



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:

Stirling Council
 FREEPOST NAT6427
 Customer Services
 Teith House
 Stirling
 FK8 2WZ

Service user number

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FOR STIRLING COUNCIL OFFICIAL USE ONLY
 This is not part of the instruction to your bank or building society.

I / We wish to pay
 1st of the month
 15th of the month
 Weekly - every Friday

Only complete the following if your rent account is in Arrears
 I agree to £ _____ arrears being collected each Month / Week with my rent until my arrears have been cleared.

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

Instruction to your bank or building society
 Please pay Stirling Council 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 Stirling Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Reference

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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 Stirling Council will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Stirling 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 Stirling 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 Stirling 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.

How to pay your rent the easy way



Please fill in the instruction overleaf and your rent will be paid direct from your bank account.

- You can choose to have your payments made weekly (every Friday) or on either the 1st or 15th of each month
- We arrange your payments
- You won't waste time travelling or queuing to pay
- No cheques to write or postage to pay

Outstanding Balance

If there's a balance of under £200 on your Rent account when your Direct Debit starts it will be spread over the number of payment dates to March unless you ask for some other arrangement.

If there's not enough money in your account

If your bank cannot pay one of your Direct Debits because there isn't enough money in your bank account, the amount that is not paid will be collected over the rest of the year.

However, if your bank can't pay a Direct Debit for a second time, we will have to cancel your Direct Debit arrangement.

Your bank may also charge you for not having enough money in your account to pay the Direct Debit.