



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

Please fill in the whole form including 'FOR DALE & VALLEY HOMES OFFICIAL USE ONLY' box using a ballpoint pen and send it to:

Dale & Valley Homes
C/O County Durham Housing Group
Spectrum 6
Spectrum Business Park
Seaham
Co Durham
SR7 7TT

Service user number

9 7 2 6 6 0

FOR DALE & VALLEY HOMES OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

Name
Your address

Name(s) of account holder(s)

[Empty box for Name(s) of account holder(s)]

Daytime Telephone No: _____

Please complete to indicate your preferred payment date between 1st – 28th of the month:

Monthly on:

Or alternatively:

Weekly (on a Friday)

Branch sort code

[Empty box for Branch sort code]

Bank/building society account number

[Empty box for Bank/building society account number]

Instruction to your bank or building society

Please pay Dale & Valley Homes 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 Dale & Valley Homes and, if so, details will be passed electronically to my bank/building society.

Name and full postal address of your bank or building society

To: The Manager Bank/building society
Address
Postcode

Reference (Rent Reference)

[Empty box for Reference (Rent Reference)]

Signature(s):

Date:

[Empty box for Signature and Date]

Banks and building societies may not accept Direct Debit Instructions for some types of account

DDI1

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 Dale & Valley Homes will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Dale & Valley Homes 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 Dale & Valley Homes 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 Dale & Valley Homes 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.