

Department: Housing Services  
Telephone Number: 01753 475111 (option 3)  
Email: Directdebithomeownership@slough.gov.uk

Dear Sir or Madam

Thank you for choosing to pay your Service Charges by direct debit.

Please find attached your direct debit mandate form to pay your Service Charges.

Can you please complete the following:

- Name(s) of account holder(s)
- Bank/Building Society account number
- Branch Sort Code
- Name and full postal address of your Bank or Building Society
- Your Service Charge account number (located on your Service Charge letter)
- Name and postal address of your Slough Leasehold property
- Please tick your preferred Payment Date
- Please sign and date mandate

**Once you have completed all the details, can you please return the completed form as soon as possible to:**

- **Directdebithomeownership@slough.gov.uk**  
**or;**
- **Slough Borough Council, Home Ownership Section, Observatory House, 25 Windsor Road, Slough, SL1 2EL**

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

Yours faithfully

Home Ownership Team  
Directdebithomeownership@slough.gov.uk  
01753 475111 (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  
 Observatory House  
 25 Windsor Road  
 Slough  
 SL1 2EL**

Name(s) of Account Holder(s)

.....  
 .....

Bank or Building Society Account Number

--	--	--	--	--	--	--	--	--	--

Bank Sort Code

		-			-		
--	--	---	--	--	---	--	--

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 Direct Debit**

Originator's Identification Number

8	5	7	1	0	4
---	---	---	---	---	---

Service Charge Account No.

--	--	--	--	--	--	--	--	--	--	--	--

Name and full postal address of Leasehold Property

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

.....  
 .....

**Payment Date (Please Tick)**

<input type="checkbox"/> 1st of the month	<input type="checkbox"/> 8th of the month
<input type="checkbox"/> 15th of the month	<input type="checkbox"/> 22nd of the month

**Instruction to your Bank or Building Society**

Please pay Slough Borough Council Direct Debits from the account detailed on 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 or Building Society.

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 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.