

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

Please fill in the whole form including the official use only box using a ball point pen and send it to:

**Your Homes Newcastle  
Income Section  
YHN House  
Benton Park Road  
Newcastle upon Tyne  
NE7 7LX**

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 number

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Originator's Identification Number

9	7	3	5	6	9
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Official Use Only

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

Your Name \_\_\_\_\_

Your Address \_\_\_\_\_

I wish to pay monthly on or  
immediately after the :-

I wish to pay weekly on a  
Friday (RENT only) :-

5<sup>th</sup>     20<sup>th</sup>     Weekly

Address payment is for (if different to above)

\_\_\_\_\_

### Instruction to your Bank or Building Society

Please pay Newcastle City Council Direct Debits from the account detailed in this instruction subject to the safe guards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Your Homes Newcastle on behalf of Newcastle City Council and, if so, details will be passed electronically to my Bank/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 Newcastle City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Newcastle City 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 Newcastle City 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 Newcastle City 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.**