



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

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

Farrell House Arlington Way DurhamGate Spennymoor County Durham DL16 6NL
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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 <span style="float: right;">Bank/building society</span>
Address
Postcode

Reference

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Service user number

9	7	1	4	8	6
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FOR Livin Housing Ltd OFFICIAL USE ONLY

This is not part of the instruction to your bank or building society.

Name of Tenant:

Address:

Post Code:

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

6<sup>th</sup>

20<sup>th</sup>

I wish to pay weekly on a Friday

Weekly

Instruction to your bank or building society

Please pay Livin Housing Ltd 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 Livin Housing Ltd 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

DD11

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 Livin Housing Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Livin Housing Ltd 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 Livin Hosuing Ltd 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 Livin Housing Ltd 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.