance of your account being debited or as otherwise agreed. If you request North Lanarkshire 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 North Lanarkshire 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 North Lanarkshire 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.

Paying Your Rent by Direct Debit

There are 4 payment options available:

- Weekly on a Friday
- Fortnightly on a Thursday
- Monthly on the 1st
- Monthly on the 15th

Please complete the mandate overleaf, ensuring that the following details are fully completed:

- Your bank account number and sort code
- Your rent reference number
- Signature of the bank account holder

You should also select your preferred payment frequency from the options available. Once your Direct Debit has been set up on our system we will send you a letter informing you when your payments will start and how much you will pay. If your rent account is in arrears at the time we set up your Direct Debit we will take this into account when calculating your payments. **Please continue to pay your rent in your normal way until you receive this letter.**

If you have selected monthly payments, your rent payments will be the same each month and will not be affected by the rent-free fortnights or 5-week months. Rent is charged for 48 weeks of the year, and we collect four times your weekly rent charge with each monthly payment to collect the annual rent charge evenly throughout the year. Monthly payments are collected in advance – 1st of the month payments cover the rent charge for the following 4 weeks, 15th of the month payments cover the previous 2 weeks and the next 2 weeks.

If you have selected weekly or fortnightly payments, your Direct Debit will not be collected during the rent-free fortnights. If your rent account is in arrears you should make arrangements to pay by another method during the free periods.