

# Pay your rent the easy way with Direct Debit



Name .....

Address .....

.....

.....

Garage address .....

.....

Please give your telephone number in case of query

Home ..... Work .....

## Why pay by Direct Debit?

- It's safe and secure and you're in control
- You can enjoy the peace of mind knowing your rent is being paid on time
- Is flexible, you can cancel at any time
- Is a secure means of payment that you can trust
- Gives you peace of mind - payments are made automatically
- You can be sure your rent is paid when it's due where ever you may be

Once you have set up your Direct Debit your rent will be paid automatically on pre-agreed date each month. You are protected by a comprehensive guarantee which means you get a full and immediate refund from your bank if an error is made in the payment of your Direct Debit.

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



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

Solihull Community Housing  
Endeavour House  
Meriden Drive  
Solihull  
B37 6BX

Service user number

**4 3 7 4 3 3**

Name(s) of Account Holder(s)

  

For Solihull Community Housing use only.  
This is not part of the instruction to your bank or building society

Date ...../...../.....

If you need any help please telephone 0121 717 1515

Bank/Building Society account number

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Brand sort code

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Name and full postal address of your Bank/Building Society

To: The Manager Bank/Building Society

Address

  

Postcode

Tenancy Reference Number

Please pay Solihull M.B.C 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 Solihull M.B.C and, if so, details will be passed electronically to Bank/Building Society.

Signature(s)

Date

Pay your rent in the normal way until you have received a letter informing you of how much your instalments will be and the date they commence.

NOTE: Direct Debits can be taken from your account monthly, fortnightly or weekly. Please indicate with a tick in your preferred option (if monthly please include preferred date):

Monthly

Date

  

Fortnightly every Friday

Weekly every Friday

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 Solihull M.B.C will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request Solihull M.B.C 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 Solihull Community Housing 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 Solihull M.B.C 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.