

**Department:** Housing Services  
**Telephone Number:** 01753 475 111 (option 3)  
**Email:** rentaccounting@slough.gov.uk

Dear Sir or Madam

Thank you for choosing to pay your rent by direct debit.

**Until you receive confirmation, please continue to make payments to your account and ensure that there is a zero balance before commencement of the 1st Direct Debit payment.**

When your Direct Debit has been set up, you will be notified by letter of the exact dates & payment amounts to be collected.

Please note this direct debit can only be used for payment of your Tenancy Charges and/or Garage.

Direct Debit offers a worry free way of paying your rent on a calendar monthly basis and is now available on four different dates in each month.

The advantage of a Direct Debit:

- It calculates your monthly rent automatically, even if there is a rent decrease or increase or the amount due changes due to a change in housing benefit.
- They are designed to fit 52 weekly payments into 12 monthly payments.
- If you have rent arrears you can also amend it to pay any agreement you have made.
- There is no charge, except if a payment is rejected by your bank, when a payment of £12 will be debited to your rent account.

Yours faithfully

Rent Accounts Team  
rentaccounting@slough.gov.uk  
01753 475 111 (option 3)

### Direct Debit Instructions – Rent Accounts

Please fill in the whole form using a ball point pen and send it to:

Slough Borough Council Housing Service  
 Rent Accounts  
 St Martins Place  
 Bath Road  
 Slough SL1 3UF

**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 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

**Originator's Identification Number**

8	5	7	1	0	4
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**Rent Account No.**

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**Name and Full postal address of Housing/Garage**

This is not part of the instruction to your Bank or Building Society

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**Payment Date (Please Tick)**

- 1<sup>st</sup> of the month       8<sup>th</sup> of the month
- 15<sup>th</sup> of the month       22<sup>nd</sup> of the month

**Instruction to your Bank or Building Society**

Please pay Slough Borough 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 Slough Borough Council and, if so, details will be passed electronically to my Bank/Building Society.

**Signatures(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 Slough Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Slough Borough 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 Slough Borough 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 Slough Borough 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.