



Stockton-on-Tees
BOROUGH COUNCIL



Instruction To Your Bank Or Building Society To Pay Direct Debits

Originators Identification Number

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Please Complete This Form And Return It To: Tristar Homes Ltd, Income Management Team, Tristar House, Lockheed Court, Preston Farm Industrial Estate, Stockton-on-Tees TS18 3SH

Your Name And Address

Rent Account No

**To The Manager,
Bank/Building Society Name**

**Bank/Building Society
Address
And Postcode**

**Name(s) of Bank/Building
Account Holder(s)**

Branch Sort Code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**Bank/Building Society
Account Number**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Payment Date – Please tick which date you would like your direct debit to be taken from your bank.

1st of the month

15th of the month

Instruction To Your Bank Or Building Society

Please pay Stockton-on-Tees Borough Council Direct Debits from the account detailed on this instruction, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Stockton-on-Tees Borough Council and if so, details will be passed electronically to my bank/building society branch.

Signature (s)

Date

Please note that banks and building societies may not accept Direct Debit instructions from some types of account.

Please detach this guarantee from the rest of the form and retain it for your information.

The Direct Debit Guarantee

- This guarantee is offered by all banks and building societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own bank or building society.
- If the amount to be paid or the payment dates change, Tristar Homes Ltd will notify you normally 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Tristar Homes Ltd or Stockton-on-Tees Borough Council or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to us.



The Easy Way To Pay

With Direct Debit your rent is paid direct from your Bank, Building Society or Credit Union account, so there's no need to worry about making your payments.

Do I need a special bank account to pay by Direct Debit?

No. Most Banks and Building Society current accounts as well as Credit Union Accounts let you use Direct Debit.

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 ten working days in advance of any proposed changes to the amount paid.

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

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

Can I cancel the Direct Debit agreement?

Yes. Just write to your bank, Building Society or the Credit Union giving them at least seven days notice, and they will cancel our payments. You can also cancel the Direct Debit by contacting Tristar Homes Limited direct.

What if there is a mistake?

Mistakes with Direct Debit payments are rare but you will be covered by the Direct Debit Guarantee – see overleaf. If the wrong amount is paid, or if it is paid before the agreed date, contact your Bank, Building Society or Credit Union immediately. 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, Building Society or Credit Union doesn't pay, we will notify you in writing and you must make alternative arrangements to pay the outstanding rent.

Why not nominate a friend?

Recommend a friend or relative to pay their rent by Direct Debit and as soon as their Direct Debit is set up we will send you a cheque for £10. If your rent account is not clear, the £10 will be credited to your account.

You could also win £250 in our Clear Rent Account Prize Draw.

Every customer with a clear rent account is entered into prize draws which take place every quarter on the following dates:

31st March

30th June

30th September

31st December