



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

Leasehold Services, The Gateshead Housing Company,
Civic Centre, Regent Street, Gateshead, NE8 1JN
Tel: 0191 433 5395 Fax: 0191 433 5354
www.gatesheadhousing.co.uk
www.gateshead.gov.uk

You do not need to fill in this form if you already pay your Service Charges by Direct Debit

Instruction to your bank or building society to pay by Direct Debit

Originator's identification number

9 7 1 9 7 9

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

Please fill in the details below

Payer's name _____
 Address of property _____

 Preferred payment date (please circle the required date)
 1st 8th 15th 22nd

Instruction to your bank or building society

Please pay Gateshead 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 Gateshead Council and, if so, details will be passed electronically to my bank/building society.

Signature(s): _____

 Date: _____

Reference Number (eight digit account number)

Office use only	Issued by		Location	
------------------------	-----------	--	----------	--

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, The Gateshead Housing Company/Gateshead Council will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request The Gateshead Housing Company/Gateshead 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 The Gateshead Housing Company/Gateshead 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 The Gateshead Housing Company/Gateshead 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 The Gateshead Housing Company/Gateshead Council.



It's the smart way to pay your service charges

With Direct Debit your service charges are paid direct from your bank or building society, so there's no need to worry about getting to the housing office, queuing at the Gateshead Civic Centre, or remembering to send a cheque.

Do I need a special bank account to pay by direct debit?

No. Most banks or building society current accounts, and even some deposit accounts, let you use Direct Debit.

Just ask at your bank or building society.

How will I know how much will be paid?

When the Direct Debit is set up, we will send you a letter confirming the amount to be paid each month. We will also notify you at least 10 working days in advance of any proposed changes to the amount to be paid.

How will I know when the Direct Debit will be paid?

We will request the Direct Debit on the date specified on your mandate.

If that date falls during a weekend or on a bank holiday, we will request the Direct Debit on the next available working day.

As long as payments are received this way, we will not regard you as being in arrears.

Can I cancel the Direct Debit agreement?

Yes, just write to your bank or building society giving them at least seven days notice, and they will cancel your payments.

Please send a copy of the letter to the Leasehold Services Team, The Gateshead Housing Company, Civic Centre, Regent Street, Gateshead, NE8 1JN

What if there's a mistake?

Mistakes with Direct Debit are rare and you will be covered by the Direct Debit Guarantee - see over.

If the wrong amount is paid, or if it is paid before the agreed date, contact your bank or building society at once.

Under the terms of the Direct Debit Guarantee, they are responsible for giving you a full refund.

What if my bank doesn't make a payment?

If we make a request for a payment and your bank or building society doesn't pay, we will notify you in writing, and you must make other arrangements to pay the outstanding rent.

What to do next:

1. Fill in the Direct Debit instruction form and sign it.
2. Return the form to the Leasehold Services Team, The Gateshead Housing Company, Civic Centre, Regent Street, Gateshead, NE8 1JN by post or in person, or drop it into any housing office in Gateshead. We will get in touch with your bank or building society to arrange the Direct Debit 10 working days before your first payment is due.
3. Sit back and do nothing else - paying your rent by Direct Debit is that simple.

If you would like more information about this facility, ask at any of The Gateshead Housing Company's offices, or contact the Leasehold Services Team on 0191 433 5395.