*Working in partnership with*

West Northamptonshire Council

DIRECT Debit

# Instruction to your bank or building society to pay direct debits

**Please complete and drop into the One Stop Shop at the Guildhall or post to:**
**Rent Accounting**
**West Northamptonshire Council (NPH)**
**The Guildhall**
**St Giles Square**
**Northampton**
**NN1 1DE**

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

**Name and full postal address of your bank of building society:**

To the manager

Bank/Building Society

Address:

Postcode:

Reference (Rent Account No. (If known)):

**Banks and building societies may not accept Direct Debit instructions for some types of accounts.**

**Service User No: 973777**

This information is to be provided for the benefit of Northampton Partnership Homes and is not part of the instruction to your bank or building society.
Please advise your preferred payment collection:

Monthly between the 1st to 28th, Please specify the date preferred for collection:

OR

Weekly (Friday Only)

Your name and address:

Name(s):

Address:

Postcode:

**Instruction to your bank or building society**
Please pay West Northamptonshire 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 Northampton Partnership Homes and if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

## 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, West Northamptonshire Council will notify you 10 Working days in advance of your account being debited or as otherwise agreed. If you request West Northamptonshire 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 West Northamptonshire 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 West Northamptonshire 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.