



*Working in partnership with*

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

**Service User No: 973777**

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

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Branch Sort Code

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

To the manager
Bank/Building Society
Address:
Postcode:

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

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

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 1<sup>st</sup> to 28<sup>th</sup>, Please  
specify the date preferred for collection:

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OR

Weekly (Friday Only)

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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.